



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                 |  |
|---------------------------------|--|
| Name of Business:               | Odeon Cinema   |
| Address of food business:       | Unit 1A<br>Wherry Road<br>Norwich<br>NR1 1XA   |
| Date of Inspection:             | 02/03/2017   |
| Risk Rating Reference           | 17/00089/FOOD  |
| Premises Reference              | 20779/0004/2/000   |
| <hr/>                           |  |
| Type of Premises:               | Cinema   |
| Areas Inspected:                | Main Kitchen, Storeroom, Dry store, Front of house, Back of house, Yard, Served                            |
| Records Examined:               | FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records |
| Details of Samples Procured:    | None   |
| Summary of Action Taken:        |  |
| General Description of business | Snacks, Ice cream, Costa   |

**Relevant Legislation**

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 853/2004 and No 853/2004 applied by Regulation 19(1) of the Food Safety and Hygiene (England) Regulations 2013

Health and Safety at Work etc. Act 1974 and related regulations

**What you must do to comply with the law**

The report may include **Contraventions** - matters which do not comply with the law. You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away.

Contraventions relating to structural repairs, your food safety management system and staff training, should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include **Observations** of current practice, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements**.

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

## **FOOD SAFETY**

### **How we calculate your Food Hygiene Rating:**

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table.

| Compliance Area                            | You Score |   |    |    |    |    |
|--|-----------|---|----|----|----|----|
| Food Hygiene and Safety                    | 0         | 5 | 10 | 15 | 20 | 25 |
| Structure and Cleaning                     | 0         | 5 | 10 | 15 | 20 | 25 |
| Confidence in management & control systems | 0         | 5 | 10 | 15 | 20 | 30 |

  

|                  |        |    |         |         |         |      |
|------------------|--------|----|---------|---------|---------|------|
| Your Total score | 0 - 15 | 20 | 25 - 30 | 35 - 40 | 45 - 50 | > 50 |
| Your Worst score | 5      | 10 | 10      | 15      | 20      | -    |

  

|                |   |   |   |   |   |   |
|----------------|---|---|---|---|---|---|
| Your Rating is | 5 | 4 | 3 | 2 | 1 | 0 |
|----------------|---|---|---|---|---|---|

Your Food Hygiene Rating is 5 - a very good standard



### **1. Food Hygiene and Safety**

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

#### **Contamination risks**

**Observation** Contamination risks were controlled

**Observation** I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of food, the correct use of wash-hand basins and thorough hand washing, having dedicated equipment for ready-to-eat foods, through 2-stage cleaning and the correct use of sanitiser.

#### **Hand-washing**

**Information** Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide 'E.coli - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

**Observation** Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

#### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high.

#### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

#### Poor Practices

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- Scoop left in ice machine - handle in direct contact with ice
- Allergen information from supplier not correctly displayed - inform staff to reduce risk of miscommunication
- Paper drinks cups used to scoop ice directly out of ice machine and into cups
- Popcorn on the floor in popcorn storage area creating a pest attraction

**Information** The hot dogs named 'beefrank' (pork) purchased packaged from the manufacturer - the manufacturers label fails to correctly display allergen information - contact the manufacturer    supplier - for the safety of your staff - ensure all informed.

**Information** The scoop was left in the ice machine - removed to storage bucket - ensure staff always return the scoop to the bucket and do not leave it in direct contact with ice.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

#### Cleaning of Structure

**Contravention** The following structural items were dirty and require more frequent and thorough cleaning:

- Floor throughout and under storage shelving
- Flaking paint in Galley Kitchen
- Defrost freezer and clean the door in 24 hours stock kitchen
- Hand contact surfaces
- Areas around the bottom of machinery

**Contravention** The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- The wood structure around the galley bar area, the seal has come away from the

wood and the wood has become absorbent.

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

**Recommendation** Try to store foods together in a minimum number of rooms. Rooms containing foods are to be maintained at a higher standard than non-food rooms, thus reducing the numbers of locations food is stored in will reduce the maintenance cleanliness requirements on staff.

#### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had colour-coded equipment on which to prepare food.

**Recommendation** Use separate identifiable equipment for cleaning broken glass.

#### Cleaning Chemicals / Materials / Equipment and Methods

**Information** Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

**Guidance** Even when using a surface sanitiser you should be following the two-stage cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

#### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

### **3. Confidence in Management**

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

#### Type of Food Safety Management System Required

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

**Information** Costa food service area are using their own kitchen, washing up facilities and internal FSMS, they are also subject to external audit.

**Information** Odeon and Ben & Jerry's are using the same FSMS, temperature log sheets etc.

**Information** All trained authorised staff can work in any area of the premises and all food outlets share the same managers and complaint procedures.

### Allergens

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

**Observation** You had identified the presence of allergens in your non-pre packed food and had brought this to the attention of your customers.

**Observation** You had clearly shown the presence of allergens in your food on your menu.

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

**Information** The allergen labelling on the hot dogs is displayed in an incorrect format. Inform supplier and staff to ensure the correct information is given to customers.

**Information** Where allergy information is available ensure it is displayed in a legible font and not too small.

### Matters of evident concern

**Contravention** The following matters were of immediate concern:

- In the Gallery bar public seating area the floor runner has lifted creating a trip hazard, repair or replace.