

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Deli Nourish
Address of food business:	101 Prince Of Wales Road, Norwich NR1 1DW
Date of Inspection:	18/10/2017
Risk Rating Reference	17/00653/FOOD
Premises Reference	17/00246/FD_HS
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Type of Premises:	Cuisine - Sandwich Shop
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	Cooking and preparing sandwich, baguette and 'deli' bowl fillings, assembling the same for display and retail sale.

**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 4 - a good 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:

- replace the ceramic cups used in the deli display chiller with plastic spoons which won't chip and possibly contaminate food.
- protect open food in the deli display chiller from accidental contamination from allergens such as sesame seeds.

**Contravention** You had not protected articles and/or equipment used for ready-to-eat (RTE) food from the contamination risk posed by raw food or its packing. In particular undertake the following work:

- move the cutting boards and utensils from under the table on which raw meat is prepared
- separate the cutting boards. Those used for raw meat and ready-to-eat

(RTE) food should not be touching.

**Observation** Observation I was pleased to see that you had dedicated work surfaces/areas for raw and RTE foods.

**Recommendation** Consider moving the electric fly killer from above the preparation table or replace it with a 'sticky' glueboard unit to prevent the risk of contaminating open food beneath it.

### Hand-washing

**Observation** Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

**Recommendation** Display a 'good hand-washing technique' poster above the wash-hand basin. The Safer Food Better Business pack - available free from [www.food.gov.uk](http://www.food.gov.uk) - has one you can use.

### Personal Hygiene

**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 all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

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

- bare wooden shelves over the rear counter must be sealed
- edging strips to shelf under the hot lamps needs sealing

### Maintenance

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

- replace the broken edging strip to the shelf under the carvery table.

**Observation** There was a leak to the drain under the double sinks which was in the process of being repaired.

### **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. You are progressing towards a written food safety management system. 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**

**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.
- Review procedures in the light of changing staff, menus and equipment etc.

**Observation** Your food safety management system comprised a set of very good procedures but did not start from a fundamental appreciation of the hazards to food and those critical points that need to be controlled.

**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. In particular address the following matters:

- there was no document indicating what and where your food safety hazards were i.e. cross contamination, undercooking and bacteria growing on food.
- your procedures did not cover the calibration checks done of your probe thermometer for instance or
- record whether your staff had been trained in how your food safety management system operated.
- there was no means of recording any additional checks i.e. date of any deep clean, useful contacts or how customer complaints are dealt with.
- although staff were aware of the of the need to stay away from work if ill, you had no document stating what your sickness policy was.

**Information** Comparing your system with the contents of Safer Food Better Business may help you identify gaps in your HACCP approach.

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

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

### Proving your arrangements are working well

**Observation** The food safety management system, despite the limitations referred to above, was being operated well and I was reasonably confident you were in control of food safety hazards.

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

**Observation** I was pleased to see you were routinely date coding food to ensure good stock rotation and were using foods within appropriate limits.

### Allergens

**Legal requirement** Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Legal Requirement** Food manufacturers must now label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

**Information** Foods 'pre-packed for direct sale' are foods that you package and then sell on the same premises or local sites trading under the same name (e.g. sandwiches or salad boxes).

**Contravention** Although you knew what the 14 specified allergens were you had not fully identified their presence in the food you prepared.

**Contravention** You had not properly informed your customers about the presence of allergens in the food you prepare. Your warning sign on the possible presence of nuts in your food did not go far enough to properly inform your customers about the other allergens you use.

**Contravention** Although you had warned your customers about the potential for cross contamination with nuts you had not extended this to include the potential for cross contamination with other allergens.

**Recommendation** It is not sufficient to warn your customers about the potential for cross contamination with allergens without your making reasonable attempts to prevent this from occurring. For example, you may consider it appropriate to remove the sesame seeds from within the display chiller to prevent the accidental contamination of open bowls of food or add sesame seeds to salad bowls away from other other food.

## Public Health

### Business merit scheme

**Information** I would encourage you to apply for the Business merits below:

- Healthier Options Norfolk award (HONOR). The HONOR Business merit promotes businesses that offer at least one healthier option on their menu.
- Locally Sourced Food. The 'We buy local' Business merit promotes businesses that have at least 5 foods on their menu that come from within East Anglia

**Information** Apply for business merits here: [www.norwich.gov.uk/businessmerits](http://www.norwich.gov.uk/businessmerits)