



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Rosary Road Convenience Store
Address of food business:	106 - 110 Rosary Road Norwich NR1 4DA
Date of inspection:	27/11/2018
Risk rating reference:	18/01030/FOOD
Premises reference:	14050/0106/0/000
Type of premises:	Convenience Store
Areas inspected:	Shop floor, Storeroom
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience Store

**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 5 - a very 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::

- separate raw bacon packs from ready to eat drinks containers in the display chiller.

#### Hand-washing

**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.

**Observation** Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

### 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 for display fridges and that you were diligently monitoring temperatures using an independent thermometer.

**Legal Requirement** You were not monitoring temperatures of other critical temperatures, and you must include these:

- high risk sandwich temperatures delivered to business.
- freezers
- back up fridge.

**Observation** You were aware of critical temperatures. When checked, temperatures were found to be satisfactory.

### Poor Practices

**Guidance** It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is OK before you sell it. You must also inform your customers the product has passed its 'best before'.

**Observation** There had been complaints regarding food sold out of date in the past. We discussed use by and best before dates, and ensuring food is still fit when sold. You indicated you had good knowledge.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

**Information** Cleaning terms:

Detergent: is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Dilution rate: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Disinfectant: is a chemical that kills bacteria.

**Observation** The kitchen had been well maintained and the standard of cleaning was exceptionally high.

#### Cleaning Chemicals / Materials / Equipment and Methods

**Information** Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

**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.

#### Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- no sink was available in the shop, (which should also be available for staff welfare.) As discussed we agreed that you will make available the one in your domestic flat above the premises, as required.

#### Pest Control

**Observation** I was pleased to see that premises was proofed against the entry of pests and that pest control procedures were in place.

### **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. 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.

#### 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 an approved waste contractor.

## Training

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

**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.

**Observation** You claimed some staff had undertaken a SFBB course/Level 2 Food Safety course. However you could not find the certificates as proof. Please locate these.

## Infection Control / Sickness / Exclusion Policy

**Contravention** The following evidence suggested there was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness:

- you were not of the time to stay off work.

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

## Allergens

**Observation** All foods are pre packed foods.

## **HEALTH, SAFETY AND WELFARE**

### Welfare Provision and Facilities

**Contravention** The following matters did not meet the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992:

- no sink available except in the flat above. Please see my previous comment.