



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Middletons Steak House And Grill
Address of food business:	11 - 15 Timberhill Norwich NR1 3JZ
Date of inspection:	04/07/2018
Risk rating reference:	18/00774/FOOD
Premises reference:	12/00317/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Main Kitchen
Records examined:	SFBB, Temperature control records
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 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



Food Hygiene Rating Re-Scoring Visit

Date: 3rd September 2018

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 Food Hygiene Rating is 5 – a very good standard



I was pleased to see that you

- you have in place new fridges and freezers
- the table top fridge had been removed
- plugs had been fitted to the wash hand basins
- cleaning has improved greatly
- you have replaced your food safety management system which is being very well implemented and up to date
- staff have been re-trained in your procedures

However the following matters need to be addressed

- uncovered hot food was being stored near an open door. This was moved to a cool area in my presence

- the cold tap was loose to the wash hand basin
- the flooring underneath the dishwasher had debris to it

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. You are failing to apply some of the controls needed to prevent cross-contamination. 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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- containers of food were being stored directly in contact with food in the containers underneath (See photo below)



Prawn container directly in contact with the prawns in the container underneath

Observation I was pleased you could demonstrate effective E.coli 0157 control 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.

Observation Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat

Hand-washing

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

Observation The hot water to the wash hand basin near the door was very hot to touch. I recommend you provide a plug to enable water to be mixed.

Personal Hygiene

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

Temperature Control

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

- the table top fridge temperature storing prepared salads and pate was reading 16°C. These foods are high risk and should be stored at or below 8°C preferably between 0°C - 5°C
- a large amount of food i.e prepared meats, desserts, sauces and raw meats were being stored in the cellar. The temperature of the cellar was reading 13.9°C. Some high risk ready to eat foods were probed and found at 20°C. You informed me that the the walk-in fridge had broken down that morning at 9.30am and the food had been placed in the cellar. I found the food at around 6pm. (See photo below)



Food stored in the cellar



Food stored in the cellar



Food stored in the cellar



Food stored in the cellar

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

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.

Guidance Sauces were noted stored at room temperature. The manufacture's recommendation is that such products are refrigerated once open

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; or did not conform to food safety requirements

- the food stored in the cellar as it was out of temperature control i.e above 8°C

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

- date coding on food in the under counter Gram fridge was unclear. Some had 2 day date labels on and others had a 3 day date label on. Ensure you have clear policies on how long to keep perishable foods.
- dates on desserts were confusing i.e some had 4 day shelf life, some 5 days.

Legal Requirement once opened canned foods should be stored in clean plastic containers to prevent chemical contamination of the food and stored in the fridge at or below 8°C preferably between 0 - 5°C

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 Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- skirting board behind the wash hand basin near the door
- mastic to the wash hand basin near the door
- electric socket in the cooked meats area (See photo below)
- pipework behind the Rational oven
- flooring next to the Polar upright fridge
- flooring underneath the dishwasher (See photo below)
- Flooring to the walk-in fridge (See photo below)



Electric socket



Flooring underneath the dishwasher



Flooring to the walk-in fridge

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 fridge in the raw meat section
- electric fly killer had dead flies to it
- mastic to the wash hand basin in the cooked meats area
- legs to the rear of the fryers
- underneath the towel dispensers
- underneath the soap dispensers
- fire extinguisher
- the exterior to the bin
- electric fly killer near the dessert station
- flooring to the walk-in fridge (See photo below)

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see 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:

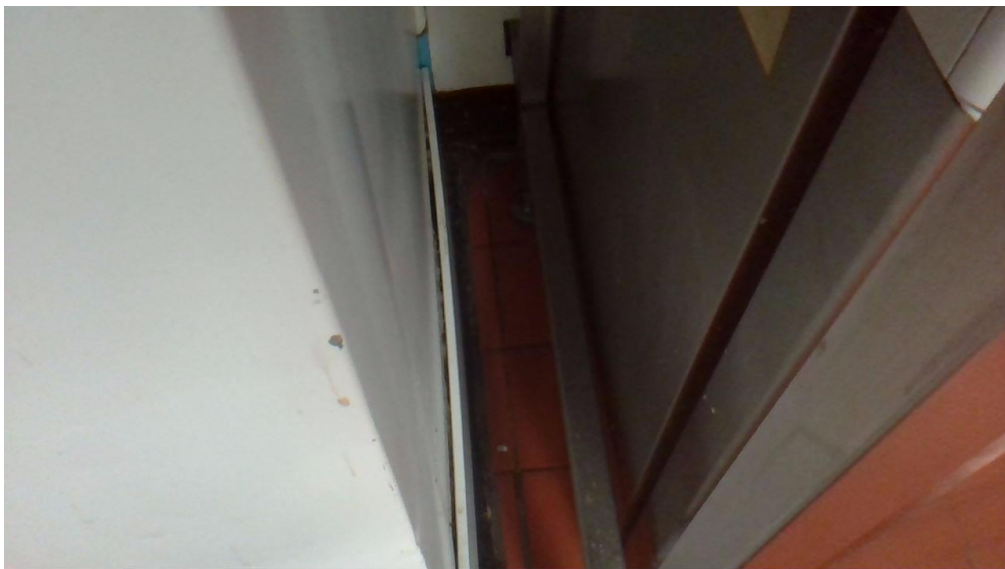
- the hot tap was loose to the wash hand basin near the door
- split seals to the Polar fridge in the raw meat section
- split seals to the under counter fridge in the dessert section
- split seals to the under counter Gram fridge in the dessert section
- skirting board next to under counter Gram fridge in the dessert section (See

photo below)

- tile missing to the floor in front of the walk-in fridge (See photo below)
- tape to controls to the chest freezer in the walk-in fridge (See photo below)



Split seal to under counter fridge



Loose and dirty skirting board to wall near fridge in dessert section



Missing tile to floor



Loose tape to control panel to chest freezer

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. 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 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:

- poor temperature control

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

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

Proving Your Arrangements are Working Well

Contravention The following are examples of where the documented Safe Methods in your SFBB pack 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 if your fridge breaks down move the food to another fridge and record what went wrong and what was done about it. This procedure had not been followed.

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

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

Recommendation I recommend that you re-train staff on your chilled temperatures and cleaning procedures.

Allergens

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