

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Pinocchios
Address of food business:	11 St Benedicts Street, Norwich, NR2 4PE
Date of Inspection:	06/04/2017
Risk Rating Reference	17/00196/FOOD
Premises Reference	17/00050/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main kitchen, storeroom
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Italian restaurant serving the local community

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	<b>5</b>	10	15	20	30
<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0

Your Food Hygiene Rating is 4 – a 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

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- there was no lid on the flour container

#### **Recommendation**

Chopping/cutting boards were held stable with tea towels/cloths and 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** I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough handwashing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soiled vegetables.

### Hand-washing

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

- no towel to towel dispenser, however I was pleased to see that this was replaced in my presence

### 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** Prepared foods in the fridges was being kept for 5-6 days

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened or prepared on Monday it should be used by the end of Wednesday.

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

- an open packet of prosciutto crudo which states on the packet once opened consume within 48 hours, there was no label on this to say when it had been opened
- an open packet of bresaola which states on the packet once opened consume within 24 hours, there was no label on this to say when it had been opened
- cardboard-boxes were being used to store food i.e tomatoes in the Williams fridge. Please use lidded plastic containers as these can be easily cleaned
- redundant equipment i.e a Lincat deep fat fryer and a Hobart mixer was being stored in the storeroom

- tools i.e a drill was being stored on the shelf in the storeroom

**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.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### **Cleaning of Structure**

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

- dead flies were seen in the fluorescent light diffuser
- flooring under washing up sink needs more attention
- pipework to the flooring next to the washing up sink
- electric socket above the chest freezer
- flooring under the equipment needs more attention
- the shelf where the microwave is stored

**Recommendation** I recommend that you give the pipework a thorough clean and then box it in leaving access for plumbing

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- the lid to the semolina container
- the baskets to the dishwasher were badly scaled
- the container storing flour
- the seal to the Polar freezer
- the handle to the freezer numbered 1

- the door to the freezer numbered 2
- the electric socket to the wall next to the freezer numbered 1
- wheels to the stainless steel trolley where the colour coded chopping boards are stored
- tobacco was seen to the shelf in the storeroom next to where rice is stored
- interior door compartments to the Beko fridge

### Cleaning Chemicals, Materials, Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as *E.coli* 0157 between surfaces:

- cloths, scourers and sponges stored under the washing up sink were very worn and need replacing

### **Recommendation**

After thorough cleaning I recommend that equipment and utensils should be disinfected, to minimise the build up of bacteria

### Maintenance

**Contravention** The following items had not been suitably maintained and must be repaired or replaced:

- split seals to the Williams fridge
- the handle was broken to the Beko fridge
- split seals to the fridge numbered 2
- split seals to the fridge numbered 3
- the handle to the chest freezer was missing
- bare edges to the shelves opposite the upright freezers. These need to be sealed/painted to leave a smooth surface that is easy to clean

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

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

**Observation** I was pleased to see that you had a food safety management system that was up to date

#### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

#### Training

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

#### Infection Control / Sickness / Exclusion Policy

**Guidance** Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

#### Allergens in food

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