

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of Business:	Reds
Address of food business:	35 St Benedicts Street, Norwich, NR2 4PF
Date of Inspection:	08/08/2017
Risk Rating Reference	17/00454/FOOD
Premises Reference	15340/0035/0/000
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Type of Premises:	Convenience Store
Areas Inspected:	All
Records Examined:	FSMS
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Small retailer, making sandwiches

### **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

Food Information Regulations 2014

### **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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory 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:

- an unwrapped cucumber was seen in the Tefcold fridge
- an open container of tomato sauce was seen in the Tefcold fridge
- the same tongs were being used for raw foods i.e uncooked bacon and ready-to-eat foods i.e cooked bacon

**Contravention** You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods, you did not have a dishwasher. You need to undertake the following work:

- Purchase separate utensils for use with raw foods and ready-to-eat foods preferably colour coded

**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) and must be stored and washed separately.

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

**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.

### Hand-washing

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

- no hot water provided to the wash hand basin in the WC
- no towels within the towel dispenser to the washing up sink

**Recommendation** I recommend that you install an electric instant hot water heater above the wash hand basin in the WC

### Personal Hygiene

**Legal Requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

### 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:

- lamb shank in a mint gravy had a use by date of 6/8/17
- Mattessons fridge raiders had a use by date of 2/8/17

**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 on Monday it should be used by the end of Wednesday.

## 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

- raw food i.e bacon was being stored above ready-to-eat foods i.e cheese slices and margarine in the Tefcold fridge
- open ham with no 'use by' date indicating when it was opened - in the Tefcold fridge
- open cooked chicken with no 'use by' date indicating when it was opened - in the Tefcold fridge
- open container of bacon fat on the work surface
- there were no dates on sauces, mayonnaise or pickles indicating when opened - in the Tefcold fridge

**Guidance** Sauces were noted stored at room temperature. The manufacture's recommendation is that such products are refrigerated once opened.

## **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:

- side to the cupboard where the open container of bacon fat is stored
- flooring to the storeroom
- window ledge next to the 2 door display freezer
- shelving throughout the retail store needs more attention
- top of the handrail to the stairs

- shelf where drinks are stored

### 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:

- around the interior to the top of the chest freezer
- a dead fly was seen to the top of the interior to the chest freezer
- rim of the sliding doors to the chest freezer in the storeroom
- seals to the Vest-frost fridge
- seals to the Tefcold fridge
- seals to Beko fridge/freezer
- door runners to the ice cream freezer
- behind the nozzle to the coffee machine
- cash box in the food preparation area
- interior to the bottom of the wine display fridge

### Maintenance

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

- shelf to the Vest frost fridge was in a poor state of repair
- missing tile to the ceiling in the storeroom near the rear door

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Type of Food Safety Management System Required

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system.

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/retailers/sfbb](http://www.food.gov.uk/business-industry/retailers/sfbb)  
Food Hazard Identification and Control

**Contravention** Your Food safety management (FSM) system is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable.

#### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following safe methods in your Food Safety Management system:

- cleaning is not being implemented

#### 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

**Observation** I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

#### 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 gastro-intestinal illness stay away from work until symptom-free for 48 hours.

#### Allergens

**Observation** You had identified the presence of allergens in your open/loose food and had brought this to the attention of your customers.