

Public Protection (food & safety)

Food Premises Inspection Report

| | |
|----------------------------------|---|
| Name of business: | USA Chicken And Pizza |
| Address of food business: | 216 Queens Road Norwich NR1 3HG |
| Date of inspection: | 22/04/2022 |
| Risk rating reference: | 22/00273/FOOD |
| Premises reference: | 20/00056/FD_HS |
| Type of premises: | Food take away premises |
| Areas inspected: | Main Kitchen, Storeroom, Served, Back of House, Prep Room, External Store |
| Records examined: | SFBB, Cleaning Schedule |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Caterer serving consumers in the local area |

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 original Food Hygiene Rating was 1 - major improvement is necessary

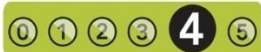


Food Hygiene Re-Rating Visit

Date: 16 June 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 revised Food Hygiene Rating is 4 – a good standard



1. Food Hygiene and Safety

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

Observation I was pleased to note that

- you have arranged for chicken products to be provided by your supplier in a condition which does not require extensive preparation or washing
- vegetables are now stored in suitable containers

- you have separate identifiable containers for raw and ready to eat foods
- food handlers have been re-trained on appropriate use of gloves and hand washing
- a probe thermometer was available and appropriate temperatures checks are being carried – I recommend that these are also recorded

2. Structure and Cleaning

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

Observation I was pleased to note that

- the premises had been thoroughly cleaned
- a two stage cleaning process is being followed

Recommendation Two different sanitiser products were being used on site and they had different contact times. Ensure food handlers are aware of and follow the correct contact time for the product in use.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Observation I was pleased to note that the SFBB pack has been reviewed and completed.

Contravention The cleaning schedule needs further review as several items are missing.

Contravention The staff training record had not been completed.

Contravention You have a book for recording fridge/freezer temperatures however it was not being used yet and each unit had not been identified. Label each of the fridges/freezers with a unique number and record the corresponding temperature.

Inspection report from the 22 April 2022

1. Food Hygiene and Safety

Food hygiene standards 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)**

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:

- A large quantity of raw chicken is washed, this can splash harmful bacteria onto sinks and taps.
- Vegetables such as cabbages are stored outside in string bags, these should be stored securely to protect them from contamination

Recommendation I was shown that the chicken is washed due to the standard of the processed product received. I strongly recommend that you either speak with your supplier to discuss the standard of processing you require or you find an alternative supplier that will provide you with a product which you do not need to wash.

Contravention You could not demonstrate effective disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods:

- Containers and colanders which look the same, are used with raw meat and ready to eat food. Either provide a dishwasher so that these can be adequately cleaned and disinfected, or provide separate identifiable equipment such as different sizes, shapes, colours, branding etc to only be used for either raw meat or ready to eat food.

Hand-washing

Contravention Food handlers were observed wearing gloves and handling raw meat, but failing to then replace them when changing tasks.

Information Gloves can spread harmful bacteria in exactly the same way as hands. It is therefore essential that food handlers remove their gloves and wash their hands at the same intervals as would normally be expected eg after handling raw meat, touching waste, using chemicals etc.

Personal Hygiene

Observation I was pleased to see that food handlers wear clean clothes, hats and aprons.

Recommendation Ensure that food handlers who carry out raw meat preparation change or remove their aprons after they have finished the task and before moving on to other tasks.

Temperature Control

Recommendation Food handlers are relying on the digital temperature gauge of fridges. As these do not reflect the temperature of the actual food, they should not be relied on. Provide independent thermometers or take the temperature of the food using a probe or infrared thermometer.

Recommendation In addition to visual checks of cooked meat, use a probe thermometer to check the core temperature reaches at least 75°C for 30 seconds, or an equivalent temperature and time such as 80°C for 6 seconds.

Observation/Legal requirement Food such as cooked chicken and doner meat is hot held after cooking. You must ensure that either food is not hot held for more than 2 hours or the temperature of the food is maintained at or above 63°C (after achieving a core cooking temperature of 75°C or equivalent).

Unfit food

Observation As you do not have a system in place to date open/prepared foods it was not possible to verify your stock control.

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:

- around equipment feet
- behind and under equipment

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- you are not using the two stage cleaning technique

Information You should follow the two stage cleaning process. Stage one - clean the surface to remove any food debris, grease or other matter using a degreaser. Stage two - once the surface looks visibly clean, disinfect the surface using an antibacterial product. When using a surface sanitiser you should still carry out a two stage process.

Information Cleaning chemicals may be rendered ineffective if you are not using the correct dilution or allowing sufficient contact time. Always follow the manufacturer's instructions on the product label.

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 is major non-compliance with legal requirements. Some staff not suitably supervised instructed and/or trained in food hygiene. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Food Hazard Identification and Control

Contravention Safe methods in your Safer Food Better Business are incomplete, including but not necessarily limited to:

- food allergies
- chilled storage
- defrosting
- checking your menu
- hot holding
- ready to eat food
- managing allergens

Proving Your Arrangements are Working Well

Contravention You are not keeping appropriate records such as:

- daily diary with opening/closing checks
- 4-weekly review

- temperature monitoring records (recommend chilled, frozen, batch cooked chicken, hot holding)
- training records
- cleaning schedule
- date labelling open/prepared food

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 a:

- daily diary not being filled in
- 2 stage cleaning not followed
- open/prepared food not date labelled
- temperature monitoring not recorded
- food handlers did not understand allergens and how to identify them

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Contravention You are failing to manage allergens properly:

- you have not identified allergens for all of the different types of food you prepare eg different types of pizza or chicken
- the foods that had been listed with their allergens did not identify all of the allergens present in them eg gluten (wheat) in the flour used to make pizzas
- food handlers did not understand that 'gluten' includes wheat, rye, barley spelt etc.

Information Advise your customers how to get allergen information. For example display a sign such as 'please speak to our staff about your allergen requirements'

Information The 14 allergens are:

- cereals containing gluten eg wheat, rye, barley, oats
- crustaceans eg prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts

- soybeans
- milk
- nuts eg almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew, macadamia
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide
- lupin
- molluscs eg clams, mussels, whelks, oysters, snails and squid

Information The Food Standards Agency have resources available to help you with allergen training, visit www.food.gov.uk/business-guidance/allergy-training-for-food-businesses