

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Middletons Steak House And Grill
Address of food business:	11 - 15 Timberhill Norwich NR1 3JZ
Date of inspection:	13/06/2019
Risk rating reference:	19/00490/FOOD
Premises reference:	12/00317/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Cleaning schedule, Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Steak house

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 5 - a very 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

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:

- raw foods i.e eggs were being stored above and among ready-to-eat foods i.e whipping cream in the fridge
- food containers were being stored in direct contact with food in containers underneath
- damp cloths were being used to cover food i.e bread

Legal Requirement Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats or aprons for visitors

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- * the complete separation of raw and ready-to-eat food
- * the correct use of wash-hand basins and thorough handwashing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitisers
- * and by controlling the risks posed by soily vegetables.

Hand-washing

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

- there was no hygienic towel to wash hand basin in bar area

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) as it was past its 'use by' date

- soured cream was being stored beyond its 'use by' date of 10/6

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:

- black bin liners were being used to store food in the chest freezer. Please use food grade bags to store food

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- flooring underneath the gantry in front of window

- skirting boards next to fridge numbered 7
- cobwebs were seen to ceiling in the dessert area
- skirting board behind wash hand basin

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- seals to chest freezer in shed
- seals to Polar undercounter fridge
- interior bottom to Polar undercounter fridge
- seals to undercounter freezer
- interior to undercounter freezer
- seals to chest freezer in storeroom

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally 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:

- split seals to fridges numbered 16 and 17
- tiles missing to flooring
- bare wood to walls and ceiling in shed used as food store
- drawer to fridge was held together with tape
- split seals to fridge numbered 1
- Baffle filter to extraction canopy
- holes to wall behind washing up sink
- holes to wall in storeroom
- seals to fridge numbered 7
- split seals to undercounter Gram fridge
- interior shelving to undercounter Gram fridge

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

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 Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Food Hazard Identification and Control

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- storing containers in direct contact with food in containers underneath
- storing raw foods next to ready-to-eat foods
- storing food beyond its 'use by' date

Proving Your Arrangements are Working Well

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

- cross contamination
- maintenance

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

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.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.