

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Nergiz
Address of food business:	45 Magdalen Street Norwich NR3 1LQ
Date of inspection:	22/07/2021
Risk rating reference:	21/00175/FOOD
Premises reference:	19/00333/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Yard, Served, Storeroom, Back of House, Main Kitchen
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Restaurant and 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 Hygiene Rating Re-Scoring Visit

Date: 28th October 2021

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 4- a good standard



Observation I was pleased to see the following:

- A deep clean of the premises and equipment had been carried out and a regular cleaning programme introduced
- Cross contamination issues had been resolved
- The hand wash basins were now accessible and provided with hot water, soap and paper towel
- The temperature of food on display was being monitored and held at correct temperatures.
- All cardboard and foil coverings to shelves and equipment had been removed and the standard of cleaning improved
- Maintenance issues have been addressed and surface finishes upgraded

Contravention the following items require attention

- A review of your SFBB is required to ensure it reflects the rules you have in place to ensure the food you serve is safe to eat (hats/hair coverings, use of correct chopping boards, correct use of cleaning chemicals, **staff training** etc)
- Pest prevention procedures yet to be addressed (e.g. keeping rear external door closed or provision of a pest proof screen at the door)

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

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:

- there was no designated clean area for preparation of ready to eat foods
- raw foods were stored above and alongside ready to eat foods in the Walk-in fridge and under counter fridges in the servery
- badly scored stained dirty chopping boards in use.

Contravention You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle:

- chopping boards
- food storage containers

Recommendation To prevent cross contamination you must provide separate equipment and utensils. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.

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:

- broken lids to plastic food storage boxes
- tin foil used to cover surfaces which was torn

Hand-washing

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

- the wash hand basin in the servery was obstructed
- there was no hot water to the wash hand basin in the kitchen
- wash hand basins and taps were dirty

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 could not access the hand wash basin in the servery and were not washing their hands regularly

Temperature Control

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

- cold foods, for service, were being kept above 8°C for over 4 hours
- the bench-top service chiller was not keeping the food below 8°C (chopped salad leaves were held at 11°C)

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:

- around equipment feet
- behind and under equipment
- extraction canopy
- electric fly killer and tray (x2)
- high level cleaning
- extraction system in both cook areas
- fan in external wall
- walls particularly behind food preparation surfaces
- ceiling
- hand contact surfaces such as light switches and door handles
- mastic joints behind sinks
- wash hand basin and taps
- urinals and wash hand basins in the toilets
- walls floor and shelving in external food store
- touch points (eg light switches, door handles plugs and sockets etc)

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

- unsealed wooden structures (shelving in external food store)
- ceiling in servery
- rawlplugs and drill holes in walls
- 2 upholstered chairs were against the sink in the servery area

Contravention The following items could not be effectively cleaned and should be removed:

- Cardboard used to line shelves.
- Walls, shelving, equipment legs, pipework and other surfaces had been covered using tin foil. These materials were also dirty and torn.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- hand contact surfaces
- can opener
- food storage containers
- chopping boards
- freezer in kitchen
- internal surfaces of the fridges/freezers

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:

- there was a mixture of cleaning chemicals from different manufacturers and no clear instructions about how to use each one
- the cleaning equipment was dirty

Maintenance

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

- wall surfaces covered in tin foil
- floor surfaces, worn chipped tiles
- damaged cladding in external and internal food storage areas
- worn and / or peeling paint (lid to chest freezer)
- broken lids to plastic food storage boxes

Facilities and Structural provision

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.

Pest Control

Contravention There is evidence of pest activity on the premises:

- flying insects

Contravention Pest proofing is inadequate particularly in the following areas:

- no pest proof door screen, this is required if you leave the external door to the kitchen open
- broken electric fly killer
- electric fly killer sited directly on the counter in the servery

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. You were failing to apply your written food safety management system. 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)**

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system is ineffective:

- cleaning and sanitation are poor
- maintenance is poor
- staff hygiene is inadequate
- pest control is inadequate
- waste management is poor
- staff training is inadequate
- cross contamination risks are high
- no stock control system in place (prepared foods had not been labelled to indicate when they should be used)

Proving Your Arrangements are Working Well

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

- cross contamination/ physical or chemical contamination
- personal hygiene / hand washing
- food allergies
- chilling/ freezing of food
- cleaning / clear and clean as you go
- cleaning schedule
- maintenance / pest control
- chilling down hot food / freezing / defrosting

Waste Food and other Refuse

Contravention Food waste was seen in the external drainage gully. Dispose of food waste in an appropriate waste bin.

Observation The large wheeled bin in the rear yard was filthy and the lid was open. Ensure the bin is regularly cleaned to avoid attracting flying insects and other pests.

Recommendation

- Dispose of food scraps in the bin before washing plates.
- Use a strainer in the sink plug hole to collect scraps. Empty scraps into the bin.
- Regularly clean the grease trap which separates the fat from the waste water.

Training

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

- were not washing their hands
- were using poor food storage practices
- were not cleaning properly
- did not appreciate allergen risks
- were not wearing hats as required by your food safety management system

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 are not informing customers about the risk of cross contamination with 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.

Recommendation Add allergy information to your menu

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- Many trailing electrical flexes were seen in the servery and front of house posing trip hazards.