



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Phoenix Centre Lunch Club
Address of food business:	Mile Cross Phoenix Children's Project 132A Mile Cross Road Norwich NR3 2LD
Date of inspection:	27/02/2018
Risk rating reference:	18/00166/FOOD
Premises reference:	06/00167/FD_HS
Type of premises:	Caterer
Areas inspected:	Main Kitchen
Records examined:	SFBB, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Luncheon club/cafe

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.

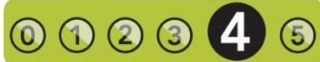
FOOD SAFETY

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 4 - a good 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

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:

- shell eggs stored next to wrapped cheese in the fridge, and above lettuce
- leftovers from Friday were still in the fridge and should have been disposed of at the end of each day
- yogurt belonging to staff was in the fridge door, past its best before date of 23 February.

Contravention You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods and did not have a dishwasher. Undertake the following work:

- provide colour coded bowls for use for any raw meat and ensure these are not

used for storing any ready to eat foods at other times.

Information The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough hand washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

Guidance If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

Observation I was pleased you could mostly demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough hand washing, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

Observation I noted:

- you are a community cafe, operating twice weekly, normally serving about 20 people
- food is cooked fresh on site on the day. Leftovers are disposed of
- you are using colour coded boards and rack, and prepare raw meat first thing, although there is minimal handling.

Hand-washing

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

The wash hand basin had elbow operated taps, and a hand washing poster was displayed.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- a long sleeved jumper was worn beneath a tabard. If long sleeved clothing is worn, then it should be covered by washable over clothing.

Observation Tabards are regularly laundered.

Temperature Control

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

- sauces such as ketchup should be kept refrigerated once opened, as instructed.

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.

Observation I noted:

- the fridge temperature was satisfactory. However if possible please try and lower the temperature to between 0-5 degrees centigrade
- you had a probe thermometer on site but the one normally used had broken and is waiting replacement
- you had probe wipes available
- you were aware of critical temperatures, monitor these and record.

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 were dirty and require more frequent and thorough cleaning:

- floor generally dirty
- windowsills dirty
- cupboard doors dirty.

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:

- fridge inside.

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.

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

Guidance Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Observation I noted:

- that you sanitise surfaces before you start work, as the kitchen is used by other groups
- you have a sanitiser, Astonish. This meets the recommended British Standards.

Recommendation That you change the sanitiser for one with a shorter contact time than 5 minutes.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

Pest Control

Recommendation That you ensure you change the bulb in your Electric Fly Killer yearly.

Observation You have a Electric Fly Killer.

3. Confidence in Management

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

Traceability

Observation Food is bought in on a Monday and brought straight to the premises.

Training

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: www.norwich.gov.uk

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Observation I was pleased to see that most food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

Contravention One cook has not carried out adequate Food Hygiene Training.

Infection Control / Sickness / Exclusion Policy

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

Allergens

Contravention You have not yet identified the allergens present in the food you prepare.

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.