

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Mega Munch And Sea World Fish Bar
Address of food business:	147 Magdalen Road Norwich NR3 4LA
Date of inspection:	09/12/2020
Risk rating reference:	20/00290/FOOD
Premises reference:	16/00279/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Takeaway

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 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)**

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 foods i.e uncovered fish was being stored above and next to ready-to-eat foods i.e battered sausages, cheese and orange drink in the upright fridge
- raw foods i.e chicken was being stored next to ready-to-eat foods i.e mini doughnuts and brownies in the double door fridge
- uncovered foods
- open can of tomato puree
- open can of pineapple
- open can of anchovies
- blue tack to the hot display cabinet

- uncovered container storing flour

Information. When a can of food is opened the contents should be decanted into clean washable lidded containers and labelled with date of opening. Once air is allowed to enter the tin chemical reactions may occur resulting in contamination of the food.

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- tongs

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 Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised.

Recommendation Provide separate equipment and utensils for raw and ready to eat foods, which can be easily identified (colour coded) and stored and washed separately.

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 handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soil contaminated vegetables.

Visit: 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 adequate heat disinfection (such as a dishwasher or plunge sink) 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:

- the wash hand basin was obstructed

- tap heads are dirty
- a kebab sheath was placed on the towel dispenser

Recommendation Wash hand basins need to be kept clean and regularly descaled. Include the wash hand basin in your cleaning schedule and pay attention to sanitising the taps

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:

- protective clothing dirty (aprons)

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

Temperature Control

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

- hot foods, for service, were kept below 63°C for over 2 hours. Steak and kidney pies temperature was reading 15.2°C in the hot display cabinet
- battered sausages were being stored at 16.6°C in the chip scuttle
- cold foods, for service, were being kept above 8°C for over 4 hours, i.e prepared salad were being stored at 11.5°C
- the bench-top service chiller was not keeping the food below 8°C
- deliveries were not being immediately placed in the freezer on arrival
- pizza dough was being stored uncovered at ambient temperature on the pizza dough roller
- a stainless steel bucket storing batter was being stored at ambient temperatures under the stainless steel work surface
- open can of pineapple was being stored at ambient temperatures
- small pots of curry sauce were being stored at ambient temperatures

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.

Legal Requirement If you rely on selling COLD food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

Legal Requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

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.

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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

Unfit food

Contravention Unfit food was found on your premises and was immediately disposed of because it was:

- It did not conform to food safety requirements
- the food had been out of temperature control for longer than was safe
- food was stored in open cans

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::

- open foods stored with no date labels of when opened
- uncovered food was being stored in the fridges and freezers

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 day or 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:

- floor/ wall junctions
- flooring around equipment feet
- flooring behind and under equipment
- flooring behind chest freezers
- walls
- extraction canopy had grease dripping from the filters
- wash hand basin

Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals had visible mould
- fridge shelving
- microwave
- food storage containers
- step ladders
- oil filled heater
- tops to sauce bottles
- space between the griddle and the kebab grill
- drawer to the griddle
- shelf next to pizza oven
- insulation bags used for takeaways
- food containers
- bowl to mixer
- interior/exterior to pizza oven
- wheels to equipment
- drain cover

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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- you are not using the 2-stage cleaning technique

Guidance Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

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 Store items such as mops, buckets and rags in an area, room or cupboard separate from food areas.

Maintenance

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

- green chopping board was badly scored and needs replacing
- electric socket
- covering to chest freezers was loose
- flooring to freezer room
- insulated bags used for delivery were in a bad state of repair and need replacing
- water was seen dripping onto the mini doughnuts in the glass door fridge
- flooring to the main door is in a bad state of repair and needs replacing

3. Confidence in Management

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

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

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
- staff training is inadequate

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

- bacteria surviving in cooked food
- cross-contamination

Waste Food and other Refuse

Contravention The following evidence indicated that waste food was not being disposed of appropriately:

- food waste was not stored in bins

Training

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

- were using poor food storage practices
- were using poor cross contamination practices
- were not cleaning properly
- did not appreciate allergen risks

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.

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

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 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

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