

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Dellacasa
Address of food business:	81 Lovelace Road Norwich NR4 7AE
Date of inspection:	27/03/2018
Risk rating reference:	18/00558/FOOD
Premises reference:	05/00035/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom, External store, Dry store, Front of house, Back of house, Shop floor
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza/kebab take away

### **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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 2 - improvement is necessary



### 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

**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:

- unwrapped/loose frozen kofte meat in bulk freezer

#### Hand-washing

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

#### 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:

- staff were wearing clothing i.e jeans and jumpers when preparing foods.

#### **Recommendation**

- staff also wear hats to prevent risk of physical contamination of open foods

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. 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)**

### **Cleaning of Structure**

**Contravention** The following structural items were dirty and require more frequent and thorough cleaning:

- walls/floor and ceiling in staff WC.
- walls/floor and ceiling lobby area to staff WC
- behind and under equipment in rear kitchen
- pull cords in staff WC
- wash hand basin in lobby area of staff WC
- internal surface to rear exit door especially the handle had ingrained dirt
- light switches and power sockets throughout premises
- feet to equipment where they meet the floor in main kitchen
- wheels to moveable equipment had a build up of dirt and grease
- dirty wood panel next to a display cabinet in main kitchen
- wall/floor joints in front seating area
- wall/floor joints in rear lobby area into staff WC

**Contravention** The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- missing trim to end of shelving exposing untreated chipboard in main kitchen
- untreated chipboard sheet fitted near kebab spit in front kitchen
- bare untreated chip board sheeting used as shelf in rear kitchen food preparation area
- sections of bare plaster to ceiling in rear store room

### **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:

- damaged loose lids to bulk freezer in front kitchen area. It was also exposing insulating foam which was dirty.
- base of internal surface to fridge in rear food preparation area
- handle to bulk freezer

## Maintenance

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

- damaged plaster to front wall in front seating area
- damaged plaster work near front door
- damaged/chipped wall and floor tiles in main kitchen
- missing floor tile in rear food preparation area
- rust to base of freezer in rear food preparation room
- damaged/missing handles to bulk freezers
- flaking paint to walls and ceiling throughout premises
- cabling to electrical equipment especially behind equipment
- flaking paint to metal windows in rear staff WC
- toilet pan needs de-scaling
- flaking paint to walls in staff WC
- rust to hinges to bulk freezers

**Recommendation** you redecorate entire premises to a lighter colour to be able to see when surfaces become dirty.

**Information** I acknowledge this was your first week operating the business and the premises was taken over in a poor condition. You gave me your verbal assurance the standard of cleanliness and maintenance issues will greatly improve when you have taken on new staff and purchased new equipment. You are also intending to make internal structural changes to improve the layout 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. You are progressing towards a written food safety management system. 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

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

**Information** We have made an allowance for the fact you are a new business and your food safety management system does not fully comply with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situational at the next visit.

### 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 have recently taken over the business and have continued to use the old food business operators copy of Safer Food Better Business (SFBB). If you wish to continue to use the pack then you need to audit and fully complete all sections to show it is a true reflection of your business operation.

**Recommendation** Labelling perishable food with the date is must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

### 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.