



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	El Greco's Kebab House
Address of food business:	39 Watling Road Norwich NR7 9TL
Date of inspection:	16/12/2019
Risk rating reference:	19/00851/FOOD
Premises reference:	14/00067/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza and kebab 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 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>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-
<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0

Your Food Hygiene Rating is 2 - 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:

- outdoor jackets hung on shelving near food containers
- ant powder had been used on the floor. This can lead to the spread of powder around the premise. (It is recommended that a residual insect spray be used instead.)
- miscellaneous matter throughout the premises, but particularly where located on shelves above where dough is rolled
- some flour tubs have broken plastic
- not date coding on decanted coleslaw pots or cake portions. Where these are kept longer than 24 hours this is important to ensure effective stock rotation
- separate tongs were not in use for handling raw and ready to eat foods, ie, when cooking burgers
- handling the burgers by the paper is not sufficient to assume that no harmful bacteria will have been transferred to hands. (You will need to wash hands after this before handling ready to eat foods, or reduce direct contact by handling with tongs.)

**Contravention** You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging:

- lids and chopping boards located under designated raw meat table
- the tin opener is located on the table used to prepare raw meat, and may be used to open ready to eat foods.

**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](http://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.

Please read this and take appropriate action.

**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.

**Observation** Salad and raw meat have different style containers.

### Hand-washing

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

- only one wash hand basin is provided within the WC cubicle, and this is insufficient. Although there is a double sink in the Kitchen this is needed for food washing and washing up. 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. You had been asked to do this by an inspector in 2016.
- the WC wash hand basin was missing the hot tap top, which needs repair but was found to work when replaced.
- no towels were provided to the wash hand basin.

**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, due to inadequate temperature monitoring:

- no probe thermometer on site to allow temperature monitoring
- scanner thermometer battery flat
- not monitoring of foods within pizza topping well, and hot cabinet. Periods of time foods held may be in excess of temperature control exemptions.

**Legal Requirement** If you rely on selling hot food (displayed under 63 °C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours have elapsed.

**Information** Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. It is therefore recommended that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk e.g. defrost foods in a container.

**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.

**Recommendation** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75 degrees C for 30 seconds or an equivalent time/temperature combination (e.g. 80 degrees C for 10 seconds).

### Unfit food

**Information** High risk items bear a use by date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

**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 .

## **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. 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:

- wash hand basin
- the hand contact surfaces of most doors such as WC, lobby, Kitchen and rear
- high level cobwebs in store
- floor in store

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

- wall paint blown and peeling to WC lobby. Please investigate and redecorate.

**Information** Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

**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.

**Recommendation** Improve your housekeeping . Remove redundant items and equipment from food rooms.

#### Cleaning of Equipment and Food Contact Surfaces

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

- fridge handles
- fridge shelves
- green lids for dough
- pizza tray holder
- under counter fridge shelves
- tin opener underneath and around where fixed to table.

#### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** Your sanitiser meets the recommended British Standards. However the contact time is 5 minutes, and I would recommend a product with a shorter time.

#### Maintenance

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

- leak from roof has caused damp to upper wall in store. This requires repair, investigation and redecoration.

#### Facilities and Structural provision

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

- light not working to new Walk in Chiller. This has been reported.
- no separate Wash Hand Basin.

**Legal Requirement** The facilities for washing food must be separate from the hand-washing facility.

**Legal Requirement** All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

#### Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises. You have a Electric Fly Killer.

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

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Type of Food Safety Management System Required

**Observation** You have Safer Food Better Business, had completed this, and were using the diary well.

### 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
- services and facilities are inadequate ie. lack of wash hand basin.

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

- bacteria growing on food
- cross-contamination.

### Proving Your Arrangements are Working Well

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

- cross contamination.

### 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 formally trained to an appropriate level and evidence of their training was made available.

**Observation** However from the standards seen some refresher staff training will be needed with regard to cleaning, practices etc

### 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 gastro intestinal illness stay away from work until symptom-free for 48 hours.

### Allergens

**Observation** You had completed an allergen matrix and had this displayed. However when checked a few items such as burger sauce had been missed. Please ensure all food items are included.