

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Cloverhill News
Address of food business:	20 Waldegrave, Norwich, NR5 9AW
Date of Inspection:	30/10/2017
Risk Rating Reference	17/00679/FOOD
Premises Reference	17780/0020/0/000
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Type of Premises:	Newsagent
Areas Inspected:	Shop floor, Storeroom
Records Examined:	FSMS, Temperature control records, FSMS, Temperature control records, FSMS, Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Newsagent

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
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
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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

Observation I was pleased to see that contamination risks were controlled

Hand-washing

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

- there was no towel to the wash hand basin in the WC

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.

Recommendation

The use of an “equivalent food temperature” such as a food safe fridge thermometer, is and easy ways of ensuring your checks of temperature of refrigerators is accurate

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 foods i.e sausages and bacon were being stored next to ready-to-eat foods i.e cream cakes in the display fridge although wrapped this could cause a cross-contamination problem

You informed me that you had recently purchased a new milk fridge and was awaiting delivery

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:

- mastic/silicon to the sink in the kitchen
- tiles behind the sink in the kitchen
- wall behind sink in the kitchen
- cobwebs were seen to high areas in the kitchen
- broken tiles to the wall behind the chest freezer in the storeroom
- cobwebs were seen to high areas in the WC
- the pan in the WC
- the wash hand basin in the WC

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 interior to the glass lidded display freezer
- the cans were dusty on the shelves
- the doors to the walk-in milk fridge

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Food Hazard Identification and Control

Observation your temperature records were showing 5°C for the fridges and -20°C for the freezers at all times please do not rely on the digital display thermometers as these are unreliable

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.