



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lusa
Address of food business:	215 - 217 Queens Road Norwich NR1 3AE
Date of inspection:	18/06/2018
Risk rating reference:	18/00736/FOOD
Premises reference:	16/00368/FOOD
Type of premises:	Delicatessen
Areas inspected:	Main Kitchen, Storeroom, Front of house, Served, Preparation room, Dining room, Shop floor
Records examined:	FSMS, SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe, retail shop and butchery

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 or its physical contamination with dirt or foreign objects:

- a half cut melon was sited next to cartons of raw trayed eggs in large display chiller. Also, according to your written procedures raw and ready to eat foods should be clearly separated.
- flies were seen circulating in main kitchen
- chopping boards were scored and need replacing in main kitchen
- same plastic bags used to wrap raw meat and ready to eat foods at main counter to butchery area. You need to have dedicated packaging for placing customers purchased items into i.e. raw meat and ready to eat foods i.e. cheese

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- plastic bags used to bag customers raw meat were sited on the ready to eat cheese counter. You informed me this was placed there whilst cleaning the raw meat counter. I was pleased to note staff disinfected the ready to eat counter area when the bags were removed.

Hand-washing

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

- cartons of milk were seen in the dedicated wash hand basin in main kitchen. These were disposed of when I brought this to the attention of your cook.

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:

- the hot water supply from the hot tap would spray at an angle when dispensing water from the dedicated wash hand basin in the butchery area. This made hand washing difficult. Also, the hot water was splashing onto surfaces nearby and causing a contamination risk. You need to investigate and take remedial action to fix the faulty tap.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- foods were not being held above 63°C in your hot holding cabinet

Legal Requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

Guidance Take care probe thermometers do not cause cross contamination. Make sure they are kept clean and disinfected with probe wipes before and after each use

Recommendation In addition to the visual checks you undertake use a probe thermometer to determine the core temperature of cooked food.

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:

- wall/floor joints in main kitchen
- base of stairs to first floor in main kitchen
- behind counter in front of server area
- the gaps to lino flooring in upstairs store room
- under large chiller unit in front of counter area

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

- exposed melamine work top in main counter area.
- a patch of bare concrete to floor in main kitchen into counter area

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally 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:

- damaged spray head to hot tap to dedicated wash hand basin in butchery section.
- brown tape covering damaged panel to large upright fridge in butchery area.

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- the fly screen into main kitchen from dining area was damaged and not secure. It would not prevent flying pests from accessing the kitchen from the front of shop
- the main door into the butchery side of your business was open and allowing pests to access your premises. If the door is usually kept open for ventilation then you will need to fit a metal chain or another means to prevent access by pests
- ill fitting and broken mixed floor covering in upstairs storage area. There were also dirt traps due to ill fitting flooring sections.

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. You have a satisfactory track record. 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

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

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- the daily diary and or four-weekly reviews
- your Suppliers and/or Contacts lists
- staff training records
- you had stopped completing daily diary pages for several weeks. You must ensure you complete fill in/sign off opening and closing checks as these act as written evidence that you are following your food safety measures in the SFBB pack

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

- ready to eat sliced melon stored next to box's of raw eggs. There should have been clear separation between them. i.e ready to eat food above raw foods or placed in separate display chillers
- you had stopped completing your temperature checks for fridge's and freezer's for the last 7 days

Traceability

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

Training

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

- staff were not cleaning down the tap heads with a blue paper towel after washing their hands as per your written procedures in your SFBB pack.
- staff were not recording fridge and freezer temperatures as per your normal daily procedures

Allergens

Contravention You have not yet fully identified the allergens present in the food you store, handle and prepare. I was pleased to note that you had some allergen information on some cakes and pastries but not all of the foods.

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.

Recommendation Add allergy information to your menu

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

Observation You had devised a chart listing some foods you provide with the allergens present in each and had brought this to the attention of your staff and customers.