



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Merchant's House
Address of food business:	7 - 9 Fye Bridge Street Norwich NR3 1LJ
Date of inspection:	15/11/2022
Risk rating reference:	22/00579/FOOD
Premises reference:	19/00258/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Basement, Main Kitchen, Storeroom, Servery
Records examined:	Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving hot and cold drinks and light meals like sandwiches

**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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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)**

#### Contamination risks

**Contravention** The following practices exposed food to risk of contamination:

- staff were seen behind the bar/preparation area wearing outdoor coats
- a bike was stored against shelving in the store room

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

#### Hand-washing

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

### 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
- Apron over long sleeved tops worn from home

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

**Guidance** 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

**Recommendation** To improve personal hygiene I suggest:

### Temperature Control

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

- No monitor deliveries
- Outer food fridge cheese 11.5 Raised by warm quiche, and jumbled stout Other chillers ok, so stop and use back up Rage. Rec all hr group together Probe thermometer flat

**Information** All food products should be stored in accordance with the manufacturer instructions.

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

**Guidance** You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

**Recommendation** Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature of the food.

**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.

**Observation** I was pleased to see that you were monitoring temperatures, of chillers and freezers. Most were working satisfactorily.

It is strongly recommended that you calibrate the probe thermometer monthly using melting ice and boiling water, and record this.

I also recommend you record occasional reheat temperatures.

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- salad bag in chiller use by 13.11

**Information** High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

### 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 were dirty and require more frequent and thorough cleaning:

- bar shelves
- bar lower walls
- store room floor

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

### **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:

- The sanitiser meets recommended British Standards. But staff were not aware of the 5 minute contact time and were using a shorter time.

**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 that they meet the following standards BS EN 1276:1997 and 13697:2001.

**Guidance** Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697.

### **Maintenance**

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

- Make good and clean area under sink where salt canister remove

**Observation** You are maintaining the premises in good condition.

### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

However it is strongly recommended that the storerooms be thoroughly tidied and miscellaneous matter removed.

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- side vent into corridor area has air vent which has gaps that could allow pest access.

## **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)**

### Food Hazard Identification and Control

**Contravention** The control methods you have put in place at the following critical control points are not sufficient:

- temperature control
- physical and bacterial contamination

### Proving Your Arrangements are Working Well

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

- chilling / chilled storage / display of chilled 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 gastro-intestinal illness stay away from work until symptom-free for 48 hours.

**Observation** Policies were in place to prevent any infected food handler from contaminating 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

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

#### Allergens

**Observation** You had clearly shown the presence of allergens in your food on your menu.

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