

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Ketts Hill Bakery
Address of food business:	Ketts Hill Bakery 25 Ketts hill Norwich NR1 4EX
Date of Inspection:	30/03/2017
Risk Rating Reference	17/00166/FOOD
Premises Reference	09400/0025/0/000
<hr/>	
Type of Premises:	Bakers shop - retail
Areas Inspected:	Service counter, Back of house
Records Examined:	SFBB, Temperature control records, Cleaning schedule
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Bakery

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 852/2004 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

Information The use of glass in your food preparation area needs to be assessed as part of your food safety management system.

Guidance If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

Recommendation Chopping/cutting boards were held stable with tea towels/cloths which could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

Observation Contamination risks were controlled.

Hand-washing

Contravention The following evidence indicated hand-washing was not suitably managed:

- there was no fully functioning hand wash basin in the servery or rear room. As a temporary measure the previous inspector recommended the use of a bowl placed on the drainer in the servery. This matter needs to be attended to as a matter of urgency.

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

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.

Information Whilst undertaking renovation works, ensure food is kept safe and free from contamination risk.

Information Ensure the hand wash basin and washing up facilities are installed as soon as possible, continue to use your temporary solution and ensure additional care is taken.

Personal Hygiene

Recommendation Keep a waste bin near the wash-hand basin in which to discard disposable paper towels.

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

Temperature Control

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

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 could not be effectively cleaned and must be covered or made non-absorbent:

- The new loft hatch and area surrounding it, has exposed plasterboard and unsealed wood.
- Cover and finish to allow effective cleaning.

Information Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

Cleaning Chemicals / Materials / Equipment and Methods

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.

Maintenance

Observation I was pleased to see efforts being undertaken during the renovation to maintain a clean working area.

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 Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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.

Food Hazard Identification and Control

Information past temperature information, diary pages etc. over 2 years old can be disposed of to reduce the amount of documentation you currently have for daily use.

Allergens

Observation You had identified the presence of allergens in the food you prepare and serve and had brought this to the attention of your customers.

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.