



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Mr Postles Apothecary
Address of food business:	2 Upper King Street Norwich NR3 1HA
Date of inspection:	25/03/2022
Risk rating reference:	22/00227/FOOD
Premises reference:	18/00259/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Main Kitchen
Records examined:	SFBB, Temperature Control Records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bar and 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



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)**

Contamination risks

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Hand-washing

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

- the wash hand basin was partly obstructed and difficult to use without stretching across work surfaces

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

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:

- food handlers with beards wear beard snoods when handling and preparing food

Temperature Control

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

Contravention The following food was of a reduced quality and if sold would not be of the standard demanded by the consumer:

- Three carrots in the vegetable fridge were so limp and of such poor quality they could not be used and were discarded in my presence

Poor Practices

Recommendation Do not use tea cloths to stabilise cutting boards. Even though clean, cloths soon become damp and promote the growth of mould and bacteria. Use silicon board mats instead which can be washed and sanitised easily.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

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

- floor wall junctions
- around equipment feet
- behind and under equipment
- electric fly killer and tray
- hand contact surfaces such as equipment door handles
- wash hand basin was scaled in the plug hole
- the base of equipment drawers
- window frames with cobwebs
- window ledges covered in debris

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.

Recommendation Improve your housekeeping. The kitchen was disorganised in places making cleaning difficult

Recommendation Remove redundant items and equipment from food rooms.

Maintenance

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

- floor surfaces were holed and split in places
- fluorescent light fitting broken

Observation The kitchen was tired and maintenance items had not been addressed

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient or poorly sited wash hand basins

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place but was not being applied as it should be. I was nevertheless confident you had effective control over hazards to food.

Proving Your Arrangements are Working Well

Contravention You have adapted the SFBB pack but in so doing are not complying fully with the law:

- the daily diary - you were not using the daily diary in the SFBB pack and instead were using a daily check sheet which is not how SFBB is intended to be used
- 4-weekly checks are missing - you had no means of reviewing reoccurring problems, changes in the menu, new equipment, new staff, new cooking methods etc.
- you must be able to review your food safety management system and if necessary make changes to your safe methods (the front of the SFBB pack). No changes to the pack appear to have been made since the safe methods were completed in 2018
- training records - no records to show staff had been trained in the use of the SFBB pack
- maintenance items are not being recorded in the pack and dealt with promptly
- the cleaning schedule was not detailed enough or not being followed - too many things had been left dirty

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.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training could be made available.

Allergens

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT 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 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.