



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Hotspot
Address of food business:	94A Harvey Lane Norwich NR7 0AQ
Date of inspection:	12/12/2019
Risk rating reference:	19/00845/FOOD
Premises reference:	14/00054/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom, Servery
Records examined:	SFBB, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Take away serving pizza and kebab

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 1 - major improvement is necessary



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

- raw packed bacon stored amongst bagged peppers
- clean utensils kept at rear of sink and thus exposed to splashing
- overclothes hung with outdoor coats
- no means of cleaning probe thermometer
- insufficient evidence of separate raw and ready to eat utensils used during cooking.

Contravention You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods e.g. tongs, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.

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.

Guidance The FSA (visit www.food.gov.uk for more information) has issued new 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 sanitisers
- * and by controlling the risks posed by soily vegetables.

Recommendation Please read this guidance and ensure you have necessary controls in place.

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:

- only one wash hand basin is provided within the WC lobby, and this is insufficient. You had removed the wash hand basin that had been located at the back of the servery since the last inspection. A separate wash hand basin must be provided in close proximity to the main preparation area where raw and ready to eat foods are handled. This will need to be connected to adequate drainage, and provided with a hot and cold water supply, or hot water supply at variable temperature.
- no towel at wash hand basin.

Legal Requirement An adequate number of washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Information Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

Information Hand washing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands

Temperature Control

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

- you only check fridge and freezer temperatures 3 times a week, which is insufficient. (The opening and closing checks you have been completing in your diary include temperature checks.)

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Observation You were aware of critical temperatures, and monitored hot holding.

Unfit food

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is rice which should not be kept longer than 24 hours)

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:

- undated raw meat
- equipment requires defrosting.

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

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. 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:

- window area in preparation room
- woodwork throughout premises including doors, frames, skirtings
- floor between tiled and altro floor, where grooves harbouring dirt, in servery

- servery floor.

Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent:

- preparation room ceiling- flaking paint
- servery floor covering badly holed
- servery floor patched with wood.

Recommendation That you redecorate the premises as paint work was very stained.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Cleaning of Equipment and Food Contact Surfaces

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

- seals to freezer
- fridge seals
- dirty base to chiller.

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:

- you had run out of your sanitiser.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

Recommendation Use disposable paper wipes for cleaning and for mopping up spillages.

Maintenance

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

- broken wall tiles and floor tiles throughout the premises
- worn and flaking surface to 'mdf' shelf in preparation room
- completely cracked lid to chest freezer in prep room
- preparation room double sink loose to wall

- worn paint to woodwork throughout
- under counter chiller seals split
- split seals to equipment
- Electric fly killer broken
- chest freezer lid lining cracked and also large chest freezer lid in preparation room completely detached from base.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- no toilet lobby between WC and preparation area. A ventilated space must be created between the two, by the provision of an additional door.

Pest Control

Legal Requirement Adequate procedures must be in place to control pests. Adequate procedures are also to be in place to prevent domestic animals from having access to places where food is prepared, handled or stored.

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

3. Confidence in Management

There is major non-compliance with legal requirements. 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::

- cleaning and sanitation are poor
- maintenance is poor
- the premises structure is unsuitable ie. no adequate wash hand basin.

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

- cross-contamination
- methods of control at critical points such as temperature control.

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

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

- cleaning schedule
- maintenance
- personal hygiene / handwashing
- food allergies

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Waste Food and other Refuse

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not cleaning properly
- did not understand the opening and closing checks.
- not all staff who handle and prepare food had undertaken any formal training such as Level 2.

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 gastrointestinal illness stay away from work until symptom-free for 48 hours. Staff were not aware of this.

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.

Observation No written assessment of the allergens in the food sold was available.

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. 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

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

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. 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