



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Real Greek
Address of food business:	409 Chapelfield Plain Chapelfield Norwich NR2 1SZ
Date of inspection:	18/01/2022
Risk rating reference:	22/00010/FOOD
Premises reference:	21/00175/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Greek style restaurant

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

Your Food Hygiene Rating is 4 - a good standard



Complaints

The inspection was also prompted by 2 complaints we had received.

EH22/28- allegation of suspect food poisoning from eating chicken souvlaki on 28/12/21. Discussed with Manager, and no further action to be taken.

EH2/348-complaint that the metal rack towers for plates are not washed between use. Discussed, and the Manager advised that these are wiped with sanitiser between each use, and put through the dishwasher each evening, which is satisfactory.

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:

- electric Fly Killer directly above shelves with containers may lead to insect carcass contamination
- outdoor coats hung in Kitchen area on shelving against clean containers
- stained and dirty chopping boards
- bottom of container placed on board used for ready to eat food preparation
- colour coded boards stored touching in rack
- raw meat coloured knife used to open take away boxes

Guidance The FSA (visit 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 hand washing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitiser
- * and by controlling the risks posed by soily vegetables.

Recommendation That a separate raw meat preparation area be identified.

Observation You have a dishwasher, and blast chiller. You do not use a meat slicer or vac packer.

Hand-washing

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

- the paper towel dispenser was not located near the kitchen WHB.

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands.
Also to relocate the towel dispenser.

Personal Hygiene

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

Temperature Control

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

- cold foods, such as prepared salads and Feta cheese for service, were being kept above 8 degrees Celsius. These containers were at ambient temperature. Given that a tabletop chill wells were also in use, I am concerned that this should not be occurring, and may be due to insufficient space in the chill wells. The chef was using a basic 'post it' note system to monitor for the 4 hour rule, which led

me to believe this is not what your policy dictates.

- cold foods within the table top chill well, were being used on the same 4 hour basis and system, as no monitoring was being carried out of these food temperatures. This appeared to be a gap in the otherwise widespread monitoring. I would welcome your comments on how you intend the chill well to function.
- Bulgar wheat in the Bain Marie was at mid 30 degrees centigrade. It was then established that the chef was warming the cold container of food in the Bain Marie, rather than reheating adequately first. This is a unsafe practice, and was stopped immediately.
- other items in pouches were heated in a water bath , but when split open and placed in the Bain Marie were also mid 30 degrees. I understand this may have been to the usual method not having been followed, and I have been advised that the precise method of reheating such items is not specified. ie, it could be done in pan. If this method is to continue, please set procedures such as placing bags into boiling water, and the number of bags etc
- staff were confused over where to record reheat or hot hold temperatures on your records.
- bought in pre cooked chicken was being defrosted on top of the warm oven to speed the last defrosting. This should take place in the chiller or under cold water as in your policy.
- items are placed in the bain marie as early as 10.30 am in preparation for opening at 11.30. Monitoring records should therefore be reviewed as these start at 2pm, which is well over a 2 hour period.

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- food is not heated to a high enough temperature by a safe reheating method.

2. Structure and Cleaning

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

Cleaning of Structure

Observation The kitchen had been well maintained and the standard of cleaning was exceptionally high.

Cleaning of Equipment and Food Contact Surfaces

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

Cleaning Chemicals / Materials / Equipment and Methods

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

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 You are maintaining the premises in good condition.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided. However I am concerned that the size of the Kitchen is too small, and that inadequate refrigerated display for service is available. I suggested that the first floor wash up could possibly be utilised.

Pest Control

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

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 Your food safety management system was in place but in some areas found not to be working well. Please review this, and carry out necessary staff training.

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

Food Hazard Identification and Control

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- bacteria growing on food
- bacteria surviving in reheated food
- methods of control at critical points

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::

- unlabelled date coded Falafel

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 not aware of the food safety management system or how it should be implemented, despite having received food hygiene training.

Infection Control / Sickness / Exclusion Policy

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

Allergens

Contravention You are offering or selling pre-packed for direct sale (PPDS) food which does not have the correct allergen labelling.:

- some small pots of sauce were pre packed for take away orders, and were not being labelled.

Information Pre-packed for direct sale (PPDS) food, is food that is packaged at the same place it is offered or sold to consumers, and is in this packaging before it is ordered or selected by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging.

Information Pre-packed for direct sale (PPDS) food can include the following:

- Sandwiches and bakery products which are packed on site before a consumer selects or orders them
- Fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- Products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salads and pasta pots
- Burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- PPDS food provided in schools, care homes or hospitals and other similar settings will also require labelling

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