



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Cleopatra
Address of food business:	71 Knowland Grove Norwich NR5 8YD
Date of inspection:	02/12/2019
Risk rating reference:	19/00819/FOOD
Premises reference:	19/00357/FD_HS
Type of premises:	Cuisine - Fast Food
Areas inspected:	Main Kitchen, Servery
Records examined:	None
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 Hygiene Rating Re-Scoring Visit

Date: 28<sup>th</sup> January 2020

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 3 – a generally satisfactory standard



**Observation** I was pleased to see the following

- Utensils were available for raw and ready-to-eat foods
- Aprons were available
- Temperatures of the fridges and freezers were running at correct temperatures
- A Safer Food Better Business pack was available and filled in
- The premises was clean

**Contravention** the following items require attention

- No protective clothing was being worn
- No dates of when opened on open foods e.g yoghurt, olives, pizza sauce in the upright fridge
- Pizza sauce was being stored in an open can in the upright fridge
- Raw food e.g chicken was being stored next to ready-to-eat foods e.g mayonnaise and open sauces
- Food e.g Doner meat was being stored at ambient temperature
- Utensils on the griddle were dirty
- Cardboard was being used to line shelf to the pizza oven
- You need to complete your cleaning schedule and the staff training in your Safer Food Better Business pack

## 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	<b>20</b>	25
Structure and Cleaning	0	5	10	<b>15</b>	20	25
Confidence in management & control systems	0	5	10	15	<b>20</b>	30

<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	<b>20</b>	-

<b>Your Rating is</b>	5	4	3	2	1	<b>0</b>
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Your Food Hygiene Rating is 0 - urgent improvement is necessary



## 1. Food Hygiene and Safety

Food Hygiene standards are poor and there is major non-compliance with legal requirements which have led to significant risks to food safety. There are major and widespread lapses in safe food handling practices and procedures. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely. **(Score 20)**

### 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:

- raw food e.g eggs were being stored next to ready-to-eat foods e.g prepared cabbage, crab sticks, burger cheese and mayonnaise
- raw foods e.g chicken was being stored next to ready-to-eat foods e.g prepared melon and wraps in the fridge
- raw foods e.g burgers were being stored above ready-to-eat foods e.g tomatoes
- raw chicken was being defrosted at ambient temperatures on the floor
- uncovered foods e.g prepared salads were being stored at ambient temperature on the servery counter
- dirty cloth used to steady green cutting board

**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.

**Recommendation** use silicon board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

**Recommendation** I recommend that separate refrigerators be provided for raw and cooked foods to reduce the risk of cross-contamination

**Information** The FSA 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
- thorough 2-stage cleaning and the correct use of sanitiser
- and by controlling the risks posed by soil contaminated vegetables.

Visit: [www.food.gov.uk](http://www.food.gov.uk) for more information

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°C for 15 seconds) between uses

**Guidance** If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately

### Hand-washing

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

- hand wash basin was obstructed by equipment
- hand wash basin was not connected

### 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
- staff were not wearing suitable protective clothing
- food handlers were wearing jewellery

**Legal requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

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

**Legal requirement** In order to prevent contamination of food, outdoor clothing and similar personal belongings must not be stored in a food room

### Temperature Control

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

- burger cheese was being stored at ambient temperatures
- raw chicken was being defrosted at ambient temperatures

**Guidance** Sauces were noted stored at room temperature. The manufacture's recommendation is that such products are refrigerated once open

**Legal requirement** raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health

### Unfit food

**Contravention** The following food was unfit because it was either; past its use by date; or, in the case of fresh meat, its origin could not be determined

- fujian Noodles
- frozen cow stomach

### 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:

- cooking cow's stomach from frozen
- raw chicken stored on floor
- cream (x 5) was being stored beyond its 'best before' date of 30/11
- frozen food stored in the freezer was not in food grade bags
- doors to the wc and lobby were left open
- uncovered Kofte kebab was being stored in the freezer
- storing open tins in the fridge. Once opened food should be stored in clean lidded plastic containers
- food e.g lamb steaks were being stored in the freezer with no date label stating when they had been frozen
- open uncovered foods stored in the freezer

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Improvements are needed in hand and/or equipment washing facilities. 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)**

### Cleaning of Structure

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

- flooring behind cooking range had tape to it
- flooring behind chest freezer
- widow sill
- flooring underneath the washing up sink
- pipework to the washing up sink
- pipework to the drain

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

### Cleaning of Equipment and Food Contact Surfaces

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

- around top to rice cookers
- interior bottom to fridge
- seals to fridges and freezers
- green chopping board
- red chopping board
- filters to extraction canopy
- can opener stored on the floor
- build up of ice to the chest freezer
- grill to the side of the chest freezer
- saucepan used as cover to drain

### Cleaning Chemicals / Materials / Equipment and Methods

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

### Maintenance

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

- the wash hand basin
- sweetcorn cans holding up the table top fridge
- bare wood to the wall, to the lobby, to the wc
- grill missing from equipment

### Facilities and Structural provision

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

- insufficient or poorly sited wash hand basins
- insufficient refrigerated storage

## Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas::

- gap to window frame in wc lobby

**Contravention** Your staff are unaware how to protect your premises from the threat of pests. Ensure that your staff are adequately trained.:

## **3. Confidence in Management**

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

### Type of Food Safety Management System Required

**Contravention** You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

### Food Hazard Identification and Control

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

- cross-contamination

### Traceability

**Contravention** You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- cows stomach

### 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

**Contravention** There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness:

## 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

**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. You can obtain more information from the Trading Standards website: [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**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.

**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 upfront, clear signposting 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 sq

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently