



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Gravity Fitness Ltd
Address of food business:	Unit 1B Wherry Road Norwich NR1 1WX
Date of inspection:	08/10/2021
Risk rating reference:	21/00252/FOOD
Premises reference:	16/00023/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Servery, Cook room, Party Kitchen
Records examined:	FSMS(after visit), Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	National trampoline park with cafe serving snacks, and also children's party food.

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.

EH21/12462 Complaint regarding premises hygiene

We recently received the above complaint. The investigation for this has been done by the inspection.

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

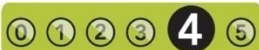


Food Hygiene Rating Re-Scoring Visit

Date: 17.3.2022, and some previous revisits to assess progress.

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



Inspectors notes:

Food Hygiene and Safety- new score 5.

Staff have been re trained to improve practices. Staff over clothing has been improved. Wash hand basin provision is adequate as the party Kitchen has been taken out of use until the new basin is fitted (in hand).

Structure and Cleaning- new score 5.

General improvement throughout. Wash hand basin as above.

Confidence in Management-new score 10.

A new management structure is in place, together with a new implemented Food Safety Management System. Staff appear aware of this and associated monitoring documents. Key staff have been trained in food hygiene, and staff have also been trained fully regarding allergens, and appear aware of the methods to inform customers.

1. Food Hygiene and Safety

Food hygiene standards are generally high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and most necessary control measures are in place. You do not handle raw meat. Some minor contraventions require your attention. **(Score 5)**

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:

- Staff who carry out all tasks within the premises were wearing no extra washable over clothing when carrying out food preparation/service
- No probe wipes were available for use with the probe thermometer
- Opened and undated vegetarian mince in chiller
- Staff or customer food in lunchbox in party kitchen fridge- no date or label
- Party kitchen- defrosted chocolate dessert in outer cardboard box in chiller
- Clean chopping boards laying directly on top one another
- Packs of food left opened and unsealed such as sausages in chiller
- Dirty ice machine inside
- Fly in Cook Kitchen-EFK switched off.

Hand-washing

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

- No means for hygienically drying hands was available to the WHB in Newtons Bar or the Cook area
- No wash hand basin available at all within Party Kitchen

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

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

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 were not wearing suitable protective clothing when carrying out food associated activities. An apron over the long sleeved fleeces is inadequate.

- Lack of WHB in Party Kitchen

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

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

I was advised that no calibration was done.

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.

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)

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:

- Newtons bar floor/wall junctions
- Newton's bar shelves beneath glasses
- Party kitchen floor
- Floor in Cook Kitchen

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:

- Ice machine in Newton Bar
- Inside fridge in Cook Kitchen
- Fridge in Party Kitchen
- Inside microwave in Party Kitchen
- Ice cream freezer seal dirty

Cleaning Chemicals / Materials / Equipment and Methods

Information You must ensure that the sanitiser you use is effective against bacteria. Ensure that it meets the following standards BS EN 1276:1997 and 13697:2001.

Observation I was unable to establish from staff the contact time or which British Standards the product met.

Maintenance

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

- Loose coving at wall floor junction in Newton Bar

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- No WHB in Party Kitchen
- Cook Kitchen suspended ceiling tiles adrift exposing void above.

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. The Manager was unavailable and this could not be viewed. (I have subsequently been sent some documentation.) A SFBB pack was seen, but the Manager had not informed that this was in use. I believe that this was historical and that the new system is in place.

When I asked about monitoring for temperatures I was only informed about the chiller/freezer log. I understand now that there are more documents that should be completed, such as a cook log. These were not shown or brought to my attention.

Given some matters found, in my opinion your FSMS had not been implemented adequately within the business.

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 hygiene is inadequate
- staff training is inadequate

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
- probe calibration records
- staff training records
- maintenance recording
- procedures for the Slush Puppy machines within the premises that are managed by another Company, but run as part of your business have been requested, but have yet to be provided.

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

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

- were unaware of the contact time for the sanitiser
- were using poor food storage practices
- were not aware of the food safety management system
- did not understand the opening and closing checks
- did not appreciate allergen risks

Infection Control / Sickness / Exclusion Policy

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

Allergens

Contravention You are failing to manage allergens properly:

- the member of staff left in charge, and undertaking all tasks, could not inform me of the allergens contained within unwrapped cakes on display or where that information could be found. A matrix has been done, but staff training is an issue.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention A double electrical socket was found in Newtons Bar. It was live and in use. The whole front plate was detached.

This has now been repaired.

I was very concerned to find this, but to also be told by staff that this had been like this for some time and they were unaware how to report for repair. You **MUST** put in place a procedure for maintenance repairs - this incident could have had a detrimental effect to somebody's health.