



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Farm Foods
Address of food business:	Farm Foods 67 - 69 Westwick Street Norwich NR2 4SZ
Date of inspection:	20/03/2019
Risk rating reference:	19/00263/FOOD
Premises reference:	18290/4001/3/004
Type of premises:	Grocery/supermarket
Areas inspected:	All
Records examined:	Temperature control records, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Supermarket

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 4 - a 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

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Hand-washing

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

- There was no hot water supply to the wash hand basins in staff toilets

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Poor Practices

Observation General waste bin stored directly in front of a chest freezer in use. It would be advisable to move this bin elsewhere

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:

- High level cleaning in both the shop floor and the store room
- Floors in the store room

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

- Tape in walk in fridge

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Hand contact surfaces

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:

- The cleaning equipment was dirty i.e. dust pan and brush

Maintenance

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

- Covers to fluorescent tubes missing
- Broken plastic to fridge
- Door to store chest freezer too loose needs foxed
- Pallets in stock room

Facilities

Contravention Provision of facilities is inadequate in the following areas:

- Lack of hot water to the wash hand basins

Pest Control

Contravention The following are examples of where the premises was not adequately proofed against the entry of pests:

- Large gap between external doors

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. 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 Staff in charge of the store at the time were unable to access the policies and procedures in the food safety management system. This information should be accessible to staff in charge of the store when the manager isn't present in case access is needed and the manager is not available.

Training

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

- Supervisor in charge of the shop was unable to find the policies and procedures for the food safety management system