



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Gaja
Address of food business:	30 Dereham Road Norwich NR2 4AZ
Date of inspection:	26/11/2018
Risk rating reference:	18/01024/FOOD
Premises reference:	15/00327/FD_HS
Type of premises:	Convenience Store
Areas inspected:	Shop floor, Storeroom, Back of house
Records examined:	Temperature control records
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Convenience shop

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 3 - a generally satisfactory 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)**

Hand-washing

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

- No hot water supplied to the hand wash basin - this was noted at your last inspection

Temperature Control

Recommendation Replace the battery to the independent thermometer, if it still does not work the thermometer should be replaced.

Unfit food

Observation I was pleased to see use by dates are checked daily and you have a system in place to routinely check products with best before dates.

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:

- The store room needs sweeping and dusting

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:

- the hot water heater does not work and should be repaired or replaced in order to provide hot water to the hand wash basin

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. 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 You currently do not have a documented food safety management system. Although your business is low risk you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and handover diary etc.

Information You can download a Safer Food Better Business pack and refill diary pages from the Food Standards Agency website:
www.food.gov.uk/business-industry/caterers/sfbb

Food Hazard Identification and Control

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

- No hot water provided to the hand wash basin in the toilet. This was also reported at the time of your last inspection, a legal notice will be served requiring you to provide hot water.

Proving Your Arrangements are Working Well

Recommendation Record daily temperature checks of foods in each of the refrigerators including those in the store room and weekly temperature checks of foods in the freezers.

Traceability

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

Legal Requirement All foods sold at retail should have a label in English, some of the products e.g. Cedrob had not been labelled in English. As this is a Food Standards issue I have referred the matter to Trading Standards.

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.