



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	Orlando's
Address of food business:	547 Earlham Road Norwich NR4 7HW
Date of inspection:	27/03/2023
Risk rating reference:	23/00287/FOOD
Premises reference:	18/00288/FD_HS
Type of premises:	Catering
Areas inspected:	Storeroom, Main Kitchen
Records examined:	Cleaning Schedule, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bed and Breakfast with 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 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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards 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 intend to revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Contamination risks

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- canned food was stored on or close to the floor where it was exposed to contamination from floor mops and dirty shoes
- cling film covered bread rolls were stored touching wrapped raw chicken in the freezer
- pot plants on the window sill in the food store

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 The soil in plant containers is a source of food poisoning bacteria and should be excluded from all rooms where food is stored or handled.

Guidance The FSA 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 hand-washing
 - 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.
- (visit www.food.gov.uk for more information)

Guidance Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a worktop where preparation of raw foods is undertaken as this could lead to cross-contamination.

Recommendation Provide a dedicated surface for the preparation of raw meat. Ensure this surface is properly sanitised employing a two-stage cleaning technique using sanitisers that meet British Standards (see the Cleaning Chemicals / Materials / Equipment and Methods section below).

Hand-washing

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

- there was no hot water to the wash hand basins in the WCs
- the single sink in the kitchen was was a dual purpose sink and wash hand basin. Provide a dedicated basin for hand washing in this area.

Legal Requirement An adequate number of washbasins must be available for use, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water and be drained appropriately. Soap and hand drying facilities must be located nearby.

Guidance The wash hand basins located in the adjacent public WCs would not be suitable for food handlers to routinely wash their hands because:

- the basins were not provided with hot water
- the WCs may be in use when a food handler needs to wash their hands
- the food handler will need to touch door handles on their way back to the kitchen
- It is considered hygienic practice to wash your hands when first entering a food room.

Personal Hygiene

Contravention You were not wearing suitable protective clothing when in the kitchen.

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

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements:

- a small bowl of unidentified battered food items was mouldy

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- what appeared to be crushed garlic had become yellow with age and had been stored outside of temperature control conditions. All prepared vegetables must be refrigerated.
- a lidded foil takeaway container contained an unknown white powdered food item of unknown age.

Observation You claimed that much of the food on the premises was for your own consumption. This is not a defence in law (see below).

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale, unless the contrary can be proved to the satisfaction of the inspecting officer, and must therefore comply with food safety requirements.

Contravention Such was the quantity of food without labels, you were unaware of what much of the food actually was and had no idea of its age or place of origin:

- you must be able to trace food back to its supplier
- you must be able to show how old food is in order to make a judgement as to its fitness to eat
- it is not a defence to say the food is for your own consumption (see Legal Requirement above).

Recommendation You should have a system to identify when recently opened or prepared foods need to be used by or discarded so as to ensure the food remains fit for consumption.

Recommendation If decanting food into another container make sure best before and use by date code information is transferred to the new container.

Recommendation For food you prepare yourself, apply labels which give a date that is 2 days after the day of production. For example, if food is prepared 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 For jars etc with a limited shelf life after opening, read the product storage information and apply a clear label stating the day by which it must be used.

Guidance It is permitted to sell food after its BEST BEFORE date, but it becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must therefore check the food. Make your customers aware that it is past the BEST BEFORE date by applying a clear label.

Poor Practices

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

- a packet of frozen cooked chicken was touching a bag of frozen red meat. Separate raw from cooked food in the freezer
- separate and clearly indicate all the food on the premises which is to be used for personal consumption only.

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:

- drawer fronts and cupboard doors were dirty with ingrained grease
- cupboard door hinges were dusty

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

- mdf or chipboard shelves
- raw plugs and drill holes in wall
- unsealed wooden fixtures
- cut ends of plastic coated shelving

Recommendation Improve your housekeeping. Remove redundant items and equipment from food rooms.

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 you were using was not to BS EN 1276:1997 13697:2001 Standards

Maintenance

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

- woodwork damaged
- wall surfaces damaged
- worktops damaged or worn

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient or poorly sited wash hand basins
- insufficient storage space
- poor separation of raw and ready to eat food preparation areas
- the layout of the premises is poor and does not allow staff to prepare food safely or clean adequately

Observation Although your kitchen is of a domestic design (in which case a single dual purpose sink/wash hand basin would normally be sufficient) I was minded not to class you as a domestic premises because of the scale of your operation and food hygiene risks associated with the commercial side of your undertaking.

Legal Requirement The facilities for washing food must be separate from the hand-washing facility.

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.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screens to the openable windows

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Your Food Safety Management System

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 (see below).

Food Hazard Identification and Control

Contravention Your Safer Food Better Business pack was inadequate in scope and detail:

- there was no documented procedure for the preparation of sushi rice and raw fish

Observation At the time of my visit the sushi chef had left and it was not apparent when or if they would return. If you resume offering sushi on the menu you must ensure you have a detailed food safety management system covering this practice (see item above)

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- daily diary had lapsed due to the absence of your sushi chef

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

- food hygiene practices were inadequate (large quantities of unlabelled and undated food)
- facilities were inadequate (no wash hand basin in the kitchen)
- storage is poor (food and equipment stacked on food preparation surfaces)
- the layout of the kitchen is poor and not conducive to good food hygiene practices and preventing cross-contamination; no separate storage room and no designated surfaces for the preparation of raw and contaminated foods; no distinction between food intended for domestic consumption and commercial use.

Observation I was aware that the daily diary in your SFBB pack had not been completed since your Sushi chef had been absent. Ensure you complete the pack in the absence of key staff members. As the food business operator, the food safety management system remains your responsibility.

Traceability

Contravention Many of the packets of spices were unlabelled and could not be identified or traced back to their supplier.

Infection Control / Sickness / Exclusion Policy

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 in the use of the SFBB pack

Observation Unfortunately you were not able to provide evidence of any formal food hygiene training.

Recommendation Keep copies of any food hygiene certificates and make them available on request.

Allergens

Contravention You are failing to manage allergens properly:

- you have not identified the allergens present in the food you prepare
- you do not have a system for informing customers about the presence of allergens in the food you prepare
- you are not informing customers about the risk of cross contamination with allergens

Legal Requirement Food manufacturers must label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of and many varieties of tomato ketchup use celery.

Information Advise your customers how to get allergen information. You should display a sign saying something like ASK OUR STAFF ABOUT ALLERGENS.

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

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 up-front, clear sign-posting to where this information could be obtained must be provided.

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

Recommendation Add allergy information to your menu

Information I have attached an allergen matrix and an allergen sign for you to use.