



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Last Wine Bar & Restaurant
Address of food business:	The Last Wine Bar And Restaurant 76 St Georges Street Norwich NR3 1AB
Date of inspection:	25/06/2018
Risk rating reference:	18/00755/FOOD
Premises reference:	15460/0076/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Dry store
Records examined:	Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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 Hygiene Rating Re-Scoring Visit**

Date: 25.9.18

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 4 – a good standard



**Food Hygiene and Safety- new score 10.** Much work had been carried out and standards appeared good. However I was disappointed to find 6 cheese items past their use by date. One by nearly a month, reflecting poor stock rotation and checking.

**Structure and Cleaning-new score 5.** All matters from letter addressed. Standards much improved.

**Confidence in management & control systems-new score 5.** SFBB now on site and being used well with associated additional monitoring documents. No 'risk' processes at this time requiring further HACCP. Staff been recently trained. New sanitiser in use.

## **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 1 - major 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:

- dirty and worn chopping boards
- water baths used for storing clean and dirty utensils at preparation stations. This provides a potential breeding ground for bacteria unless managed carefully. (It is recommended that you stop this practice and keep clean equipment dry.)
- paper towels were seen under a chopping board to stop slipping. The towel is a potential physical contaminant, and may harbour bacteria. (It is recommended that non slip mats designed for this purpose are used.)
- a chef was seen to wipe his knife on a dirty fabric tea towel tucked in to his waist band. This practice may contaminate the knife.
- ensure eggs are regarded as raw and kept separate in storage.

**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.

**Information** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

**Guidance** If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

**Recommendation** Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

## Hand-washing

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

- as the hot water is scalding hot you need a plug to ensure the water can be mixed to allow effective hand washing

**Information** Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide 'E.coli - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

## Personal Hygiene

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

## Temperature Control

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and +1°C.
- The readings in boiling water should be between 99°C and 101°C.

**Recommendation** Your SFBB pack contains details of how to calibrate your probe thermometer so you can be sure it is giving the correct reading. Discard the probe if it deviates by more than +/- 1°C

**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.

## **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:

KITCHEN

- ceiling
- floor in less accessible areas
- walls in some areas for example to left of wash hand basin, and to left of main pass
- between gaps in pass counter
- mastic around wash up sink
- under light fitting in dessert area
- also tap tops dirty- a hand contact surface

#### CONTAINER CUPBOARD

- walls
- floor
- ceiling

#### DRY STORE

- walls
- ceiling
- floor

#### Cheese Fridge





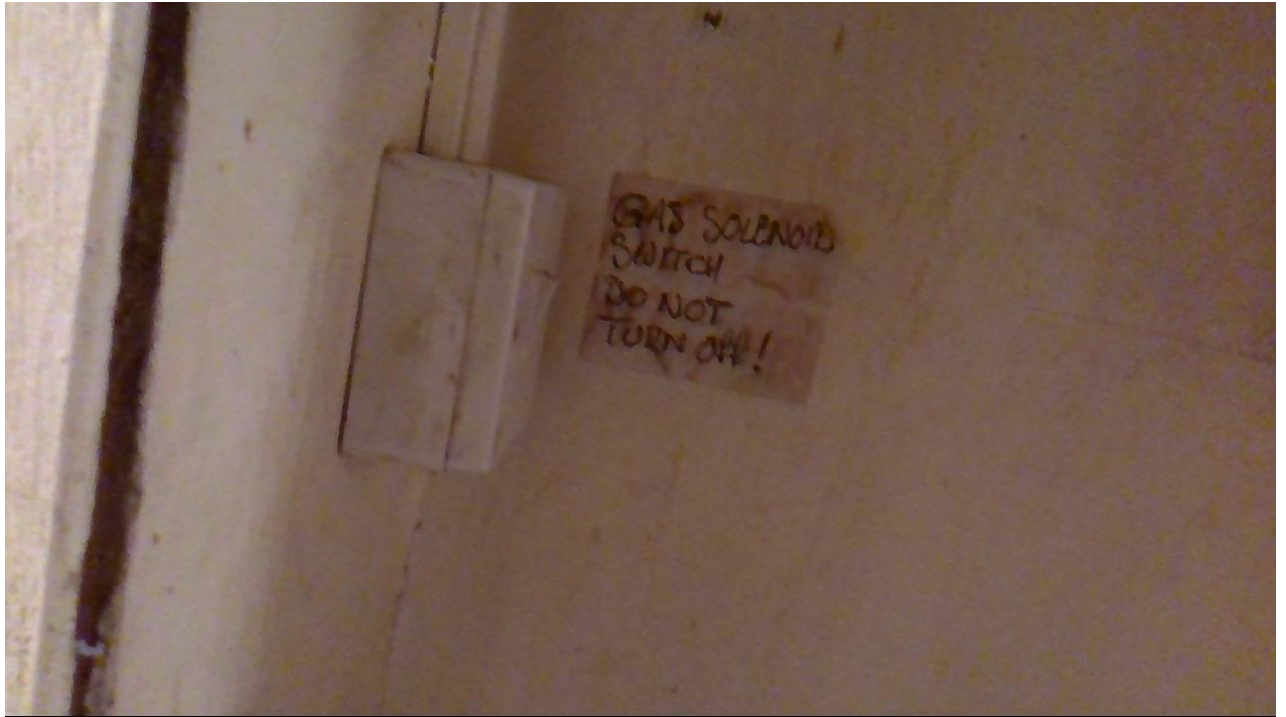
Kitchen Ceiling





Container Cupboard Floor and Walls (above and below)





Store Cupboard Walls (above and below)





Store Cupboard Shelves (above)

#### STORE CUPBOARD

- walls
- floor
- ceiling

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

#### KITCHEN

- loose wall cladding and gap to rear of wash up sink
- holed wall cladding in dessert area
- loose wall floor coving , for example to each side of the main pass
- damaged coving edges to cladding to left of main pass

#### CONTAINER CUPBOARD

- damaged formica to shelves
- one shelf very badly damaged exposing damp bare chipboard (made worse from damp containers stored there )
- worn and chipped wall paint

#### DRY STORE

- worn and peeling wall paint



Kitchen Wall Cladding (above and below)





Kitchen Wall Cladding and Wall (above and below)





### Container Cupboard Shelving

**Information** Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

### 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:

- colanders on shelf, where dirt was scraped off. (You informed these were no longer used, and therefore they should be discarded).
- dirty and worn chopping boards

**Information** Using complex equipment like weighing scales, vacuum packing machines, slicers and mincers for preparing both raw and ready-to-eat foods cannot be done safely. Adequate cleaning and disinfection can only be achieved by dismantling the equipment regularly.

**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.

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:

- Titan liquid sanitiser does not state that it meets any British Standards as suggested by the Food Standards Agency to control E Coli.
- staff thought that the contact time was less than the one minute time stated

**Recommendation** Two types of sanitiser were in use which can be confusing if they have different instructions for use. I suggest that only one is used.

**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.

**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** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

## Maintenance

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

- please see items listed earlier
- refix the loose paper towel dispenser in the kitchen
- repair the loose taps to the left side of the food sink

## Pest Control

**Observation** I was pleased to note you have a pest control contract in place which shows evidence of routine visits and no problems within the premises.

### **3. Confidence in Management**

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

## Type of Food Safety Management System Required

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Your business requires 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.

- you also need to have provided specific Haccp information on the risks and controls associated with the more 'high risk' operations you have said you carry out such as Sous Vide, vacuum packing and curing. Either add supplementary sheets to the SFBB pack if this is your chosen system, or include the information within your Food Safety Management System.
- ensure that your policy on dating with a 3 day shelf life is also reflective of items that you keep for longer such as pickled items
- your Food Safety Management System, SFBB or otherwise, should be brought to the attention of relevant staff

**Observation** You were maintaining a daily monitoring sheets for chill, frozen, cook temperatures, deliveries received and staff worked.

**Recommendation** As cleaning was poor in areas, you should focus on a cleaning schedule which identifies what should be cleaned and when.

**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** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Recommendation** Choose Safer Food Better Business (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping. You will need to produce your own documentation to cover the 'sous vide' process.

### Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and prove your food safety management system is ineffective:

- Cleaning and sanitation are poor
- Maintenance is poor

**Contravention** The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods will need to be completed if you use SFBB:

- Cross-contamination
- Cleaning
- Chilling
- Cooking

### Proving Your Arrangements are Working Well

**Contravention** The Management sections in 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 will need to be completed if you use SFBB:

- The daily diary and or four-weekly reviews
- The cleaning schedule
- Your Suppliers and/or Contacts lists
- Staff training records

**Observation** You only calibrate the probe thermometers randomly. It is recommended this be done monthly and recorded.

### Traceability

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

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

**Recommendation** Although you advised your waste and oil are both collected by licensed contractors, you were unable to show me the waste transfer notices. Please locate these and keep available for inspection.

### Training

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

- not knowing contact time for sanitiser.

**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](http://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](http://www.norwich.gov.uk)

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Observation** You advised that all food handling staff have undertaken a Level 2 training course, but you could not provide evidence of this. Please obtain copies of certificates and keep available for inspection. Should you find some are untrained, please ensure they are trained.

### Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

## 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](http://www.norfolk.gov.uk/abc)

**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

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

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