

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

### **Food Premises Inspection Report**

Name of Business:	County Hall - Staff Restaurant & Shop - Norse Commercial
Address of food business:	Norfolk County Council, Norwich , NR1 2HU
Date of Inspection:	10/08/2017
Risk Rating Reference	17/00483/FOOD
Premises Reference	10970/2001/2/009
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Type of Premises:	Restaurant or cafe
Areas Inspected:	All
Records Examined:	FSMS
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Staff Restaurant

### **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 generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

#### **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:

- a bowl of broccoli was being stored next to papers in the kitchen
- the mayonnaise containers still had film on them which could cause a contamination problem
- tea towels were being used to steady cutting boards and could contaminate the boards. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and/or be sterilised
- Tape and labels were being stored next to open foods i.e bread and sandwich fillings.

**Observation** Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat.

#### Hand-washing

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

- there was no towel to the towel dispenser to the wash hand basin in the shop.

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

#### Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- the temperature of the prepared salads i.e coleslaw, pasta, tomatoes and sweetcorn, in the display units was reading 17.9°C you informed me that this unit was faulty and had been reported to maintenance on the 17/8/17 and 21/8/17. Your fridge must operate at a temperature which will keep high-risk foods at or below 8°C preferably 0-5°C
- the temperature of the sandwiches and rolls were reading 15.9°C in the display unit in the shop.

**Legal Requirement** The cold chain is not to be interrupted. However, limited periods outside temperature control are permitted.

**Legal Requirement** If you rely on selling cold food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food, these thermometers can be useful to food businesses so long as they are used bearing in mind that they display the surface temperature of food, or the wrapping on the food, rather than the core temperature.

#### 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

- cooked rice was being kept for more than a day
- Ineffective and inadequate stock control and turnover because of date coding, unclear policy on how long to keep perishable foods i.e sandwich filling
- the wash hand basin was being used to wash utensils in the shop
- a mobile phone was seen on the counter in the shop. Personal belongings must not be stored in a food room. A locker or similar cupboard would be a suitable means of storing these items.

**Recommendation** I recommend that you adopt a colour coded day dot system that all staff are trained on.

## **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:

- flooring underneath the fridges numbered 3 and 4
- flooring underneath the fridges numbered 5 and 6
- flooring underneath the washing up sink
- flooring underneath the wash hand basin
- wall next to the dishwasher
- flooring underneath the water heaters
- wall behind the washing up sink in the washing up area
- pipework underneath the washing up sink
- electric switches behind the table top fridge in the servery.

### 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 seals to the Zanussi fridge
- seals to the fridge numbered 6
- interior bottom to the fridge numbered 6
- top of the radio
- the fire extinguisher station
- interior door rim to the fridges
- exterior door to the freezer numbered 8
- rotary arms to the dishwasher were scaled up
- interior rim to the dishwasher
- filters to the extraction unit
- tray storage to the Rational oven
- cling film dispenser on the microwave
- behind the wash hand basin
- underneath the soap dispenser
- underneath the towel dispenser
- exterior of the salt dispenser for the dishwasher
- interior rim around the top of the ice cream fridge
- the ice cream freezer in the shop needs defrosting
- yellow cone in the kitchen
- seal to the drinks fridge in the shop

## Maintenance

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

- damage to the melamine covering to the ledge under the dumb waiter
- holes to the tiled wall next to the dishwasher
- tap temperature indicators were missing to the wash hand basin in the shop

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. 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 matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- date labels on prepared foods in fridges
- storing foods out of temperature.

## 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.

**Information** more information is needed to your cleaning schedule i.e method of cleaning and what chemicals are used to clean.

**Contravention** The following are examples of where your documented procedures said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- it states on your cleaning schedule that the columns are initialed when the cleaning has been completed. The columns dated from week commencing 24/7/17 had been ticked.

## Matters of evident concern

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

- the cable to the stick blender was dangling across the kitchen while in use.

