

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Kings Arms
Address of food business:	Kings Arms 22 Hall Road Norwich NR1 3HQ
Date of inspection:	27/02/2018
Risk rating reference:	18/00167/FOOD
Premises reference:	15/00054/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Main Kitchen
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub with snacks

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 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)

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:

- no date coding on individually cling film wrapped items like scotch eggs and sausage rolls where you have removed these from outer packaging. (Implement a effective stock rotation system such as date coding.).
- dog lead on work top

Legal Requirement Adequate procedures must be in place to prevent domestic animals from having access to places where food is prepared, handled or stored (or,

where the competent authority so permits in special cases, to prevent such access from resulting in contamination).

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 handwashing
- 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.

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 No raw meat was being handled at the time of my visit, but I understand that BBQ may take place in summer.

Hand-washing

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

- no towels to kitchen wash hand basin
- no cold water supply to kitchen wash hand basin (There was however another wash hand basin in close proximity to the kitchen, in the bar which will suffice until this is repaired.)

Temperature Control

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

- opened sauces were stored at ambient temperature. Labels indicate they should be stored under refrigeration once opened
- no temperature checks are made of high risk foods when they are delivered to your business to check they are at the right temperature
- the kitchen fridge was running at about 7 degrees Centigrade. Some products say to store at lower temperatures, between 2 and 5.
- the bar fridge which contained some high risk items was running at 9.4 degrees Centigrade, and should hold these to below 8 degrees.

Recommendation Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food, these thermometers can be

useful to food businesses so long as they are used bearing in mind that they display the surface temperature of food, or the wrapping on the food, rather than the core temperature.

Legal Requirement You have a duty to ensure that high risk foods are stored at the correct temperature, and thus to check temperatures of equipment where they are stored. This was only taking place on some days when a certain member of staff worked, and not on other days, which is unsatisfactory. Please review.

Observation I was advised that fridge temperatures are logged, but that the notebook is not kept on site. Records of this kind should be available for inspection.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- Chef Larder egg mayonnaise in fridge, use by 21 Feb. This was disposed of.

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

- items like cranberry sauce and gherkins were months past their best before date
- when high risk items such as packs of ham are opened, please ensure these are used within 3 days as manufacturers recommend. It is good practice to date code when items are opened to help with this.

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 could not be effectively cleaned and must be covered or made non-absorbent:

- split to altro floor in the kitchen requires repair

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 seals to freezer

Recommendation The freezer needs defrosting

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:

- no surface sanitiser was available at all. Hot soapy water is used. Whilst generally there is no raw meat, a sanitiser helps to remove bacteria from surfaces that are not visible, and should therefore be provided.

Recommendation That your sanitiser conforms to BS EN1276:1997, or BS EN 13697:2001, as recommended by the Food Standards Agency.

Maintenance

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

- split altro floor
- split door seal to fridge

Recommendation The worktop was scored and worn to the right of the sink and will require replacing soon.

Facilities and Structural provision

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

- no cold water supply to the kitchen wash hand basin. However a wash hand basin and separate sink both with hot and cold water were located in the bar in very close proximity

Pest Control

Recommendation No openable windows are located in the kitchen. Nevertheless I recommend an Electric Fly Killer be provided in the kitchen.

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

Contravention The food safety check sheet you have displayed is not on its own sufficient to meet your obligation to have a Food Safety Management System.

Recommendation Choose Safer Food Better Business (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping. You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on www.norwich.gov.uk/sfbb

Food Hazard Identification and Control

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- temperatures of high risk foods being too warm
- food past use by date

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Contravention The following evidence indicated there was a staff training need:

- not all staff who do open high risk food preparation had done adequate formal training

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do

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

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 gastrointestinal illness stay away from work until symptom-free for 48 hours.

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.

Contravention You have not warned your customers about the potential for cross-contamination with 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. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.