



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Amaretto Delicatessen
Address of food business:	Emily House 16 St Georges Street Norwich NR3 1BA
Date of inspection:	23/05/2022
Risk rating reference:	22/00327/FOOD
Premises reference:	15460/0016/0/000
Type of premises:	Delicatessen
Areas inspected:	All
Records examined:	SFBB, Temperature Control Records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Deli 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
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

Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training.
(Score 5)

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:

- uncovered foods in main display in window
- a fly was seen circulating in main shop area.

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Hand-washing

Observation I was pleased to see hand washing was well managed.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- the bain-marie was not holding foods above 63°C. This was later adjusted so hot soup was above the legal requirement

Legal Requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

Unfit food

Contravention The following foods were past the USE BY date and were thrown away:

- a packet of sausages was found past their 'Use by' date. You informed me these are checked every morning when you first open and staff had not taken them off display
- soft cheese was found in your main chiller with no 'Use By' dates. If you remove or repackage cheese from the manufacturers original block you must transfer the original 'Use by' dates if you sell these slices separately or in smaller portions.

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
- around equipment feet
- high level cleaning

Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent:

- unsealed wooden structures

Pest Control

Contravention There is evidence of pest activity on the premises:

- flying insects

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. 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

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.

Proving Your Arrangements are Working Well

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

- daily diary pages. Although you were using Safer Food Better Business as your main food safety management system with other supporting food safety measures you must complete the daily diary pages within the pack. I acknowledge that you did have some written records of checks being done but these did not cover all parts or some of the safe methods that must be followed or stipulated within your Safer Food Better Business Pack (SFBB). It is a legal requirement that you have written or electronic records that you have followed your food safety control measures i.e completing daily diary pages.
- staff were not probing hot foods to ensure above 75°C as per your written procedures and recording their core temperatures in your temperature log books.

Observation I was pleased to note you have purchased a new copy of Safer Food Better Business catering pack during my inspection.

Traceability

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

Training

Legal Requirement Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.