



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Jorge's Restaurant
Address of food business:	2 - 3 Orford Yard Red Lion Street Norwich NR1 3TB
<b>Date of rating inspection:</b>	<b>16/03/2022</b>
Risk rating reference:	22/00133/FOOD
Premises reference:	18/00309/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving local community

**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
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	<b>20</b>	-
<b>Your Rating is</b>	5	4	3	2	<b>1</b>	0

### Food Hygiene Rating Re-Scoring Visit

Date: Wednesday 16th March 2022

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 new revised Food Hygiene Rating is 5 - a very good standard



**Observation** I was pleased to see the following contraventions had been attended to

- A completed and implemented written food safety management system was in operation (Safer Food Better Business-SFBB)
- Kitchen redecorated
- Rear door painted
- Plywood around extraction painted
- Staff retrained on your written systems
- Staff trained on vacuum packer and water bath
- New inset bowl purchased for dedicated hand washing

Your Food Hygiene Rating is 1 - major improvement is necessary



## 1. 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)**

### Hand-washing

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

- equipment was seen draining in the wash hand basin
- a washing up sponge was seen in the wash hand basin
- a bag of raw chicken was seen defrosting on the dedicated wash hand basin drainer. I was informed this had only just been placed there in error by the 'soux chef' and should have been defrosted in a tray at the base of the fridge

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

## 2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

**Contravention** The following items were dirty and require more frequent and thorough cleaning:

- floor/wall junctions

### Maintenance

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

- wall surfaces
- broken, chipped un-grouted or missing tiles

## 3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. You were failing to apply your written food safety

management system. 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

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**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.

### Food Hazard Identification and Control

**Contravention** Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- no written procedure for using vacuum packer. This is particularly important as you are vacuum packing raw meat within a small kitchen.
- no records that staff had been trained on how to use a vacuum packer

### Proving Your Arrangements are Working Well

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

- daily diary records. Without these completed you had no written evidence that you have been following all the food safety measures stipulated within the pack and producing safe food. There was no other written supporting evidence as an alternative to daily diary records.
- 4-weekly checks
- training records / supplier lists. You had no written records that staff had been trained on how to follow your food safety management system (SFBB)
- cleaning schedule was not completed. Although staff did show me a typed cleaning schedule listing some surfaces/equipment it was not in sufficient detail i.e what needs to be cleaned within your premises, when and what chemical/personnel protective clothing to be used/worn etc.

### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.

### Training

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

- staff were not aware of the food safety management system they should be following. Your manager had to contact you to locate your copy of Safer Food Better Business for me to review

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Infection Control / Sickness / Exclusion Policy

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