



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Subway
Address of food business:	Petrol Filling Station Plumstead Road Norwich NR1 4JT
Date of inspection:	27/11/2018
Risk rating reference:	18/01032/FOOD
Premises reference:	18/00318/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast food style sandwich 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
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Your Food Hygiene Rating is 1 - major improvement is necessary



Food Hygiene Rating Re-Scoring Visit

Date: 22/01/2019

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 5 – a very good standard



Inspectors notes:

Food Hygiene and Safety

Observation

- Sanitising solution had been made correctly and was effective
- Soap dispenser was working
- Foods hot held at correct temp
- Cooked food achieve appropriate temperature

Structure and Cleaning

Observation

- Cleaning had been completed
- Sanitising solution was being made correctly on daily basis
- Two stage cleaning process followed

Confidence in Managements

Contravention

- Delivery temperatures are still not being recorded – there was confusion over which products should be checked and recorded
- Documented FSMS was still not available on site

Observation

- Pre-requisite issues had been resolved
- Food handlers had been retrained and evidence of their training was made available

1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Contamination risks

Contravention The following practices exposed food to the general risk of cross-contamination with bacteria:

- the sanitising solution was shown to be no longer effective when tested
- the correct chlorine level when using the test strip was not known (said to be 100ppm or 150ppm) the instructions said it should be 100ppm - using a higher concentration could lead to chemical contamination of foods that come into contact with food preparation surfaces

Hand-washing

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

- the soap dispenser to the hand wash basin was not working (I note additional soap was provided upon request)

Observation I was pleased to see non-hand operated taps at the hand wash basin in the kitchen.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- hot held meatballs were below 63°C and I was informed they are kept for up to 4 hours. Hot held food must either be kept consistently above 63°C or kept for a maximum of 2 hours
- delivery temperatures were not being recorded on the record sheet where required, it was not therefore clear whether these checks are being carried out

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food because cooking time/temperatures were insufficient to kill them:

- temperature records showed that meatballs were not being cooked to at least 75°C in accordance with the critical limit identified in the diary and corrective action was not being taken

Unfit food

Observation I was pleased to see you have a system to label foods with use by dates and are carrying out stock checks

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- lower sections of walls and doors
- floor
- underneath and behind equipment

Observation The structure of the kitchen is new.

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:

- bottle of made up sanitiser solution was found to not be effective when tested using the test strips (<50ppm chlorine)
- another bottle of sanitiser had a label with a use by date in October
- the Kay sanitising sachets used to make the sanitising solution required the sink to be filled with 38 litres of water, when demonstrated this took around 15 minutes to fill up and the solution did not achieve 100ppm on first testing due to ineffective mixing. As the sanitising solution is supposed to be made fresh every day this method is far too long and arduous (and wasteful), and is evidently not being followed. I strongly recommend purchasing a pre-made sanitising solution or implement a chemical pump dispensing system to fill up one bottle at a time as needed.
- food preparation surfaces are cleaned using a single stage cleaning process - for the sanitiser to be effective it should be applied to a visibly clean surface; a two stage cleaning process should therefore be used: 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.
- old and dirty green scourers being used to clean equipment.

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.

Observation there was no contact time given for the sanitiser, this should be checked with the manufacturer or supplier and added to the instruction poster.

Recommendation Remove items which are stored on the floor under counters/equipment, this will make it easier to keep the premises clean and will aid monitoring for pest activity.

Maintenance

Contravention The following items should be repaired or replaced:

- broken soap dispenser in the toilet

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

There is major non-compliance with legal requirements. Your food safety management system was not written down. Some staff not suitably supervised instructed and/or trained in food hygiene. The contraventions require your urgent attention. A revisit is planned and formal enforcement action may be taken if improvements are not made. **(Score 20)**

Type of Food Safety Management System Required

Contravention You currently do not have a food safety management system. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system:

- Although there was a compliance diary with critical limits given and date coding guide for use by dates, there was no documented system available to describe prerequisite procedures in place e.g. staff personal hygiene, pest control, maintenance, illness exclusion policy, cleaning procedures etc.

Information A copy of your food safety management system should be kept at the premises and available for staff to reference. I will be revisiting you to verify that you a documented food safety management system.

Food Hazard Identification and Control

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

- no cleaning schedule to follow - this is necessary to identify what needs to be cleaned, the frequency and method to be used (e.g. type of chemicals, cloths etc)
- cleaning materials and methods were found to be ineffective
- inadequate hand washing facilities in the toilet

Training

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

- food handlers were not monitoring reheating temperatures appropriately (for the meatballs) and not taking corrective action when required
- arrangements for making sanitising solution not being followed
- two stage cleaning process not understood

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.