



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Gem Of Norwich
Address of food business:	2 - 6 Thorpe Road Norwich NR1 1RY
Date of inspection:	28/11/2019
Risk rating reference:	19/00815/FOOD
Premises reference:	18/00297/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving local community

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 4 - a 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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- three tubs of ice cream were found in the raw meat freezer. I took your verbal assurance that this was a new staff members oversight that night and should have been placed in the dedicated ice cream freezer
- a fly was seen circulating in the main kitchen
- staff were not aware that celery (an allergen) was an ingredient in your tomato sauce
- uncovered desserts in the fridge. I was informed that by placing cling film over the product would effect its quality. However, a clean cloth or suitable material could have been used as an alternative

Hand-washing

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

- the wash hand basin was obstructed
- equipment was seen in the wash hand basin behind the bar

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;

- a packet of ready to eat salad was found well past its 'Use by date'. I strongly recommend that you store 'Best Before' and 'Use by' pre-packed salads in separate containers to aid stock rotation and make it easier to check shelf life.

Observation I was pleased to note that the out of date salad was disposed of straight away when I brought it to your staffs attention.

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
- window and sill beside deep fat fryer in main kitchen
- seals to ceiling joints in walk in fridge

Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals

Maintenance

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

- damaged insulation to internal surface of a bulk freezer
- broken light to store area in-front of walk-in fridge. I was unable to check this area as it was too dark
- damaged hinges to service fridge in main kitchen.

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. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- training records / supplier lists
- cleaning schedule
- maintenance / pest control
- chilling / chilled storage / display of chilled food

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- there was some confusion over written food temperatures records. There was written readings of 12-13 degrees celsius recorded for a fridge temperature. After investigation these were actually freezer temperatures where the minus character had been omitted. You must ensure staff are recording written readings correctly.
- there was also confusion over your day dot system. When I questioned staff they were unable to give me clear answer regarding the system for your date labelling of cooked foods.
- your staff were signing off 'Opening and Closing' checks in the Safer Food Better Business pack (SFBB). When I questioned them, they did not appear to understand what your 'opening and closing checks' are. These are located in the management section of the pack. You must train staff who you have given responsibility to carry out these checks and make them aware of what they should be doing. I acknowledge that many of your staff did not speak English as a first language. Your front of house manager had to translate for me during my inspection.
- food found, during my inspection, to be well past its 'Use by' date indicates that the closing check 'to dispose of any out of date food' was not being properly followed.

Observation I was pleased to note that evidence of food hygiene training was made available.

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. In addition food manufacturers must now label allergy

causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up front, clear sign-posting to where this information could be obtained must be provided.

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

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

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.

Recommendation Add allergy information to your menu

Observation I was pleased to note that you had started to produce an allergen matrix for your dishes. You must also remember to check all ingredients listed on packaging for any of the 14 allergens. They will be indicated in **BOLD**.