



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Louis Marchesi
Address of food business:	17 Tombland Norwich NR3 1HF
Date of inspection:	24/03/2022
Risk rating reference:	22/00237/FOOD
Premises reference:	18/00211/FD_HS
Type of premises:	Public House with catering
Areas inspected:	Main Kitchen, Storeroom
Records examined:	Cleaning Schedule, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public house with catering

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 3 - a generally satisfactory 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

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 handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

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

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:

- food handlers were not wearing suitable protective clothing

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

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.

Observation You were calibrating your probe thermometer more than you needed to (daily). Once a week is sufficient. Record your calibration check in the 'extra checks' box at the end of the week in your daily diary.

Information Remember, you also need to perform the zero probe thermometer calibration too and not just the boiling water (100 degrees Celsius) check. Use a container of melting ice for the zero check. Discard the probe thermometer if it is more than plus or minus one degree Celsius out. Full details are in your SFBB pack

Poor Practices

Recommendation Store cutting boards used for raw foods separately from those used for ready to eat

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:

- behind and under equipment
- hand contact surfaces such as light switches and door handles
- the kitchen generally was in need of a deep clean

Observation When I revisited the premises I noted that the kitchen was substantially cleaner.

Maintenance

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

- floor surfaces in the kitchen and the store room
- worn and/or peeling paint
- lights not working in the store room

Recommendation Replace the missing cupboard doors.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. 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

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence, on the day, you could not demonstrate an effective system for managing food safety hazards.

Contravention The following prerequisites have not been met, without which your food safety management system cannot operate effectively:

- the premises had not been maintained in a good condition - floor surfaces in the store room were in poor repair
- some facilities were lacking - lights in the storeroom were non-operational and as a consequence you could not see enough to be able to clean thoroughly

Observation Your SFBB pack was made available at a later date and I was satisfied a food safety management system was indeed in place and working reasonably well.

Contravention Despite the many examples, no repairs or cleaning issues had been identified as reoccurring problems in your SFBB pack or a record made of the actions taken to remedy those problems.

Guidance Use the daily diary entry to record problems as they arise and the 4-weekly review to note long standing problems - and to schedule when repairs will be carried out.

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

Observation You had colour-coded equipment and I was satisfied you had effective separation between raw and ready-to-eat food at all stages in your operation.

Recommendation It is good practice to store boards used for raw, and those used for ready-to-eat foods, separately. You have a small dishwasher and should not assume this reaches sterilisation temperatures unless you have tested this for yourself.

Removal of food waste

Contravention There were a number of stacked metal drums containing waste oil stored on the premises which had been there some time and must be disposed of quickly using a licensed waste collector.

Legal requirement Food waste must not be allowed to accumulate on the premises.

Training

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Allergens

Contravention You had not properly advised your customers where they may obtain information about the allergens in the food you sell.

Guidance Consider displaying a sign saying 'Ask us about the allergens in the food we sell' and/or adding allergen information to menus or to the chalk board.