



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Al Madina Halal
Address of food business:	59 Dereham Road Norwich NR2 4HU
Date of inspection:	08/03/2019
Risk rating reference:	19/00218/FOOD
Premises reference:	17/00297/FD_HS
Type of premises:	Grocery/supermarket
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	butchers selling ready to eat

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 generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Hand-washing

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

- equipment was seen draining in the wash hand basin in the butchery
- Staff were not seen washing their hands when I visited (wearing gloves)
- wash hand basin in lobby contained rubbish

Observation The member of staff was questioned about the gloves he was wearing and what tasks he wore them for. He knew he should change them after certain tasks and wash his hands before putting on a new pair. But he was not observed doing this in practice.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness::

- wash-hand basins being used for other purposes
- not wearing suitable protective clothing- butchers apron not provided

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration::

- tubs of olives are not dated with date of opening.

Develop a system for recording when the tubs are opened and follow the manufacturers guidance on storage and use. The tubs have a packed date and a 'best before date' applied by the manufacturer. Once opened they need to be used within 2 weeks.

Observation The dirty attachment for the mincing machine was left in the meat display counter amongst joints of meat. This may lead to contamination of the joints of meat

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 items were dirty and require more frequent and thorough cleaning:

- floor wall junctions
- behind and under equipment
- step to chiller
- electric fly killer and tray
- wash hand basins and taps

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

- uncovered light fittings throughout the shop

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned::

- shelving in shop
- shelving in chilled display units
- hand contact surfaces
- internal surfaces of meat chillers
- racking in raw meat 'walk in' chillers

Maintenance

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

- splits or holes in flooring to shop and at access to butchery
- chipped paint to wooden architraves to door ways

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 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.:

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Recommendation Retrain your staff on your procedures.

Waste Food and other Refuse

Observation the waste bins near the wash hand basin were full and dirty. Regularly remove the full bin bags and place inside your commercial waste bin. The shop bins should be emptied at the close of business and the bins cleaned ready for the following day

