



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Heroes Muscle & Fitness
Address of food business:	4 Bridewell Alley Norwich NR2 1AQ
Date of inspection:	24/09/2019
Risk rating reference:	19/00685/FOOD
Premises reference:	02480/0004/0/000
Type of premises:	Retail shop
Areas inspected:	Storeroom, Shop floor, Preparation room
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retailer

**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
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0

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 ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- protein scoops were being kept in the product bags.

**Recommendation** Move the scales further from the door to avoid debris or dust accumulating on the surface when the door is opened.

### Hand-washing

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

- no soap was available.

**Recommendation** The hand wash basin is a long way from the food preparation area. It is strongly recommended that an additional basin, supplied with hot and cold running water, (or mixed water at a variable temperature) and suitable drainage be provided near to where food is handled.

### Personal Hygiene

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

## 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 could not be effectively cleaned and must be covered or made non-absorbent:

- floors.

**Observation** I was pleased that the premises was well maintained and the standard of cleaning was good.

### **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)**

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

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

- bacteria growing on food (conditions the food should be stored under were not covered)
- you did not mention the need for hand washing before handling protein powder.

#### **Infection Control / Sickness / Exclusion Policy**

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

#### **Allergens**

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

- you have not correctly identified the allergens present in the food you prepare (you had identified additional ingredients that are not in the 14 allergens, making the allergen information confusing). Please identify all allergens .