



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Paolo's Restaurant
Address of food business:	1 St Giles Street Norwich NR2 1JJ
Date of inspection:	22/05/2018
Risk rating reference:	18/00684/FOOD
Premises reference:	15480/0001/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Italian Restaurant

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
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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::

- cooked foods i.e bolognaise sauce was being stored next to raw chicken in the 3 door Polar fridge next to the cooker
- raw foods i.e prawns and squid were being stored next to ready-to-eat foods i.e cooked prawns in the 3 door Polar fridge next to the cooker
- the same containers were being used for the use of raw and ready-to-eat foods

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state

Contravention You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods and did not have a dishwasher. Undertake the following work:

- purchase colour coded (preferably red) for use of raw foods only

Contravention

Cleaning materials i.e carpet cleaning fluid was being stored next to food products leading to possible contamination of food. You should provide suitable storage space for cleaning materials away from food items.

Legal Requirement Cleaning chemicals should be stored in an area separate from food in sealed containers with clear instructions for use. This is to minimise the risk of contamination of food.

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

Hand-washing

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

Personal Hygiene

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

Unfit food

- **Contravention** The following food was unfit because it was past its use by date;
4 packets of Mozzarella cheese were being stored passed their 'use by' date of 9/5 (See photo below)
- 1 packet of spinach was being stored past its 'use by' date of 18/5
- 2 packets of spinach was being stored past its 'use by' date of 21/5

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 'Safer Food Better Business' pack was being stored in a drawer with open

packets of pasta

- there were no dates on prepared foods in the fridges of when it was made or when it has to be used by
- an open can of artichoke hearts was being stored in the 3 door Polar fridge under the counter (See photo below)
- 2 packets of tomatoes were being stored passed their 'best before' date of 15/5
- there was no date on the raw veal of when it had been taken out of the freezer you informed me that it had been out for 5 days
- there was no date of when opened on the open cheddar cheese in the fridge numbered 1
- there was no date of when opened on the open wrapped cooked meats in the fridge numbered 1
- paperwork was being stored on the glass shelf above the ice cream freezer (See photo below)
- storing cooked rice for more than one day
- potatoes were being stored on the floor in the rear store room

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:

- cobwebs were seen to high areas above the ice cream freezer
- wall next to the ice cream freezer
- wall behind the ice cream freezer
- flooring underneath the equipment

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:

- seals to the Polar fridges
- seals to the fridge numbered 1
- door to the fridge numbered 1
- grid to the side of the ice cream Freezer
- blade to the table top can opener

Cleaning Chemicals / Materials / Equipment and Methods

Contravention there was no sanitiser on the premises

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Information Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

Contravention Touch points are dirty thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build up of bacteria:

Guidance Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

Maintenance

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

- food was being stored on wooden shelves in the cellar. You need to seal/treat/paint the wood to leave a smooth impervious surface that can be easily cleaned
- mastic/sealant to the washing up sink was missing
- holes were seen to the wall behind ice cream freezer (See photo below)
- holes to the tiles behind the chest freezer
- the shelves to the bench in the rear store room was constructed using bare wood
- tiles were missing to the lower part of the wall in the rear store room

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. 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

Observation I was pleased to see that you were monitoring and recording the fridge temperatures. However this had stopped in January 2018

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:

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The daily diary and or four-weekly review. Week commencing 21/5 had not been filled in. You must start your daily diary again immediately as this is an essential part of your food safety system
- staff members that had left were still in the pack. However these were removed in my presence

Training

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

- storing raw food next to ready-to-eat food
- using the same containers for raw foods and ready-to-eat foods
- storing food passed its 'use by' dates

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

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

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

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.

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.