

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Corkscrew
Address of food business:	60 - 62 St Benedicts Street Norwich NR2 4AR
Date of inspection:	6 July 2021
Risk rating reference:	21/00166/FOOD
Premises reference:	20/00055/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	All
Records examined:	Allergen sheet
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Wine bar

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

  

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

  

<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0
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Your Food Hygiene Rating is 4 – a good standard



Please note that you were not trading at the time of the visit.

## **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** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods as you do not have a dishwasher or the ability to wash up in a 2 stage method. You therefore need to ensure no equipment for raw or ready to eat foods are shared. See E Coli guidance.

This is also imperative for vacuum packers and meat slicers, which are regarded as complex equipment. You use both.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) 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
- \* through 2-stage cleaning and the correct use of sanitisers
- \* and by controlling the risks posed by soily vegetables.

**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.

**Recommendation** Complex equipment (e.g. vacuum packers, slicers, mincers) should be labelled or colour coded so all staff are aware of its designated use for either raw or ready-to-eat foods.

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination. Your complex equipment is only used for one type of food-ready to eat.

### **Hand-washing**

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

- wet hands before applying soap
- good hand rubbing technique

- rinsing of hands
- hygienic drying

**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.

**Observation** I was pleased to see hand washing was well managed.

### Personal Hygiene

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

**Recommendation** To further improve personal hygiene I suggest you wear a suitable hat or head covering.

**Observation** I was pleased to see that standards of personal hygiene were high.

### Temperature Control

**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  $-1^{\circ}\text{C}$  and  $1^{\circ}\text{C}$ .
- The readings in boiling water should be between  $99^{\circ}\text{C}$  and  $101^{\circ}\text{C}$ .

**Guidance** All food products should be stored in accordance with the manufacturer instructions.

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

You had a probe thermometer, and calibrate this. You were aware of critical temperatures. You do not hot hold or cook in bulk, and cool.

You maintain records for cook temperatures, but not fridges and freezers. As discussed use of the SFBB diary pack will show evidence of checking.

### 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)

**Observation** You were aware of use by and best before dates, and label for stock rotation.

### 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 dry goods. (Suggest store in sealed containers)
- Shell eggs kept ambient. ( Suggest be stored in fridge until required.)
- Retain outer packing/keep a record for allergen information and traceability.

### Structure and Cleaning

The structure, facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. You have effective pest control. Procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

### Cleaning of Structure

**Information** A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

**Information** Disinfectant: is a chemical that kills bacteria.

**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.

**Observation** The kitchen had been well maintained and the standard of cleaning was good.

### Cleaning of Equipment and Food Contact Surfaces

**Information** Please refer to [www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance](http://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance)

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

**Observation** Carpaccio is sliced by hand.

## Cleaning Chemicals / Materials / Equipment and Methods

**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.

**Information** You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

**Guidance** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**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.

You had 2 different sanitisers. Both were compliant but had different contact times which can be confusing. I recommend you use the product with the shorter contact time.

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

## Maintenance

**Observation** I was pleased to see the kitchen had recently been refurbished.

## Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

## Pest Control

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

- no fly screens to the windows
- no electric fly killer

**Recommendation** Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

**Recommendation** Provide an electric fly killer.

## Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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)**

### 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.

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.

In addition to the SFBB Catering pack, as discussed, you need to compile some simple HACCP flow diagrams identifying the specific hazards, risks and controls for the speciality high risk food you produce, namely Carpaccio and Ceviche. Also for the high risk methods/equipment used ie.the meat slicer and vacuum packer.

**Recommendation** Choose Safer Food Better Business (SFBB Catering Pack). as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

**Recommendation** MyHACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) [www.myhaccp.food.gov.uk](http://www.myhaccp.food.gov.uk)

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

### Food Hazard Identification and Control

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

- As above, you need to provide written evidence of awareness of controls for high risk activities like vacuum packing, vacuum packed foods, the meat slicer and risk products like Carpaccio and Ceviche. General guidance suggests:**Beef Carpaccio**-Whole cuts of beef are normally used to make this product. With whole cut of beef the bacteria is located on the outside of the meat, the only effective method to kill the bacteria is to sear the outside of the meat. Thus when serving raw meat, as for Carpaccio, the raw meat must have been seared first. The seared meat can then be cut off using dedicated boards and knives and the inside of the meat should then be used to make the Carpaccio. **Fish Ceviche**- the length of time cooking is relevant, as is the need for freezing the fish to kill worms and parasites.Ensure disease and parasite free fish

bought from a reputable supplier is used. Marinating of the fish with citric acid (lemons and limes) will lower the ph level which eliminates most bacteria so using a ph meter to check the ph levels and keeping records of these would be advisable.

Whilst Salmonella can grow down to a ph of 4.1 there should be no bacteria if the food contact surfaces where the food is being prepared are kept clean and good hygiene practices by food handlers are adhered to.

Please forward the additional Haccp sheets for your risk operations by email to me by 25 August 2021.

- I have detailed the guide link to E Coli above-please refer.
- Please also follow this link for information regarding vacuum packing:<https://www.food.gov.uk/business-guidance/vacuum-packaging> You will note that the length of time you keep the product has significant bearing on the storage temperature. This should be included in your HACCP.

### Proving Your Arrangements are Working Well

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

- daily records
- temperature records
- cleaning schedule
- suppliers lists
- probe calibration records
- staff training records
- dealing with customer complaints
- pest control records
- microbial food sampling records
- shelf life stability records
- maintenance recording

These will be in the SFBB pack for you to complete.

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

**Observation** You had done level 2 and allergen awareness training.



## 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.

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

## Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

**Observation** You had clearly shown the presence of allergens in your food on your menu.

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

## Matters of evident concern

**Contravention** The following matters were of immediate concern::

- Door opening straight onto cellar steps. Although these stairs are not used you must guard against accidental opening and fall. Therefore ensure this door is kept locked at all times.
- Cellar hatch in Kitchen. I understand this is not currently used. If this changes you need a safe method of use, which will include safe access and egress, and also adequate guarding around the hatch when open.
- Single step in front bar area- the edge requires highlighting to make customers and staff aware, and to prevent someone falling back.