



Public Protection (food & safety)

Food Premises Inspection Report

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| Name of business: | Maxi LT |
| Address of food business: | 53 Woodcock Road Norwich NR3 3TH |
| Date of inspection: | 28/01/2019 |
| Risk rating reference: | 19/00060/FOOD |
| Premises reference: | 12/00236/FD_HS |
| Type of premises: | Retail shop with meat counter |
| Areas inspected: | All |
| Records examined: | Cleaning schedule |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Retail 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 1 – major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. You are failing to apply some of the controls needed to prevent cross-contamination. 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 exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat:

- one set of scales are used to weigh both raw and ready-to-eat food e.g. ham/cheese. This is complex equipment that is difficult to clean and disinfect, you must therefore provide two sets of scales, one for use with ready-to-eat foods and one for raw foods. The scales should be kept in either the 'raw area' or the 'ready-to-eat area' and labelled accordingly.
- food handlers were not wearing protective clothing when handling open foods. Ensure food handlers wear a clean apron and that this is changed if it becomes contaminated.

Information You did not have a dishwasher to clean utensils and equipment e.g. trays used to display foods. Separate items should therefore be provided for use with either raw or ready-to-eat food.

Hand-washing

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

- there was no dedicated wash hand basin provided for food handlers working at the meat counter
- there was no soap and hygienic means of drying hands provided to the sink being used for hand washing behind the meat counter

Legal Requirement You must provide a separate wash hand basin that is designated for cleaning hands and it should be provided with hot and cold running water, soap and means for hygienic hand drying e.g. disposable paper towels.

Information To prevent cross-contamination staff must wash their hands before handling ready-to-eat food e.g. cheese/ham and after touching raw meat.

Personal Hygiene

Information It is essential that staff maintain high levels of personal hygiene to ensure they do not become vehicles of cross contamination.

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:

- bread which is bought in frozen, is defrosted and sold. There is no date applied to the product to indicate when it had been defrosted or when it should ideally be used by (Best Before date). This was mentioned in the last inspection report (November 2012)
- bottles and cans were stored on the floor

2. Structure and Cleaning

The structure, facilities, cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Improvements are needed in hand and/or equipment washing facilities. 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 items could not be effectively cleaned and must be covered or made non-absorbent:

- bare wood box in the walk-in fridge
- bare-wood shelves in the store room
- bare-wood door frame

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 between surfaces:

- there was no anti-bacterial or sanitiser spray provided to disinfect surfaces or equipment. Ensure you provide an anti-bacterial or sanitiser spray 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 two stage cleaning process should be used to disinfect food contact surfaces and equipment. Stage 1: use a detergent to clean and remove any visible dirt followed by rinsing with clean water. Stage 2: disinfect using an anti-bacterial or sanitiser spray at the correct dilution and contact time, as recommended by the chemical manufacturer.

Recommendation Equipment and surfaces should be 'cleaned as you go' for example scraps of ham/cheese should be removed from the meat slicing machine as necessary.

Maintenance

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

- the clear plastic guard to the meat slicer was cracked
- light fitting above the meat counter was missing
- plastic cover that used to cover cables behind the meat counter was missing

Facilities

Contravention The following facilities were absent and must be provided:

- No wash hand basin provided behind the meat counter

Pest Control

Contravention The door to the store room was ill fitting, there was gap at the bottom which could allow pests (such as rats or mice) access to the premises. The door or frame must be adapted to prevent access.

3. Confidence in Management

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

Type of Food Safety Management System Required

Contravention You currently do not have a documented food safety management system. As you handling raw foods, ready to eat foods and high risk foods, you must record how you will operate safely.

Recommendation Use the Food Standard Agency's Safer Food Better Business (SFBB) retail pack as your documented food safety management system.

Information For details of our Safer Food Better Business (SFBB) workshops and how to get a copy of the Safer Food Better Business pack visit www.norwich.gov.uk/foodbusinessadvice

Training

Contravention The following evidence indicates there is a staff training need:

- once you have documented you food safety management system you must train your staff in the correct procedures to follow
- opening checks are not being carried out to ensure that appropriate hand washing facilities are cleaning materials are available before trading begins
- staff personal hygiene is poor e.g. food handlers are not wearing protective clothing and washing their hands properly
- complex equipment i.e. scales were being used for raw and ready-to-eat food
- cleaning methods are ineffective to kill bacteria

Information Food handlers would benefit from formal food hygiene training e.g. Foundation food safety training (level 2). Visit www.norwich.gov.uk/foodsafetytraining for details of the courses that we offer.