



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	R.Bainbridge Dine At Home & Provisions
Address of food business:	9 St Benedicts Street Norwich NR2 4PE
Date of inspection:	21/10/2022
Risk rating reference:	22/00551/FOOD
Premises reference:	21/00093/FD_HS
Type of premises:	Catering
Areas inspected:	Storeroom, Main Kitchen
Records examined:	SFBB, Temperature Control Records
Details of samples procured:	Samples Taken
Summary of action taken:	Informal
General description of business:	Manufacturer

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

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)

Hand-washing

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

- there was no wash hand basin in the downstairs kitchen

Legal requirement Wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

Personal Hygiene

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

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:

- flooring underneath equipment

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

- untreated mdf or shelving

Information Cardboard cannot be properly cleaned. Do not use it to cover the floor/shelves of work surfaces in food rooms

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- seals to fridge
- interior bottom to fridge
-

Cleaning Chemicals, Materials, Equipment and Methods

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.

Maintenance

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

- cracked shelving to fridge

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved::

- insufficient or poorly sited wash hand basins

Legal requirement An adequate number of washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System required.

Contravention The Safer Food Better Business food safety management system you use does not cover some of the higher risk catering you are doing. You need to supplement the pack with additional HACCP based safe methods to cover all the types of catering you are carrying out.

Please see guidance sheet below

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.

Allergens in food

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

This quick guide provides a summary of food safety and labelling advice for small scale producers of chutneys, pickles, flavoured oils and jams.

General Food Safety Advice

Anyone who prepares and sells food (even for one-off events) is required to make sure the food they supply is safe to eat. The ingredients used, the premises in which the products are made, the method of production and the person making the food all have an impact on the safety and quality of the final product.

Food Hygiene Training

Food handlers should be trained, supervised and/or instructed to a level appropriate to their work activities.

To fulfil this legal requirement, it is recommended that food handlers undertake training to a level equivalent to the Chartered Institute of Environmental Health's Level 2 Award in Food Safety. More information on food hygiene courses can be found by contacting your local authority Environmental Health Department or college.

Food Safety Management

Even if you are a small business the law requires you to have a documented food safety management system based on the principles of HACCP (Hazard Analysis and Critical Control Point). This is a way of managing food safety 'hazards' in your business. The procedures need to be appropriate for the nature and size of your business and must be kept up to date. You will also need to review your procedures from time to time, especially when something changes. HACCP is a preventative approach to food safety management based on the following seven principles:

- identify what could go wrong (the hazards)
- identify the most important points where things can go wrong (the critical control points – CCPs)
- set critical limits at each CCP (e.g. cooking temperature/time)
- set up checks at CCPs to prevent problems occurring (monitoring)
- decide what to do if something goes wrong (corrective action)
- prove that your HACCP Plan is working (verification)

- keep records of all of the above (documentation)

The European Commission has also provided a guidance document for businesses regarding HACCP:

http://ec.europa.eu/food/food/biosafety/hygienelegislation/guidance_doc_haccp_en.pdf

What are the hazards?

Clostridium botulinum

Clostridium botulinum is a type of bacteria that grows under anaerobic conditions (i.e. without air) and can produce a harmful toxin (poison) in food which causes the serious illness botulism. This is a potentially fatal form of food poisoning, although it is rare in the UK. The spores of *C. botulinum* are widely distributed in the environment and may be present in a range of foods, including fruit or vegetable ingredients used to make chutneys, jams, pickles and flavoured oils. Storing these products in sealed bottles (and particularly storing them in oil) can create the right conditions for the bacteria to multiply and produce botulinum toxin.

Due to the high sugar content in jam and the acidic nature of chutneys, pickles and flavoured vinegars, any harmful and/or spoilage bacteria are unlikely to grow. Because some fungi are more tolerant of acid and or high sugar conditions, there is a small possibility of them growing, depending on the recipe, how the product is made and stored as well as how long and under what conditions it is kept once opened.

Flavoured oils are different because they are not acidic. Outbreaks of *Clostridium botulinum* have been associated with **flavoured oils** because they normally have a pH higher than 4.5 and the oil provides an air-free environment for the spores to germinate and the bacteria to multiply and produce toxin. Trace amounts of moisture could create an environment for bacteria to survive and grow, and this can potentially be added in the form of vegetables, spices, herbs or bottles that have not been thoroughly dried.

Moulds

Moulds and yeasts can contaminate products if the jars, bottles or lids are not clean or if the product is not sealed quickly after filling. Growth can then occur once the product is opened and exposed to air.

Physical contamination

Cracked or chipped jars, bottles or damaged lids can cause physical contamination of the product as can foreign objects harvested with fruit and vegetables e.g. stones, slugs and insects. There may also be an increased risk of microbiological contamination.

What should I do to control the hazards?

For all products

1. Wash your hands before preparing or handling food.
2. Ensure chopping boards, pans and utensils are clean and kept in good condition.
3. Use clean disinfected jars/bottles and invert them after disinfection until you are ready to fill them, to prevent foreign body contamination. Disinfect them by placing them in the oven (10 minutes at gas mark 3/160°C), by passing them through the hot cycle of the dishwasher or submerging them in hot water (above 90°C) for 10 minutes. The jars or bottles must be fully dry before use.
4. Store products in a cool, dry environment.
5. Unless you have undertaken independent analysis it is difficult to determine an appropriate shelf life for your product. Some recipes give an indication of shelf life but this may not have been assessed by a microbiological laboratory. Never exceed the shelf life and it would be sensible to give your products a shorter shelf life than stated unless you have used an accredited microbiological laboratory to undertake a shelf life study.
6. Always stick to standard recipes and cooking methods; the amount of vinegar and/or sugar is essential for safety. For example, ensure weights of ingredients are known and follow instructions on how long to boil/simmer each batch.
7. Keep records of each batch produced. This would typically include the food name, date of production, number of jars/bottles produced, use by or best before date, lot or batch number, records of any temperatures or pH measurements. If you supply other businesses, you must be able to identify what you have supplied them with in case you need to recall the food in the event of a problem.

For jams, pickles and chutney

1. Thoroughly wash, dry and where necessary peel fresh fruit, vegetables and herbs.
2. Ensure lids/stoppers are clean and tight fitting but do not re-use lids. Lids must be put on immediately after bottling, whilst the product is still hot for the vacuum seal to be formed.
3. Use a jam thermometer to ensure the jam is heated to the correct temperature (setting point). Jam sets around 105°C. Heating to this temperature will destroy a significant number of harmful bacteria. The setting point of low sugar jams will vary.

4. For pickles and chutneys, it is important to ensure the pH is 4.5 or lower and/or the water activity is below 0.9 throughout the product during the shelflife to control the risk of *C. botulinum*. If this cannot be guaranteed, products should be stored in a refrigerator, even before they are opened.

Extra controls for flavoured oils

1. When making oils, use dried herbs, spices and vegetables to ensure that moisture levels are kept to a minimum or thoroughly dry ingredients well before adding. The bottles used should be completely dry before use to store flavoured oils.

2. Ensure that the pH is consistently pH 4.5 or lower throughout the product including the added ingredients. Acids including phosphoric, citric or acetic acid can be added to oils to help reduce the pH. pH meters should be used. Litmus paper can offer a guide but is not very accurate. **This is a critical control point and must be followed to protect consumer safety.**

3. The maximum shelf life of the product should be 10 days. It can be kept for longer if the pH is shown to be 4.5 or lower for the duration of its shelf-life. This must be determined by independent analysis.

Food Labelling

Full details on how to comply with labelling requirements can be found in the Food Labelling Regulations 1996. Changes that will amend the general labelling requirements are being developed. Please check with Kent or Medway Trading Standards to see how the changes may affect your business.

If you are selling food via another retailer, the food is considered to be sold pre-packed and must be labelled with the following information:

- Name of the food – a name sufficient to inform a purchaser of the food's true nature and distinguish it from other products with which it could be confused or a reserved description (see below under jam, jelly and marmalade).
- List of ingredients - in descending order by weight.
- Percentage quantity declaration for any ingredients given emphasis on the label such as in the name of the food or by pictures e.g. apricot chutney would require a declaration of the percentage of apricot used.
- A best before or use by date. 'Use by' dates relate to food safety and 'best before' to food quality. Flavoured oils should have a use by date.
- Any special storage conditions or instructions for use (e.g. flavoured oils 'store in the fridge below 8°C before and after opening').

- The name and address of the manufacturer, packer or seller.
- Any specified allergens or ingredients derived from the allergens must be clearly declared in the ingredients list if they are not already in the name of the food. The specified allergens are cereals containing gluten, crustaceans and molluscs, eggs, fish, soybeans, milk, peanuts, nuts, celery, mustard seeds, sulphur dioxide and sulphites (above 10mg/kg or 10mg/L), sesame seeds and lupin. More information on food allergen labelling can be found on:
<http://www.food.gov.uk/safereating/allergyintol/label/>
- If any ingredient that has been irradiated or genetically modified this must be declared.

Food sold pre-packed for direct sale does not require full labelling, only a declaration of the category name of any additives (antioxidants, artificial sweeteners, colours, flavour enhancers, flavourings and preservatives) and whether any ingredients have been irradiated or genetically modified. Food is sold pre-packed for direct sale where it is sold at the premises where it was packed or from a stall owned by the person who packed the food.

Compositional standards and additional labelling

Some foods must meet minimum standards for their composition and require extra information.

Jam, jelly and marmalade – the Jam and Similar Product Regulations 2003 give reserved descriptions which form the ‘name of the food’ for jam, jelly and marmalade and set minimum amounts of fruit. You should contact your local trading standards office for more details.

The amount of fruit and sugar must be declared on the label where the food is pre-packed – ‘prepared with Xg of fruit per 100g’ and ‘total sugar content Yg per 100g’. The total sugar is the sugar from the fruit and that added in cooking. You may need a refractometer to check this. Any residual sulphur dioxide preservative above 10mg/kg must also be declared in the ingredients list.

A jam with less than 65% sugar will require storage in the fridge after opening.

Olive Oils

There are marketing standards with additional labelling requirements for the different types of olive oils. You should contact your local trading standards office for more details.

Weight and Volume Marking

A metric weight or volume must be indicated on each pack and this must be in

the same field of vision as the name of the food and any use by or best before date. The quantity shown must be the net weight i.e. the weight of the food without the weight of the container, lid and label. An imperial equivalent can also be given but the metric indication must be more prominent and for most packs must be at least 4mm high. Jam, jelly and marmalade are no longer required to be packed in prescribed quantities.

Containers can be filled either to the minimum system where each pack is at or above the declared weight, or to the average weight. For minimum weight each container must be individually weighed on a scale that has been tested and approved for trade use. If you wish to pack for average weight you will need to contact your local trading standards office for further information.