

Public Protection (food & safety)

Food Premises Inspection Report

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|---------------------------------|--|
| Name of Business: | P J's |
| Address of food business: | 119 Spencer Street, Norwich,NR3 4PF |
| Date of Inspection: | 19/09/2017 |
| Risk Rating Reference | 17/00559/FOOD |
| Premises Reference | 15100/0119/0/000 |
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| Type of Premises: | Convenience Store |
| Areas Inspected: | All |
| Records Examined: | FSMS, Cleaning schedule, Temperature control records |
| Details of Samples Procured: | None |
| Summary of Action Taken: | Informal |
| General Description of business | Convenience store |

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 |
| 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 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

Observation I was pleased to see that contamination risks were controlled

Temperature Control

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

- the temperature of Elmlea cream was reading 17°C in the display fridge. Your fridge must operate at a temperature which will keep high-risk foods at or below 8°C preferably 0 - 5°C. You informed me that you would contact an engineer.

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

- the door to the WC lobby was left open. Please ensure that the door is closed at all times
- the wash hand basin was obstructed with 2 bottles of milk. Ensure that the wash hand basin is available to use at all times and is free of obstructions

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:

- wc pan
- the wall and floor between the display glass door freezers

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:

- interior to freezers in the storeroom
- glass lids to the freezers in the storeroom
- electric sockets behind the chest freezer in the storeroom
- interior rim to the display chest freezer
- interior rim to ice cream freezer
- interior bottom to the display chest freezer needs cleaning/defrosting
- interior bottom to all of the glass door freezers

Contravention Touch points are dirty, thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build-up of bacteria

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 and scourers were dirty

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

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. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

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:

- freezers were cleaned on a weekly basis this was clearly not the case

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Fitness to Work

Observation Policies were in place to prevent any infected food handler from contaminating food.

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.