



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Oh Yes Heartsease Fish Bar
Address of food business:	1 Clancy Road Norwich NR7 9AA
Date of inspection:	26/10/2018
Risk rating reference:	18/00950/FOOD
Premises reference:	13/00323/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	fish Chips Pizza and Kebab 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:

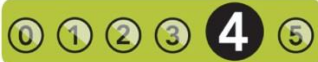
The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score 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 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::

- the chopping boards were badly scored and stored with sides touching behind the taps to sink.
- cloth (from Donner Kebab wrapping) being used as a cleaning cloth and left on green chopping board.

Hand-washing

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

- hand wash basin contained cloths
- no paper towels at sink to WC

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

- trays of sausages in freezer- torn wrapping no labels
- bags of cooked chopped chicken not labeled dated in freezer
- opened tub of coleslaw not dated in service fridge.

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:

- artexed walls in servery area

- fridge door seals and shelving inside
- grooves to large chest freezer sliding lids
- taps to sinks and wash hand basin
- filters to extraction system notably above the griddle and grease dripping from trunking above servery
- underside of soap dispenser to hand wash basin

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- bare wood
- artex wall covering

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:

- internal surfaces of fridges

Maintenance

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

- external door to rear yard
- loose and ill fitting plastic wall sheets in servery area

I was pleased to see that the rear preparation room was clean and provided with good surface finishes that are easy to clean. I was informed that a total refurbishment and reorganisation of the servery is being undertaken within the next few weeks to provide easy to clean surface finishes and improve the facilities/ work flow. It is recommended that a hand wash basin is provided within the servery area.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. 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 Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

Your SFBB pack was seen on 30th October 2018 and found to require review/updating. Daily record sheets were not being consistently completed. There were gaps in the records. Ensure staff are suitably trained and record keeping is improved.

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- trays of sausages in the freezer had no label/date of receipt. I was informed that they are supplied by Hazel Butchers and you have a weekly delivery, invoice not seen.

Training

Contravention The following evidence indicated there was a staff training need:

- foods not being labelled on receipt/opening/freezing down (stock rotation)

Allergens

Documentation and signage was not seen.

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.: