



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Nanna Mexico
Address of food business:	23 White Lion Street Norwich NR2 1PX
Date of inspection:	14/08/2019
Risk rating reference:	19/00616/FOOD
Premises reference:	16/00061/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Servery, Storeroom
Records examined:	SFBB, Training certificates / records, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Takeaway/restaurant

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)

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:

- damaged food containers are in use that could shed broken particles
- cleaning chemicals (washing powder) were stored next to food

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

Hand-washing

Observation I was pleased to see handwashing was well managed.

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:

- food handlers were not wearing suitable protective clothing e.g. jeans

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- ready to eat chilled food in the bench top display chiller were being kept above 8°C (found to be +10°C) and for over 4 hours. Chilled food must either be stored in the bench top chiller at or below 8°C or kept on display for a maximum of 4 hours, after which it must either be refrigerated to at or 8°C or thrown away.
- I was also informed that food is kept over night in the bench top display chiller. Food must not be stored there overnight unless it is at or below 8°C. Ideally food should always be removed from display and stored in a refrigerator overnight.

Recommendation Only display small amounts of chilled food in the display chiller to limit the amount of time it is likely to be on display.

Unfit food

Contravention The following foods were past the USE BY date:

- all vacuum packed raw meat had passed the USE BY date that it had been given by the supplying branch of Nanna Mexico.
- pico
- sour cream
- prepared cabbage (I was advised this was an old date label)

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

- lemons mouldy

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:

- salad stored in box with old date label. Ensure old labels are removed and new label applied
- date labels not being completed properly

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:

- behind and under equipment
- inside dishwasher
- fire extinguisher in kitchen
- high level behind servery

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

- wall under wash hand basin in servery needs to be tiled to create a non absorbent easy to clean surface

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hand contact surfaces
- interior of dishwasher

Maintenance

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

- food storage containers broken
- fridge seals split
- hole in floor behind hot water cylinder
- hole in wall behind toilet door on 1st floor
- bench top display chiller not keeping food at or below 8°C

Pest Control

Contravention There is a hole in the floor behind the hot water cylinder in the food storage area which could allow entry to pests, this should be sealed.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. You have a satisfactory track record. 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

Contravention Your documented food safety management system was confusing and it was unclear what was being followed. There was a completed SFBB pack and sections of an NCASS system in the management folder. There were also other printed wall sheets giving instructions. The SFBB pack had been filled in for for a different restaurant and sections did not apply/were incorrect for this branch. The NCASS folder also had incorrect critical limits e.g. minimum hot holding temperature of 60°C (see photos).

Recommendation Review your documented food safety management system as a matter of urgency. Ideally you should only be using one system so that staff know which one to refer to.

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:

- cleaning chemicals (washing powder) stored loose in a plastic container next to other food
- chilled bench top display equipment not keeping chilled food at the correct temperature
- no cleaning schedule available for daily cleaning tasks

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

- methods of control at critical points e.g. display of chilled foods should be either at or below 8°C or kept on display for a maximum of 4 hours

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack:

- chilling
- insufficient information available regarding date labelling of open prepared foods e.g. shelf life, what dates to record

Proving Your Arrangements are Working Well

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

- cleaning schedule
- maintenance
- pest control
- personal hygiene
- chilled storage / display of chilled food
- cleaning

Contravention The online reporting system for opening and closing checks is not being completed properly by food handlers e.g. food past its USE BY date was in the fridges although this had been checked off to confirm all in date.

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

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

- food handlers did not know the critical limit for hot holding
- food handlers did not know critical limits for chilled food
- food past its USE BY date

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- lower staircase did not have a handrail
- the handrail to the upper staircase is too low, this forces the user to lean forward and stoop to grasp it. It is also of a poor design as it is not comfortable to grasp and the fixings require you to let go at certain points

Information The handrails should be provided/replaced within the next 4 weeks. Failure to undertake the works will result in an improvement notice being served which will legally bind you to carry out the works.