



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Gourmet Burger Kitchen
Address of food business:	410 Chapelfield Plain Chapelfield Norwich NR2 1SZ
Date of inspection:	25/04/2018
Risk rating reference:	18/00644/FOOD
Premises reference:	13/00109/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, first floor preparation kitchen and wash up area
Records examined:	FSMS, Cleaning schedule, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving less than thoroughly cooked burgers

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 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 I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food and the correct use of wash-hand basins. You have dedicated equipment for raw and ready-to-eat foods.

Hand-washing

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

Recommendation Consider placing instructions on good hand washing technique by the wash-hand basins.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

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 that your treatment of raw burger patties on receipt was different to that recommended by your supplier. Please see my comments in Confidence in Management below.

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

- staff were forgetting to write the number of days shelf life the product had on the label of some food containers
- the sticky labels currently in use are difficult to clean off and many food containers have the residue of old labels stuck to them

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:

- small build up of grease on the floor in difficult to reach corners
- small areas of high level cleaning ie. air vents were dusty

Cleaning of Equipment and Food Contact Surfaces

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

Observation You had colour-coded equipment on which to prepare food.

Maintenance

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

- many silicone seals serving sinks and basins

Facilities and Structural provision

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

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)**

Hazards to Food

Contravention The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation:

- you were taking receipt of raw burger patties which were above the temperature stipulated by your meat product supplier i.e. 4°C.

Information Raw burgers intended to be eaten less than thoroughly cooked rely on an unbroken cold chain to keep bacteria such as *E.coli* 0157 from growing to levels that could be harmful. Your burger manufacturer has stipulated that their burgers must be distributed at temperatures at or below 4°C.

Observation You described a procedure for taking receipt of burger patties at delivery temperatures *greater* than 4°C (but less than 8°C) and flagging the matter as a non-conformity with the distributor. Treating 4°C as a 'first action level' is not appropriate in my view when the manufacturer instead regards 4°C as a *critical* limit. Any raw burger above 4°C must be rejected.

I would appreciate receiving confirmation that your procedures have been amended in order to remedy the concern I have raised.

