



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Amigos Kebabs
Address of food business:	Amigos 120 Hall Road Norwich NR1 3HP
Date of inspection:	29/06/2018
Risk rating reference:	18/00765/FOOD
Premises reference:	07540/0120/0/000
Type of premises:	Food take away premises
Areas inspected:	External store, Main Kitchen
Records examined:	SFBB, Cleaning schedule, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kebab And Pizza takeaway

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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. 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)**

Contamination risks

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 :

- the same containers were being used for raw foods i.e chicken and ready-to-eat foods i.e chilli sauce
- food was being stored uncovered outside at rear of the premises

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 large amount of uncovered food i.e cooked minced beef, raw chicken portions and chilli sauce were being stored outside the rear of the premises on the

ground to cool and defrost. Flies were seen around the food. These foods are high risk and this practice encourages the growth of food poisoning bacteria.

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.

Recommendation Purchase separate utensils and containers for the use of raw foods i.e colour coded, preferably red.

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.

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Information The FSA 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
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soil contaminated vegetables.

Visit: www.food.gov.uk for more information

Temperature Control

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

- a large amount of prepared salad and raw meat was being stored in the display fridge the temperature was reading 22°C. You informed me that the fridge had broken down the previous night. However the fridge was still being used. At my request the food was moved to another fridge as it had only been there a short time.
- high risk food was stored outside in the garden for no apparent reason.

Legal Requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are permitted, to accommodate the practicalities of handling during preparation, transport, storage, display and service of food, provided that it does not result in a risk to health.

Information A large amount of frozen raw meat was being defrosted at room temperature in a manner that caused concern. You must have a method for defrosting meat so that food safety is maintained. This method must be covered by your food safety management review. Safe methods can include defrosting in a designated fridge.

Recommendation Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements :

- 2 containers of Halep sauce had visible mould spores on them in the walk in fridge. However these were thrown away in my presence.

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

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 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:

- containers storing chilli sauce in the chest freezer in the walk-in fridge
- chest freezer in the walk-in fridge needs defrosting
- seals to chest freezer in the walk-in fridge
- blade to the table top can opener
- tape to the wheels to the stainless steel tables
- wheels to the stainless steel table in the kitchen
- electric fly killer (full of dead flies)
- bin in the servery
- wheels to all equipment

Contravention Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms

- cardboard was being used on the floor in the walk-in fridge and to the shelves

Cleaning Chemicals / Materials / Equipment and Methods

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:

- there was no sanitiser on the premises. However a member of staff went to get some.

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.

Maintenance

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

- the display fridge storing prepared salads, raw burgers and shish kebabs had broken down
- split seals to the 2 door under counter fridge
- filters to the extraction canopy

Facilities and Structural provision

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

- provide a fly screen to the open rear door as a lot of flies were seen. These pests carry food poisoning bacteria and can contaminate food and food surfaces that they land on.

Contravention The lighting was not sufficient to allow thorough cleaning in the following areas:

- the walk-in fridge

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed

and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely.
(Score 20)

Food Hazard Identification and Control

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

- Staff hygiene and training is inadequate
- Plant and/or **equipment** is poor

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:

- mould on stored food (Halep sauce)
- food left outside uncovered
- using broken fridge

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 cleaning schedule
- Staff training records
- Chilling

Contravention The following are examples of where your documented procedures said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- it states in your pack that food is defrosted in the fridge

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

- you need to update your pack or purchase a new one as it was filled in by the previous food handler. Your cleaning schedule needs to include all pieces of equipment i.e fridges, freezers, the walk-in fridge, fryers, griddle, microwaves, floors, walls, ceilings, sinks and the methods of cleaning

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

Training

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

Information You can obtain a list of the training courses we provide 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

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

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Slips, Trips and Falls **(SLIPS)**

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- there was a loose bar to the flooring in the walk-in fridge
- a Doner kebab stand was on the floor in the walk-in fridge
- the lighting was poor