



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	One Stop Stores
Address of food business:	101 Prince Of Wales Road Norwich NR1 1DW
Date of inspection:	09/01/2023
Risk rating reference:	23/00029/FOOD
Premises reference:	21/00204/FD_HS
Type of premises:	Grocery/Supermarket with catering
Areas inspected:	Dry Store, Main Kitchen, Servery
Records examined:	FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retail store serving hot and cold foods made on premises

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 revised Food Hygiene Rating is 3 – a generally satisfactory 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

Contravention Food was not protected from general sources of contamination:

- raw foods i.e eggs were being stored above ready-to-eat foods i.e cheese in the walk-in fridge
- raw chicken was being stored next to ready-to-eat foods i.e cooked chicken in the display fridge
- raw foods i.e burgers were being stored next to ready-to-eat foods i.e ham in the display fridge. Although packaged 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.

Hand-washing

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

- the wash hand basin was obstructed with cleaning cloths

Legal requirement Washbasins 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

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

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 i.e filled rolls, sausage rolls and doughnuts were dated 'Use by' 22/1. You informed me that the date machine had put on the wrong dates

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. (An exception is cooked rice which should not be kept longer than 24 hours)

Recommendation Checking that food is in date should be made one of your opening checks

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are

adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

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

- pipe-work
- flooring in walk-in fridge
- flooring in walk-in freezer
- floor/wall junctions
- flooring in front of display freezers in shop
- flooring to storeroom
- flooring underneath equipment in kitchen
- sawdust seen to flooring
- mastic to washing up sink in kitchen
- door to walk-in fridge
- mdf shelving in storeroom

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

- untreated mdf or wooden shelving in storeroom

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

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- seals to display freezers
- seals to fridges/freezers in kitchen
- interior to microwave
- split protective film to shelf to display fridge in kitchen. I was pleased to see that this was removed in my presence
- drawer to griddle
- area to nozzles to coffee machine
- area to milkshake machine
- interior bottom to display freezers

Maintenance

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

- holes to walls
- badly damaged griddle. You informed me that this was going to be removed and replaced

- split seals to fridges

Facilities and Structural provision

Observation I was pleased to see the premises had adequate facilities

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

Information you could not access your food safety management system on the computer so I was unable to see your records

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- storing raw foods next to and above ready-to-eat foods
- not checking date labels on prepared foods

Hazard ID and control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- cleaning and sanitation are poor

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.

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. However more training is needed as standard of cleaning was poor