



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Food Nest
Address of food business:	30 St Augustines Gate Waterloo Road Norwich NR3 3BE
Date of inspection:	07/09/2022
Risk rating reference:	22/00470/FOOD
Premises reference:	22/00077/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	Cleaning Schedule, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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 Hygiene Rating Re-Scoring Visit

Date: 25th October 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 3 – a generally satisfactory standard



Inspectors notes:

Observation I was pleased to see the following:

- The premises was a lot cleaner
- Staff had undergone food hygiene training

Contravention The following require attention

1. Food Hygiene and Safety

- Staff not wearing protective clothing
- No towel to towel dispenser
- Brush left in Peri-peri sauce
- Cooked rice was being stored for more than 2 days
- Tomatoes were being stored beyond 'Best before' date of 1/10
- No dates of when opened on open mayonnaise stored in the fridge, staff were unaware of when this was opened and said it should be used within a month. It stated on the container, 'Once opened, use within 3 weeks'
- No dates of when prepared on prepared lamb chops stored in the fridge

Information Sauces were noted stored at room temperature. The manufacture's recommendation is that such products are refrigerated once open

2. Structure and Cleaning

- Top to bottle containing chilli sauce was dirty
- The interior to the hot display cabinet was dirty
- Filters to the extraction canopy were dirty
- Charcoal grill was dirty
- Aluminium foil was being used to cover walls

Maintenance

- Holes to ceiling
- Split seals to 3 x door fridge

Information Covering surfaces with aluminium foil leads to a potential contamination risk as the foil breaks up into smaller shards

Recommendation Remove redundant items i.e ice machine from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

3. Confidence in Management

- You had a Safer Food Better Business pack. However this was a very old pack and had not been filled in. I was pleased to see that a new up to date pack was ordered in my presence and staff assured me that it would be filled in

Allergens in food

You are failing to manage the risk from allergens properly:

- Staff had not been properly informed about the allergens in your food and could not give reliable advice

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

Information the food standards agency has training courses for allergens at the website below

www.food.gov.uk/business-guidance/allergy-training-for-food-businesses

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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Contamination risks

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- raw foods i.e chicken was being stored above ready-to-eat foods i.e bread rolls and grated cheese in the undercounter fridge, although stored in a plastic container this could cause a cross-contamination problem

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.

Information Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not to be stored in open storage where there is a risk of contamination (i.e. underneath a worktop where raw foods are prepared).

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.

Hand-washing

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

- the wash hand basin was obstructed with plastic containers

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
- best hand-washing practices were not observed

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

Information Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food

Temperature Control

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

- cooked rice was left out at room temperature from the night before
- doner kebab was left out at room temperature from the night before. However this was thrown away in my presence
- high risk foods were being defrosted at ambient temperatures
- sauces were left at ambient temperatures

Legal requirement Frozen foods should be defrosted in such a way as to minimise the growth of pathogenic microbes or the formation of toxins in the food. Care must also be taken to make sure that any liquid that is released does not contaminate other foods.

Guidance All food products should be stored in accordance with the manufacturer's instructions. Once opened sauces should be stored in the fridge

Unfit food

Contravention Cooked rice was being kept for longer than 24 hours. Cooked rice must be refrigerated to below 8°C and used or thrown away after 24 hours.:

Contravention The following food was unfit because it was either; past its use by date;

- coleslaw was being stored beyond its 'Use by' date of 3/9

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- food stored uncovered in chest freezer
- prepared foods stored with no dates of when prepared

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance 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)**

Cleaning of Structure

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

- around equipment feet
- behind and under equipment
- floor/wall junctions
- hand contact surfaces such as light switches and door handles
- walls particularly behind food preparation surfaces
- extraction canopy and associated items (such as grease filters, grease runnels and extraction ducting)

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned::

- food storage containers
- fridge and freezer seals
- fridge shelving
- cabinet to chest freezer
- shelving to stainless steel tables
- interior bottom to fridges
- hand contact surfaces
- interior to microwave
- interior to hot display cabinet
- rice cooker
- charcoal grill
- ice cream machine
- wheels/legs to equipment
- redundant ice machine

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:

- worn cleaning equipment

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Maintenance

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

- holes to ceiling

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- rear door left open

Recommendation provide fly screens to openable windows and external doors in rooms in which food is prepared and handled

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

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.

Legal requirement Your food safety management system must be available on site so that your staff can refer to procedures and record checks daily

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

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:

- cleaning and sanitation are poor
- staff hygiene is inadequate
- staff training is inadequate

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination

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.

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency 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.

Training

Contravention The following evidence indicated there was a staff training need:

- food handlers were not wearing sufficient protective clothing
- food handlers were not sufficiently knowledgeable about food hygiene
- food handlers were exhibiting poor food hygiene practices
- there were no records to indicate food handlers had been trained to an appropriate level
- food handlers did not exhibit a high enough standard of personal cleanliness
- the standard of cleaning was poor

Allergens in food

Legal requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens
- takeaway foods that are placed into containers and sold at the same premises

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently