

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Linzers Bakery
Address of food business:	3 Albertine Close Sweet Briar Industrial Estate Norwich NR3 2FA
Date of inspection:	14/03/2018
Risk rating reference:	18/00247/FOOD
Premises reference:	06/00219/FD_HS
Type of premises:	Bakehouse - manufacturer
Areas inspected:	Main Kitchen, Front of house, Warehouse, Preparation room, Factory floor
Records examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Large commercial bakery with sandwich delivery service

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 5 - a very 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 Contamination risks were controlled

Observation Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat

Hand-washing

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

- ensure all wash hand basins have a waste bin located nearby in main bakery areas. When washing my hands at various locations there were no bins sited nearby.
- there was no easily available wash hand basin for staff in the cake decorating area. I noted that a wash hand basin was within this area and could be used but racking prevented easy access to it. You informed me that you had recently

installed shelving across the room but it will be taken down. This will allow the wash hand basin to be made available.

Information Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide 'E.coli - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

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:

- no wash hand basin available to food handler in cake decoration room

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

Temperature Control

Recommendation Staff currently use a visual check that cakes and pastries are adequately cooked. I recommend that you implement a procedure that you probe foods that contain eggs have reached to an appropriate time/temperature combination i.e 75 degrees celsius for 30 seconds. You should then also record the readings to help support any due diligence defence.

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:

- chicken goujons were found frozen with an expired 'Use by' date in sandwich preparation room. If you intend to freeze down foods with a 'Use by' date you must have a robust labelling system to clearly indicate when foods were frozen and when they should be used once defrosted.

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:

- flooring behind staff drinking water dispenser near cake making area.
- dust to overhead cabling to suspended ceiling above main ovens area.
- cobwebs seen on large dough mixer in main bread roll bakery area
- pedals to foot operated bins in main bakery

Observation The kitchen had been generally well maintained and the standard of cleaning was very good.

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.

Maintenance

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

- rusting hinges to prover. This rust was also creating a stain down the surface of the door to the prover.
- many old 'rawl' plug holes through out premises to walls You need to fill the holes to leave a smooth impervious surface that is easy to keep clean.
- flaking paint to walls above wall/floor joints in cake make area.
- damaged base to upright freezer causing bowing and damaged trim. This damage had also exposed foam insulation which was difficult to clean.
- mastic/silicon seal to wall at the large washing up sink in main bakery was in poor condition and needs replacing

Facilities and Structural provision

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

3. Confidence in Management

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

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- you need to regularly audit your HACCP and record when it was done. I found some HACCP documentation for products you no longer prepare. i.e sausage rolls.
- there was no recent written records that your probe thermometers had been calibrated with ice and boiling water
- there were gaps found to your meat based cooked products temperature records.

Recommendation that you add your maximum chilled temperature for deliveries to your record logs i.e maximum 8 degrees celsius.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

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

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

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.