



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Mega Munch And Sea World Fish Bar
Address of food business:	147 Magdalen Road Norwich NR3 4LA
Date of inspection:	29/08/2019
Risk rating reference:	19/00641/FOOD
Premises reference:	16/00279/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Take away

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	-50

Your Rating is	5	4	3	2	1	0
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Your Food Hygiene Rating is 1 - urgent 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 foods i.e chicken was being stored on top of ready-to-eat foods i.e prepared red cabbage
- raw foods i.e lamb was being stored next to ready-to-eat foods i.e prepared cabbage
- raw foods i.e minced meat was being stored on top of ready-to-eat foods i.e red cabbage and next to Halloumi cheese
- chips were being stored in a bin liner in the chest freezer
- old food debris on hinge to lid to table top fridge
- blue-tac to the open lid to the table top fridge

- fly papers with dead flies on above the work surface
- cleaning chemicals i.e oven and grill cleaner were being stored next to food i.e chinese curry sauce

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.:

- the same containers were being used for raw foods i.e lamb and ready-to-eat foods i.e prepared lettuce

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.

Legal Requirement Cleaning chemicals should be stored in an area separate from food so that they cannot contaminate the food. They should be stored in sealed containers with clear instructions for use.

Information Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not to be stored in open storage where there is a risk of contamination (i.e. underneath a work top where raw foods are prepared).

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 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.

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.

Hand-washing

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

- no soap or hygienic hand towel to the wash hand basin in the WC

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 using the wash-hand basin regularly
- a food handler was seen not wearing protective clothing
- food handlers were not wearing hats (it states in your SFBB pack that hats are worn)

Contravention evidence of smoking was noted in the freezer room. Food handlers must not smoke in any food handling area as it presents a risk of contaminating food. If evidence is found of smoking again it may lead to the service of a final penalty notice

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

Recommendation I was pleased to see that disposable gloves were worn. However you must ensure that gloves are changed between tasks, such as handling raw and ready-to-eat foods or equipment and to wash hands between changes

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.

Poor Practices

Recommendation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- uncovered food i.e cheese was being stored in the top of the fridge
- saveloys were being stored in a plastic bag in the chest freezer with no details of where they came from (or other product information)
- bags of potatoes were being stored directly on the floor in the store room
- storing a box of chips on the bin

Contravention Cardboard cannot be properly cleaned. Do not use it to cover the floor/shelves of work surfaces in food rooms

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are poor and there is non-compliance with legal requirements which could lead to risks to food safety. Improvements are needed in the standard of repair and maintenance of the premises. There is evidence of pest activity or inadequate waste disposal provision. You must address all the contraventions as a matter of urgency as some are critical to food safety. A revisit is planned and formal enforcement action is likely. **(Score 15)**

Cleaning of Structure

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

- flooring behind chest freezers
- a cigarette butt was seen on the flooring in the potato room
- electric sockets
- pipe work to washing up sink
- cobwebs were seen on high areas in the passage way
- wall behind the washing up sink
- flooring underneath equipment
- loose potatoes on floor behind bags of potatoes
- drain to the potato chipping area

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hinge to lid to table top fridge
- interior and shelving to the upright fridge in the storeroom
- seals to under counter fridge
- extension leads
- lids to bins
- dirty water left in the mop bucket
- rubbish left in the bin
- top of fire extinguisher in potato store

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:

- touch points were dirty (light switches, door handles etc)
- the sanitiser is not to BS EN 1276:1997 13697:2001 Standards

Maintenance

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

- split seals to Artica fridge
- blockage to wash hand basin
- ledge was damaged to the side of the rear door
- holes to the flooring in the corridor
- hole to wall in chest freezer room

Pest Control

Legal Requirement adequate provision must be made for the storage and disposal of food waste, non-edible by products and other refuse. Refuse stores are to be designed and managed in such a way as to enable them to be kept clean and where necessary free of animals and pests.

Legal Requirement adequate procedures must be in place to control pests.

Observation large numbers of flies were seen. Flies are known to be carriers of disease.

Contravention your procedures for controlling pests was not adequate. Your pest control reports were out of date and numerous flies on the premises indicated a lack of cleaning and poor methods of fly control.

Contravention Empty waste bins inside the premises more often so that they don't smell and attract pests.

Information keep the outside and inside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

Legal Requirement food premises must be adequately proofed against the entry of pests.

Contravention the building was not proofed against the entry of pests such as rats and mice. You must adequately seal around the external door and the roof of the potato store where the plastic corrugated roof meets the top of the wall.

Recommendation move the electric fly killer away from the window to the rear of the premises where there are more flies, taking care not to place the unit above any food preparation surfaces or open food.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

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
- maintenance is poor
- pest control is inadequate
- waste management is poor

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

- cross-contamination
- storage of food
- preparation and handling

Proving Your Arrangements are Working Well

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

- daily diary
- 4-weekly checks
- cleaning schedule
- maintenance / pest control
- personal hygiene / handwashing
- states in pack that hats are worn

Food safety documentation

Contravention there was evidence that you were falsifying the records in your Safer Food Better Business pack

Contravention your Safer Food Better Business diary had lapsed the last (convincing) entry was 05/03/19

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 gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Waste food and other refuse

Contravention The following evidence indicated that waste was not being disposed of appropriately:

- waste food was allowed to accumulate on the premises (bins were overflowing)
- waste bins had a foul odour indicating waste food was rotting in the bins
- waste water in the mop bucket

Allergens

Contravention You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare
- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You are not informing customers about the risk of cross contamination with allergens