



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bistro Burger and Grill @ Lord Rosebery
Address of food business:	Lord Rosebery 94 Rosebery Road Norwich NR3 3AB
Date of inspection:	12/03/2019
Risk rating reference:	19/00223/FOOD
Premises reference:	19/00086/FD_HS
Type of premises:	Catering
Areas inspected:	Main Kitchen, Cellar, External store
Records examined:	SFBB, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub catering

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 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)

Contamination risks

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- open foods in the fridges and freezer had not been covered
- a container had been placed on top of uncovered food so that the base of the container was directly touching the food

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

- As you do not have a dishwasher you must ensure that you have separate and identifiable containers to store raw meat.

Hand-washing

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

- the left hand sink in the kitchen is used for both hand washing and washing equipment. Hand must only be washed in the designated wash hand basin.
- the wash hand basin in the kitchen was not in use and had not been provided with soap or paper towels.
- the wash hand basin in the kitchen was obstructed by equipment

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

Unfit food

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- container of gravy in the upright fridge in the cellar smelt putrid
- 4 boxes spanish tapas sausages past best before date 21/6/2018

- open packet of mince had discoloured

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is rice which should not be kept longer than 24 hours)

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. 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 in cellar
- floor under/behind equipment in the kitchen
- extraction baffles
- rubbish including food waste had been left in the bin in the kitchen from the previous day
- dirty washing up had been left in the kitchen from the previous day

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

- walls and floor to shed need to be sealed or covered in a non absorbent finish so they can be effectively cleaned

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- interior of upright fridge in cellar
- interior of oven
- top of chest freezer
- fridge handles
- fryers
- fridge seals
- extraction filters
- oven trays

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

- broken handle to chest freezer

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)**

Food Hazard Identification and Control

Contravention The following SAFE METHODS in your Safer Food Better Business pack have not been completed or require review:

- separating foods
- defrosting
- checking your menu
- chilled food

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- personal hygiene (use hats hair nets)
- not following opening closing checks e.g. removing rubbish, adequate hand washing facilities etc

Contravention You are not keeping appropriate records to demonstrate your food safety management system is working effectively:

- keep a record of chilled food temperatures and core temperatures for cooked food e.g. joints of meat
- staff training records not completed

Training

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

- poor food storage practices

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.