



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Wholefoody
Address of food business:	20 Meteor Close Norwich NR6 6HG
Date of inspection:	06/05/2022
Risk rating reference:	22/00290/FOOD
Premises reference:	21/00136/FD_HS
Type of premises:	Mail order or internet food retailer
Areas inspected:	Storeroom
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	On line retailer of packaged low risk foods

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 5 - a very 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 contamination.

Hand-washing

Observation I was pleased to see hand washing was well managed. Facilities are shared with another business at the same location.

Personal Hygiene

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

Unfit food

Observation Pre packed food is bought in and re sold. All food is labelled with allergens and date codes. As food is low risk, labelling is Best Before dates only.

Poor Practices

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

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 could not be effectively cleaned and must be covered or made non-absorbent::

- mdf or chipboard shelves- seal so non absorbent in case of spillage.
- floors-carpeted. Should be provided with a washable floor covering.

Observation The store had been well maintained and the standard of cleaning was good.

Cleaning Chemicals / Materials / Equipment and Methods

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure hat they 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.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided. The sink is shred with another business on site.

Pest Control

Observation No contract exists for this business, although I understand there may be one for the other, larger business , on site.

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. **(Score 5)**

Type of Food Safety Management System Required

Observation/recommendation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

You have the basic Haccp sheet for warehouses that we give out. I would suggest you download the Safer Food Better Business (SFBB) Retail pack from www.food.gov.uk This should be completed and the daily diary used.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective::

- the premises floor covering is unsuitable

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

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

Observation You have advised that this business has no employees but uses staff from the other business on site. You will nevertheless need to ensure tht those involved receive adequate training.

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- staff that report these diseases must not work with food until they are 48 symptom free. Staff seen were unaware of this.

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

Observation All food is pre packed and labelled.