



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	One Stop Shop
Address of food business:	106 Quebec Road Norwich NR1 4HY
Date of inspection:	12/09/2019
Risk rating reference:	19/00664/FOOD
Premises reference:	13460/0106/0/000
Type of premises:	Grocery/supermarket
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Local store selling high and low risk wrapped foods.

**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 4 - a good 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 ready-to-eat food and or its packaging to the risk of cross-contamination :

- the covered yard store, attached to the external store building should not be used as a food room. This is not a food room due to gaps in structure, and the structural standards. Your pest control records showed there had been a very recent rat issue in the yard, which had been eliminated, but could easily reoccur given the open yard and the surrounding area. Eight trolleys were seen in this area containing a mix of products, but which could easily be gnawed or contaminated by urine. My understanding is that trolleys could stand here for several hours. Please also ensure deliveries do not exceed what could realistically be stored within the proper storeroom.

**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.

### Hand-washing

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

- the hot water tap to the wash basin is defective and sprays all over floor and walls. This makes hand washing difficult.

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

### Personal Hygiene

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

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

### Temperature Control

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

- trolleys of deliveries were stood in the covered yard area. These contained high

risk items such as raw meat, yogurts etc. Between pack temperature checked showed the temperature to be 9 degrees Centigrade. This delivery had been received 2 hours previously, and could easily be a couple more hours before being unpacked. In my opinion this is not a limited time, and you must address this practice.

**Legal Requirement** The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food provided that it does not result in a risk to health.

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at some points critical to food safety and that you were monitoring temperatures.

## **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

**Observation** The premises had been well maintained and the standard of cleaning was good.

**Recommendation** The rear yard be tidied and swept as there was evidence of smoking there.

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was 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 in store floor, taped, near drinks chiller
- metal lip between floors in external store broken away
- the hot tap to the wash hand basin.

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- the covered yard is not a food room, but is being used as such. Cease using it in this manner or consider upgrading it.

### **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. 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** The HACCP overview is available on line. The main HACCP needs to be requested from Trading Law.

#### **Food Hazard Identification and Control**

**Contravention** The control methods you have put in place at the following critical control points are not sufficient:

- bacteria growing on food.

#### **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**

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

### **PUBLIC HEALTH**

#### **Smoking**

**Observation** There were a large amount of cigarette ends in the yard area, suggesting staff are allowed to smoke in this area. Although not an enclosed space, or a food room, because of the way this business operates, with staff frequently traversing the area to the rear external store, you must give consideration to reducing the impact on non smokers. Following HSE guidance, I am not of the opinion that this is being done, and ask that you review this issue.