

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Louis Marchesi
Address of food business:	17 Tombland Norwich NR3 1HF
Date of inspection:	22/08/2018
Risk rating reference:	18/00840/FOOD
Premises reference:	18/00211/FD_HS
Type of premises:	Public House with catering
Areas inspected:	Main Kitchen, Storeroom, External store, Cellar, Front of house, Back of house
Records examined:	SFBB, Cleaning schedule, Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public House with Catering

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

Your Food Hygiene Rating is 2 - improvement is necessary



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:

- raw foods i.e eggs were being stored above ready-to-eat foods i.e celery and peppers in the upright larder fridge in the storeroom

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.

Hand-washing

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

- there was no soap to the wash hand basin you were using hand sanitiser. Sanitising gel should not be used to replace hand washing, as the gel does not remove visible dirt and should only be used as an additional level of protection when applied after hand washing

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

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.

Temperature Control

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.

Contravention Open jar of gherkins stored at ambient temperatures in the storeroom, it states on the label refrigerate after opening

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its use by date:

- baby leaf salad was being stored beyond its 'use by' date of 20/8

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. Or they should be labelled in accordance with the manufacturers' instructions.

Poor Practice

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- a bag of potatoes was being stored on the floor in the storeroom
- leeks were being stored beyond their 'best before' date of 7/8 in the upright larder fridge in the storeroom
- cooked rice was being stored for 3 days. Cooked rice should ideally be used

within 24 hours as it may contain spores from a type of harmful bacteria. The bacteria could start growing again from the spores if it is not kept properly chilled. These bacteria can produce toxins which cause food poisoning and reheating will not get rid of the toxin.

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. Improvements are needed in hand and/or equipment washing facilities. 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:

- flooring to the freezer room
- electric sockets next to the cooker
- cracked grout to tiles near the Panasonic microwave
- vent to the window near the dishwasher
- cooler in the cellar

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:

- a cardboard box was being used to store food in the fridge numbered 2. Use clean plastic containers as these can be cleaned
- handle to the freezer numbered 3
- door to the freezer numbered 3
- freezer numbered 1 needs defrosting
- ridge to the top of the new fridge
- interior ceiling to the Panasonic microwave
- plastic stool in front of the dishwasher
- interior to the cutlery tray

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:

- sponge scourers were very worn and need replacing
- disposable cloths were being re-used

Maintenance

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

- the bottom of the wall needs redecorating in the dry storeroom
- split seals to fridge numbered 1
- split seals to fridge numbered 2
- pool of water to the interior to the bottom of fridge numbered 2
- handle to the chest freezer
- floor to the freezer room needs re-painting
- hole to the ceiling in the freezer room
- broken plastic to the edge of the cutlery tray
- hole to cellar flooring around the sump pump
- walls to freezer 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. 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

Contravention The pages of the Safer Food Better Business pack were stuck together and I was informed it was very old and left over from the previous operator. You must have your own documented food safety management system (such as SFBB) that is applicable to your operation and which can be fully accessed.

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on www.norwich.gov.uk/sfbb

Food Hazard Identification and Control

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

- maintenance is poor

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

Traceability

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

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 AND SAFETY

Slips, Trips and Falls

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

- Hole to the cellar floor