



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	One Stop Shop
Address of food business:	106 Quebec Road, Norwich, NR1 4HY
Date of Inspection:	19/09/2017
Risk Rating Reference	17/00588/FOOD
Premises Reference	13460/0106/0/000
Type of Premises:	Grocery/supermarket
Areas Inspected:	All
Records Examined:	FSMS, Temperature control records, Pest control report,
	Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Revisit
General Description of business	Small supermarket selling wrapped high and low risk foods

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 Hygiene Rating Re-Scoring Visit

Date: 3.4.19

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes: You have been awarded new scores of 5 for Food hygiene and safety, 5 for Structure, and 5 for Confidence in Management, giving an overall Food Hygiene rating of 5.

I was pleased to note that the temperature monitoring and stock rotation procedures remain good, along with staff training and written documentation. Great improvement has been made to the structure and cleanliness of the external store, and a replacement roof has been provided to the covered yard area.

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 2 - improvement is necessary



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:

- the roof covering the yard was in disrepair and rain water was leaking onto food cages
- dust from damaged brickwork in rear store
- dirty conditions in rear store

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.

Hand-washing

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

- boxes stood in front of basin, making access difficult

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Personal Hygiene

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

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.

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:

- yard requires removal of redundant items which make cleaning hard, and could provide pest harbourage
- the wash hand basin
- wc floor
- covered yard 'ceiling'
- external store floor, walls and ceiling. Longstanding dirt.
- upper stock room floor, staircase and window sill. Dead insects seen. (recommend moving food to an area where conditions are better.)
- chest freezer in external store
- door seals to fridge in external store split and mildewed

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

- missing boarding to external store ceiling exposing fibreglass
- worn and flaking paint to store room ceiling, and walls, and crumbling dusty brickwork to walls

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.

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.

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:

- dirty shelving in external store
- dirty fridge and freezer seals to equipment in yard store

Cleaning Chemicals / Materials / Equipment and Methods

Information Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

Maintenance

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

- crumbling and loose brickwork to walls in rear store
- badly peeling paint to walls and ceiling in rear store
- underdrawn ceiling cladding missing in rear store exposing fibreglass
- rear store structure generally old and poorly maintained, gaps and parts of structure require basic upgrading to enable ease of cleaning.
- covered yard area, as such part of structure had holed and damaged corrugated roofing, so stagnant water dripping onto roll cages. Temporary repairs had failed.

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- rear store
- covered yard

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

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over main hazards associated with the food sold.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Food Hazard Identification and Control

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

- Cleaning and sanitation are poor
- Maintenance is poor
- The premises structure, in places is unsuitable

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::

- dirty premises
- poorly maintained premises
- food exposed to risk of contamination