

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Nanna Mexico
Address of food business:	23 White Lion Street Norwich NR2 1PX
Date of inspection:	12/02/2018
Risk rating reference:	18/00105/FOOD
Premises reference:	16/00061/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Served, Dry store
Records examined:	SFBB, Cleaning schedule, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Mexican 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

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 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)

Hand-washing

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

- hot water to wash hand basin in the kitchen is scaldingly hot and the tap is very loose making it difficult to turn on and off, this prevents it from being used. Reduce the water temperature or provide mixer taps or thermostatic mixing valve.
- bits of food waste in and around the wash hand basin, this would indicate that it is being used for purposes other than hand washing

Temperature Control

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

- hot held food was around 57°C when I measured it and I was informed it is kept for up to 4 hours. Hot held food must either be maintained at 63°C or above or kept on display for a maximum of 2 hours.

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:

- wash hand basin in kitchen
- extraction canopy
- shelf under equipment sink
- black shelving unit
- floor around and under all units
- can opener
- end panel to hot display counter
- walls in kitchen, particularly under equipment sink
- inside upright vegetable fridge

Maintenance

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

- limescale inside dishwasher
- unfinished wall surface in servery
- loose tap to the wash hand basin in kitchen

Legal requirement The unfinished wall surface in the servery (see photos below) needs to be improved to provide a smooth, impervious, non-absorbent washable finish that will prevent against the accumulation of dirt or the shedding of particles into food.

Recommendation Extend the walls tiles to the area below and to the side of the hand wash basin. If you want to retain the visual appearance of the unfinished wall above the food handling area, it should be covered with perspex or similar washable surface

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)**

Type of Food Safety Management System Required

Observation Staff were not aware of the presence of the SFBB pack on site - there were also two copies which was slightly confusing. Ensure you have maintain one system only to prevent confusion and instruct staff in its location and contents for ease of reference.

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- cleaning is not being carried out in accordance with the cleaning schedule
- Hot held food must either be maintained at 63°C or above or kept on display for a maximum of 2 hours - a system should be implemented to either ensure the temperature is adequate or time limits are being met

Recommendation The level of cleaning has had a negative impact on the score, I recommend that a cleaning chart is used to sign off items and that management carry out checks and take action as necessary

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.

Allergens

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- Hot water to wash hand basin in kitchen is scaldingly hot and the tap is very loose making it difficult to turn on and off preventing it from being used. Reduce the water temperature or provide mixer taps or thermostatic mixing valve.
- No handrail to the first set of stairs leading to the first floor and the design of the handrail on the second set does not have an appropriate profile e.g. round, and cannot be held continuously due to the positioning of the fixings