

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	The Cellar House
Address of food business:	Cellar House, 2 Eaton Street, Norwich, NR4 7AB
Date of Re-rating Inspection:	12th July 2017
Risk Rating Reference	17/00248/FOOD
Premises Reference	15/00140/FD_HS
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Type of Premises:	Public House with catering
Areas Inspected:	Main Kitchen, Storeroom, External store, Dry store, Cellar, Front of house, Servery
Records Examined:	SFBB, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Public House and independent restaurant. Serving mixed meat and vegetarian dishes and desserts and drinks. Serving 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	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
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Your new Food Hygiene Rating is 4 Very Good.



This space is reserved for the results of your Re-rating Inspection:

Matters you attended to that improved your food hygiene rating are listed below

- Improved pest proofing to rear door
- Fitted new white-roc wall covering and filled gaps to improve pest proofing in rear store room
- Refresher training for staff on your food safety procedures and updated this in your Safer Food Better Business pack
- Staff successfully completed Level II Chartered Institute of Environmental Health food hygiene training
- Revised and improved your cleaning schedule
- Cellar jet washed and painted
- Damaged/chipped area's filled and repainted in rear bread store
- Painted and sealed absorbent surfaces in rear store room
- New covers to drains fitted
- Varnished wood surfaces behind bar counter
- Purchased new chopping boards
- Stock rotation and labelling system improved

The following items/areas still need attention:

- The new rear door was constructed using sections of rough sawn wood and white-roc plastic cladding. Some of the wood used was cracked and had a rough surface. Untreated rough sawn wood is not suitable in a food room as it is absorbent and will be difficult to keep clean. You informed me that you are planning to improve the current rear store rooms with more suitable materials i.e tiled/flat roof and brick structure.
- A small pool of water was seen under the vegetable storage racking in the rear store area. You need to investigate the source of water and undertake remedial works to ensure water cannot enter the rear store.
- Damaged concrete flooring in cask cellar.
- Wood panelling/shelving in cask cellar.
- Ingrained dirt to floor where it meets the wood counter in main bar .
- Wheels to moveable equipment in main kitchen need cleaning.
- Fire extinguishers in main kitchen need cleaning
- The area above deep fat fryers had a build up of grease. I noted that the deep fat fryers were not sited directly under the extraction system. This very likely accounted for the grease build up in this area. You informed me that you are intending to extend the extraction canopy to cover the deep fat fryers to extract/remove frying fumes and grease.

Your Food Hygiene Rating is 2 - improvement is necessary



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:

- chopping boards badly scored and need replacing.
- a wood crate of raw cabbages had been placed onto a food preparation surface.
- a plastic container had been placed onto chopped parsley. This may transfer any contaminants on base of the container onto the surface of the parsley
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Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- a female staff member had long blond hair. This needs to be tied back. (According to your written systems staff should be wearing hats)

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.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- 4 large cartons of fresh cream were found past indicated 'Use by' date.
- a packet of cooked ham was found well past its indicated 'Use by' date.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- high level cleaning in rear bread store as cobwebs could be seen.
- high level cleaning in rear food preparation area as cobwebs could be seen around wood joists.
- area between white-roc cladding and door frame into rear freezer and fridge store room as cobwebs could be seen.
- vent/grill to refrigeration units to island preparation counter in main kitchen.
- door to exterior in rear store room.
- brick dust on plastic trunking at door from kitchen into rear storeroom.
- waste pipe to dedicated wash hand basin in main kitchen.
- wall under large washing up sink.
- ingrained dirt to floor when meets units behind the bar.
- floor/walls in drinks cellar
- wood cover to drain in main kitchen
- flour on shelving
- fire extinguishers in main kitchen

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

- wood batten secured to door frame in rear bread store room.
- wood plinth supporting dishwasher in main kitchen.
- wood used as drain cover in main kitchen.
- bare wood baton used for crisp storing/shelving behind main bar.
- exposed malamine to shelf near door into main kitchen from rear store room

Maintenance

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

- flaking paint to base of exterior door in rear freezer fridge store room.
- ill fitting lino in rear storeroom leaving a gap. This is creating a dirt trap.
- cracks around door frames in rear storeroom.
- damaged concrete flooring in old cellar
- missing handle to upright fridge freezer in rear store.
- dents to wall in rear bread store room.
- no cover to overhead bulk light in rear store bread room.
- damaged concrete flooring in cellar which contains the ice freezer

Facilities and Structural provision

Contravention The door was ill fitting allowing pests access to the premises. The door or frame must be adapted to prevent access:

- the main access door into rear food storage area for deliveries was open during my inspection. I was pleased to see it was closed when I brought it to your staffs attention. If this door needs to be open throughout the day then you will need to fit plastic strips or metal chains to prevent access by pests.
- there were large gaps around rear delivery door when it was in closed position. Pests could easily access your rear food storage area.
- there was a gap of approximately 80mm in your white-roc walling and this was exposing wood cladding. There is a gap were pests ie. mice could access your rear store room through this gap in the cladding.

Legal Requirement: Food businesses must take all reasonable precautions to prevent food pests, namely rats, mice, cockroaches and flying insects gaining entry into food storage and preparation areas. This is to prevent the contamination of foodstuffs.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- pest proofing is inadequate

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- the cleaning schedule. You need to ensure all area's/surfaces/equipment of your business are listed not just in the main kitchen. This will help ensure all parts of the business are kept visibly clean ie. rear store, cellar, doors, walls etc.
- staff training records. You had records of food hygiene training but as I explained to you the staff training recording section is a written record of staff being trained on your safe methods and food safety practises detailed in the pack.

Contravention The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- staff not wearing hats. It is specified in personal hygiene 'Safe Method' that staff should be wearing hats
- items raised in this report were also mentioned in the previous inspectors report i.e. pest proofing, cleaning, food hygiene training records in your SFBB pack and rear door open.

Training

Contravention The following evidence indicated there was a staff training need:

- staff signing off 'opening and closing checks' had not properly checked and disposed any out of date foods for several days. This was evident as fresh cream and ham had been found passed the manufacturers 'Use by' dates
- you need to ensure staff are aware what they are 'signing off' by completing the opening and closing checks. I noted that you had not recorded any staff training in the management section of your pack. This may also have accounted for foods found passed the manufacturers shelf life as staff may not have been aware this task should have been carried out
- foods found passed 'Use by' dates.
- cleaning needs improving

Allergens

Observation You had identified the presence of allergens in your non-prepacked 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.