



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Master Chef
Address of food business:	87 Prince Of Wales Road Norwich NR1 1DG
Date of inspection:	30/07/2019
Risk rating reference:	19/00565/FOOD
Premises reference:	13330/0087/0/000
Type of premises:	Cuisine - Pizza Delivery & Takeaway
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Takeaway

**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 Hygiene Rating Re-Scoring Visit**

Date: 7<sup>th</sup> January 2020

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 3 – a generally satisfactory standard



**Observation** I was pleased to see the following

- The premises was cleaned to a good standard
- You had separate tongs for the use of raw foods

**Contravention** the following items require attention

- Shelves to the upright fridge need replacing
- Staff were not wearing suitable protective clothing
- Raw foods i.e chicken was being stored next to ready-to-eat foods i.e prepared salads. However I was pleased to see that the salad was thrown away in my presence

## **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 2 - 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. There are significant lapses in safe food handling practices and procedures. 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 food-borne bacteria from raw meat or unwashed fruits and vegetables:

- raw food i.e lamb was being stored next to ready-to-eat food i.e prepared lettuce in the upright fridge
- raw burgers were being stored above ready-to-eat foods i.e cooked ham and cheese

**Contravention** You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.

- the same utensils and containers were being used for raw and ready-to-eat foods

**Contravention** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.

- tongs were being used for raw and ready-to-eat foods on the griddle

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Guidance** The FSA (visit [www.food.gov.uk](http://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 hand-washing
- \* having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- \* through 2-stage cleaning and the correct use of sanitiser

\* and by controlling the risks posed by soily vegetables.

**Guidance** Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed/underneath a work top where preparation of raw foods is undertaken) as this could lead to cross-contamination.

### 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:

- staff were not wearing suitable protective clothing

**Legal requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations;

- ham was being stored beyond its 'use by' date of 21/7
- lettuce was being stored beyond its 'use by' date of 28/7
- jars of caviar were being stored beyond the 'use by' date of 1/6 you informed me that this was for personal use

**Recommendation** I recommend that you label your own domestic foods stored in your commercial fridges and freezers. There is a presumption in food law that all foods stored on a food business are part of that business and need to be stored and labelled accordingly to satisfy the inspecting officer it complies with legal requirements

### 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: storing

- foods were being stored in cardboard boxes in a fridge downstairs
- storing foods i.e pineapple, sweetcorn and tuna in open cans in the fridge

**Legal requirement** absorbent containers e.g cardboard boxes, must not be used for the storage of foods in refrigeration units, as they are not capable of being effectively cleaned

**legal requirement** once opened canned food which is to be stored should be transferred to plastic covered containers, designed for the storage of food, to prevent chemical contamination of the food

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. 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 were dirty and require more frequent and thorough cleaning:

- flooring behind un used chest freezer
- cardboard used on floor
- flooring underneath equipment

**Recommendation** do not use cardboard on floor surfaces, as the floor cannot be kept clean. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed

### **Cleaning of Equipment and Food Contact Surfaces**

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

- bottom interior to upright fridge downstairs
- seals to chest freezer
- seals to under counter freezer
- blade to table top can opener
- pan to WC
- seals to glass door fridge
- interior to glass door fridge
- shelves to glass door fridge
- redundant chest freezer
- electric fly killer
- underneath (including legs of) equipment

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and

boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection. Any equipment (including redundant equipment) on the premises must be kept clean

### Cleaning Chemicals / Materials / Equipment and Methods

**Information** You must ensure that the sanitiser you use is effective against bacteria. Ensure it meets the following standards BS EN 1276:1997 and 13697:2001.

### Maintenance

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

- split seals to electronic fridge downstairs
- lid to chest freezer downstairs
- shelves to fridges need replacing
- holes to walls where pests have entered
- door to upright freezer

### Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

**Legal requirement** any gaps and holes to walls must be filled or covered with a solid, durable material in order to minimise pest entry points into food preparation and storage areas

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. 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 pre-requisites have not been met and this means that your food safety management system will be ineffective:

- staff training is inadequate
- cleaning and sanitation are poor

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

- cross-contamination
- storing raw food next to ready-to-eat food

## Proving Your Arrangements are Working Well

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

- training records / supplier lists
- cleaning schedule

## Training

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

- were using food that was passed its USE BY date
- were using poor cross contamination practices
- were not cleaning properly
- did not appreciate allergen risks

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

**Information** There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

## 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

**Contravention** You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare

- You are not informing customers about the risk of cross contamination with allergens

**Legal requirement** Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Information** Loose (also called non pre-packed) foods are

- foods served at restaurants and canteens
- takeaway foods that are placed into containers and sold at the same premises

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

**Information** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid



