



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Cherry Tree
Address of food business:	The Cherry Tree Dereham Road Norwich NR5 8TD
Date of inspection:	19/09/2018
Risk rating reference:	18/00897/FOOD
Premises reference:	04910/4000/0/000
Type of premises:	Public House with catering
Areas inspected:	Main Kitchen
Records examined:	FSMS, Temperature control records
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 Hygiene Rating Re-Scoring Visit

Date: 26 June 2019

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



Observation I was pleased to see the following:

- You had addressed most of the contraventions from your previous inspection. However the following contraventions require attention

Contravention

- The food handler was not wearing any protective overclothing
- A plate of cooked food had been left in the fridge numbered 2 (which wasn't working) overnight, the temperature was reading 28°C
- Pipework behind the dishwasher were dirty
- Tops to the D2 and D10 dispensers were dirty
- Vent to the main kitchen door inside and outside

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 1 - major 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 or chemical contamination:

- a bolt was seen on the gantry shelf above where food was being prepared
 - uncovered portion of steak and ale pie was being stored in the walk-in freezer
 - open canned foods i.e mushy peas was being stored in fridge numbered 8
 - open canned foods i.e baked beans was being stored in fridge numbered 10.
- Once opened, canned food which is to be stored should be transferred to clean plastic covered containers, designed for the storage of food, to prevent chemical contamination of the food.

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.

Legal Requirement Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats/aprons for visitors.

Hand-washing

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

- there was no towel to the towel dispenser to the wash hand basin in the kitchen.

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.

Personal Hygiene

Contravention The wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically: :

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food
- A food handler was seen with an uncovered crepe bandage to their arm and hand, fibres could fall into the food causing a contamination problem.

Ensure that the bandage is covered with a waterproof covering and a disposable glove as proper hand washing was made difficult

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; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- food i.e 3 x individual portions of vegetable lasagne stored in the walk-in fridge was being kept beyond the 'Destroy date' that you had given it of 15/9
- a box of mouldy limes was seen in the walk-in fridge
- a box of potato buns was being stored beyond its 'Destroy date' of 15/9 in the walk-in fridge
- a box of open garlic bread was being stored beyond its 'Destroy date' of 15/9 in the walk-in fridge
- uncovered open carton of custard was being stored beyond its 'Destroy date' of 15/9 in fridge numbered 3
- a jar of Jalapeno peppers were being stored beyond its 'Destroy date' of 15/9 in fridge numbered 8
- a jar of hot mustard was being stored beyond its 'Destroy date' of 15/9 in fridge numbered 8
- 10 x bottles of brown sauce were being stored beyond their 'Destroy date' of 15/9 in the dessert area
- 2 x packets of salad leaves were being stored beyond their 'use by' of 18/9
- a chicken wing on was seen on the floor of the walk-in freezer

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

- there was no date on bread of when it had been taken out of the freezer. Its states on the label use within 3 days of defrosting
- an open uncovered carton of custard stored in fridge numbered 3 had no date of

- when it had been opened
- an open uncovered tub of tartare sauce stored in fridge numbered 8 had no date of when it had been opened
- open uncovered tub of Marie rose sauce had a hard film to it and had no date of when opened
- no dates of when sauces opened stored in fridge numbered 10
- no dates on cooked chicken of when defrosted in fridge numbered 10
- an opened bottle of tomato ketchup was being stored at ambient temperature on the dried goods rack, it states on the label once opened store in the fridge
- a defrosted sachet of Au Poivre sauce was being stored in fridge numbered 3 had no date of when defrosted
- a jug of gravy stored in fridge numbered 8 had no date of when it had been made or 'use by' date
- large flat mushrooms were being stored beyond their 'Best before' date of 13/9

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely.
(Score 20)

Cleaning of Structure

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

- a pool of water was seen to the floor as the washing up sink had been allowed to overflow. At no time had an attempt been made to clear the water during the entire time of my inspection (2 hours). The food handler continued to prepare food during service. This could have caused a serious accident.
- vent to the kitchen door leading into the kitchen
- interior to the kitchen door
- flooring underneath all equipment
- pipe work behind the Lincat oven and the griddle
- vents to the extraction canopy
- pipework to the wash hand basin
- flooring in the cellar especially around the post mix area
- dirty oven cloth stored on top of baked beans on the dried goods rack

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:

- dishwasher needs descaling
- interior to the dishwasher
- interior to the bottom of fridge numbered 8
- freezer numbered 6 needs defrosting and cleaning

- dirty cutlery stored next to clean cutlery on freezer numbered 6
- interior to microwave opposite the Lincat oven
- interior to microwaves opposite the griddle
- interior door to microwave
- cardboard packaging to the floor in the walk-in fridge
- interior to the door of the walk-in fridge
- interior bottom to the fridge numbered 3
- food debris to interior to the bottom of freezer numbered 5
- packaging to floor underneath stainless steel bench housing the microwave
- blade to the table top can opener
- underneath the towel and soap dispenser
- food bin was still full from the previous night
- racks to the dishwasher
- nozzles to the Nescafe Milano coffee machine in the bar

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.

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.

Guidance Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

Guidance Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Recommendation I recommend that items such as mops, buckets and rooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised.

Observation I was pleased to see that your sanitiser conformed to British Standards BS EN 1276:1997

Observation Disposable cloths were being reused.

Maintenance

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

- upright larder fridge opposite the dishwasher was leaking

- dishwasher rack had chipped plastic to it
 - chipped crockery was in use
 - broken handle to fridge numbered 8
 - hole to wall in kitchen
 - walls to the cellar were in bad repair
- broken electric socket to the wall behind the racking storing glassware

Facilities and Structural provision

Contravention The lighting was not sufficient to allow safe food preparation and thorough cleaning in the following areas:

- lighting to the extraction canopy

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. 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:

- cleaning and sanitation are poor

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your Food Safety Management system:

- cleaning schedule
- evidence of inadequate labelling and stock rotation

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.

HEALTH, SAFETY AND WELFARE

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: :

- water was on the floor from overflowing sink
- the larder fridge was leaking to the floor

Electrical Safety

Contravention The following matters indicated that a portable electrical appliance or the fixed electrical system had not been constructed and/or maintained so as to prevent, as far as reasonably practicable, danger.:

- broken electrical socket on the wall in the kitchen

Information The fixed electrical system (wiring in the walls and the fuse box) should be inspected by a competent person at a frequency which ensures their safety. This is usually every 5 years.

Recommendation As a matter of urgency arrange for an inspection to be carried out by a competent person who will ensure any portable electrical appliance or fixed electrical system is working safely