



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Caesars Kebab and Pizza
Address of food business:	81 Dereham Road Norwich NR2 4HT
Date of inspection:	14/01/2023
Risk rating reference:	23/00056/FOOD
Premises reference:	14/00247/FD_HS
Type of premises:	
Areas inspected:	Basement, Servery, Main Kitchen, Prep Room
Records examined:	Training Certificates/records, SFBB, Temperature Control Records, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hot food takeaway

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 3 - a generally satisfactory 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 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:

- cheese slices stored next to raw meat in the chilled display cabinet.

Contravention You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.:

- chopping boards.
- storage containers.
- tongs.

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.

Legal Requirement Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats or aprons for visitors

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:

- staff were not seen washing their hands when I visited.
- there was no constant hot water to the wash hand basin.
- it takes a very long time for hot water to be produced at the wash hand basin tap.

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- * wet hands before applying soap
- * good hand rubbing technique
- * rinsing of hands
- * hygienic drying

Recommendation Your boiler appeared to be faulty as it was not operating as it should, in order produce constant hot water to the premises. I recommend you contact your chosen contractor, to carry out the required work to ensure a supply of constant hot and cold, or appropriately mixed water is available to your premises.

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 using the wash-hand basin regularly.

- staff were not wearing suitable protective clothing.

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

Legal Requirement 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:

- food temperatures were not being monitored.

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

Unfit food

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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 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)

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 handlers were not wearing suitable and clean overclothing.
- the wash hand basin was not in regular use.

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:

- stained ceiling

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- fridge and freezer handles

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 sanitisers are not to BS EN 1276:1997 13697:2001 Standards.
- cardboards placed on the floor harbours dirt and cannot be cleaned.

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:

- damaged handles to chest freezers in the basement.
- damaged seals to fridges and freezers.
- stained ceiling within the kitchen/food prep area.
- rust to low level area of undercounter fridge and freezer.
- missing diffusers covers from light fittings.
- defrost all the chest freezers in the basement.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- wash hand basin not producing constant hot water.
- missing diffuser covers from light fittings.
- use of cardboard on the kitchen floor.

Legal Requirement An adequate number of wash-hand basins 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.

Recommendation Fit plastic diffuser covers to all fluorescent strip lights. These can be removed for cleaning and will help contain glass fragments in the event of a breakage

Recommendation Do not use cardboard on floor surfaces. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed).

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.

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)**

Type of Food Safety Management System Required

Observation Your daily record/logs had not been completed for some time. I noted there was a gap between the week commencing 26/10/2022 and week commencing 02/01/23. You should keep records of any important checks carried out as part of your due diligence.

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:

- maintenance is poor.
- staff hygiene is inadequate.
- staff training is inadequate.

Proving Your Arrangements are Working Well

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

- cross contamination/ physical or chemical contamination
- maintenance / pest control
- personal hygiene / handwashing

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

Traceability

Recommendation Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

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.

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

Contravention The following evidence indicates there is a staff training need as food handlers:

- did not know the critical temperature for cooking foods.
- were not washing their hands often enough.
- were using poor cross contamination practices.

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Allergens

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