



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Londis
Address of food business:	160 Heathgate Norwich NR3 1PQ
Date of inspection:	28/03/2018
Risk rating reference:	18/00557/FOOD
Premises reference:	09/00077/FD_HS
Type of premises:	Grocery/supermarket
Areas inspected:	Shop floor
Records examined:	Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience store

**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	<b>15</b>	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30

  

<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-

  

<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0
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Your Food Hygiene Rating is 2 - improvement is necessary



### 1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

#### Contamination risks

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens:

- raw foods i.e bacon was being stored next to ready-to-eat foods i.e ham in the display fridge. Although individually wrapped this could cause a cross contamination problem (See photo below). I was pleased to see that this was moved in my presence
- the room containing the toilet and the lobby was being used for the storage of stock (See photos below) food or stock must not be stored or handled here

## Hand-washing

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

- there was no hot water to the wash hand basin. Your staff informed me that you used facilities at a nearby premises. Ensure there is a supply of hot and cold, or appropriately mixed running water provided at the wash hand basin.
- the wash hand basin was obstructed by cleaning materials (See photo below) wash hand basins must be available at all times and provided with soap and hygienic hand drying facilities. Regular hand washing is important for personal cleanliness. all staff should be reminded of the need for this prior to starting or returning to work and specifically:
  - a. after using the toilet;
  - b. after handling rubbish;
  - c. after smoking;
  - d. after taking a break;
  - e. after handling raw food;

I will revisit to see if your have hot water to the wash hand basin

## 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

- the temperature of the ready-to-eat sandwiches and rolls was reading 9°C in the display fridge, store these foods further back in the display fridge where the temperature is colder. The manufacturers instructions were to store these foods at 5°C. Manufacturers instructions should be complied with
- a carton of Elmlea single cream was beyond its best before date of 24/3
- food was being stored above the freezer line in the small display freezer
- a packet of quavers was beyond its best before date of 24/2

**Recommendation** the 'best before' date is the date until which the manufacturer of the food guarantees the quality of the product. I recommend you do not sell food that is beyond the 'best before' date and you check your goods regularly to ensure efficient stock rotation

## 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:

- flooring where sugar is stored (See photo below)
- the bottom of the walls to the premises

### 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:

- interior rims to the tops of the freezers

### Maintenance

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

- the handle to the milk fridge
- the tiles were damaged to the flooring to the entrance of the premises

## **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** You currently do not have a food safety management system. Although your business is low risk you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and handover diary etc.

### Food Hazard Identification and Control

**Contravention** The following matters are needed in order to prove your food safety management system is working effectively:

- temperature monitoring of fridges and freezers
- implement a cleaning schedule

### 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.