



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Morrison's Supermarket
Address of food business:	1 Albion Way Norwich NR1 1WR
Date of inspection:	30/08/2018
Risk rating reference:	18/00852/FOOD
Premises reference:	14/00353/FD_HS
Type of premises:	Grocery/Supermarket with catering
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Large supermarket and restaurant. Part of national chain

**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
<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 4 – a good standard



### 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:

- insectocutor sited above equipment in deli counter

**Observation** Contamination risks were generally controlled well

#### Hand-washing

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

- no soap to wash hand basin in party shop counter
- no paper towels to wash hand basin in restaurant kitchen
- foot stool obstructing access to wash hand basin in main restaurant kitchen
- white plastic tub on floor obstructing access to wash hand basin in deli counter.

This was disposed of by staff when I brought it to their attention.

**Legal Requirement** Wash hand basins must be provided with soap and hygienic hand drying facilities. They must also be easily accessible

### Personal Hygiene

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

### 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.

### 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

- packet of salad leaves passed indicated 'Best before' date walk-in fridge in deli counter. This was disposed off immediately when I brought it to your senior managers attention.

## **2. Structure and Cleaning**

The structure, facilities, 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 oven fresh counter
- ingrained dirt to floor under large doors to walk in fridge/freezer in fish monger and in store bakery
- build up of fluid to base of upright raw meat chiller. I was informed that this is cleaned by contractors
- build up of grime and grease to overflow grill to floor in walk-in fridge in deli counter
- grease under ovens in oven fresh counter
- build up of spilt fluid to shelving in raw meat chiller. I was informed this should be cleared up by contractors. You need to increase frequency of cleaning if this is the case.
- wheels to moveable equipment
- beside ovens in main bakery

- around feet to tables and preparation tables units where they meet the floor
- behind coffee machines and drinks dispensers in main customer restaurant
- on top of ovens in main restaurant kitchen
- waste pipes to sink in restaurant kitchen
- on top of soap dispenser

### Cleaning of Equipment and Food Contact Surfaces

**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

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

- leaking pipework to large wash up sink in oven fresh counter. I acknowledge this had been reported, However this was reported in May 2018 and still appears unresolved
- damaged/broken hot plate to large oven in main restaurant kitchen

**Observation** I was pleased to note you had fitted new; a fish mongers, deli counter and butchery section since the last inspection.

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

### Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

### Proving Your Arrangements are Working Well

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

- written recordings for some cooked food temperatures were difficult to read in the oven fresh operations recording book.
- according to your written procedures for maintenance issues a contractor should be called and repair equipment within a set timescale. However, this would appear to not being followed as the leaking washing up sink was reported faulty in May 2018 and still has not been repaired.

### 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 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.

### Infection Control / Sickness / Exclusion Policy

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

### Allergens

**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 clearly shown the presence of allergens in your food on your menu.

**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.

## **HEALTH, SAFETY AND WELFARE**

### **Matters of evident concern**

**Contravention** The following matters were of immediate concern:

- tray to collect oil from deep fat fryers was protruding and causing a trip hazard in main restaurant kitchen.