



**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of business:	Heartsease Oh Yes
Address of food business:	1 Clancy Road Norwich NR7 9AA
Date of inspection:	04/04/2023
Risk rating reference:	23/00317/FOOD
Premises reference:	23/00031/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Servery
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast 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
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	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** Food was not protected from general sources of contamination:

- scoop was being stored in dried batter mix
- green cutting board was badly soured and needs replacing

**Contravention** The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E. coli 0157 and other pathogenic bacteria from raw meat or unwashed raw vegetables:

- the same containers were being used for raw meat and ready-to-eat foods i.e prepared lettuce and mushy peas

**Contravention** You had not protected articles and/or equipment used for ready-to-eat (RTE) food) from the contamination risk posed by raw food or its packing:

- no protective clothing worn when preparing raw meat

**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.

**Recommendation** Provide separate equipment and utensils for raw and ready to eat foods, which can be easily identified (colour coded) and stored and washed separately

**Information** 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 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 soil contaminated vegetables.

Visit: [www.food.gov.uk](http://www.food.gov.uk) for more information

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°C for 15 seconds) between uses.

**Guidance** If adequate heat disinfection (such as a dishwasher or plunge sink) is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately.

**Recommendation** Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised.

## Hand-washing

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

- staff were not seen washing their hands when I visited
- the drainage to the wash hand basin was inadequate as the wash hand basin was not connected to the drain supply

**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.

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

### 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:

- best hand-washing practices were not observed
- staff were not wearing suitable protective clothing
- food handlers were wearing watches

**Information** 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

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

**Information** Taps can recontaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

### Temperature Control

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

- the display chiller was not keeping foods at below 8°C
- burgers were being defrosted at ambient temperatures

**Legal Requirement** If you rely on selling cold food (displayed over 8 °C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**Legal requirement** Frozen foods should be defrosted in such a way as to minimise the growth of pathogenic microbes or the formation of toxins in the food. Care must also be taken to make sure that any liquid that is released does not contaminate other foods

### 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:

- storing food in cardboard boxes in the fridge. Do not use cardboard boxes as these cannot be cleaned, use clean plastic containers
- food stored on the floor in the walk-in freezer. Do not store food on the floor as the air cannot circulate properly
- uncovered food i.e cucumber stored in fridge

## **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:

- wash hand basin
- cobwebs near rear door
- electric fly killers
- top to flue pipe
- shelving
- flooring to walk-in freezer

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

- wooden shelving
- pallet

**Recommendation** Do not use cardboard on floor surfaces, as the floor cannot be kept clean. (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)

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following items are dirty and must be cleaned:

- interior to microwave
- lid to food container storing batter mix
- seals to fridges/freezers
- interior shelving to fridges
- interior shelving to walk-in freezer
- interior bottom to undercounter fridge in servery
- build up of ice to floor in walk-in freezer
- plastic container storing raw chips

## 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:

- worn scourer
- dirty water to mop bucket

## Maintenance

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

- split seals to fridges
- fluorescent bulbs missing to light fittings
- flooring damaged in servery

**Recommendation** A plastic diffuser cover is recommended on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage

## Pest Control

**Recommendation** Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

**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

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.

- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Information** As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

### Food Hazard Identification and Control

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination

### 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.

### Allergens

**Contravention** You are failing to manage allergens properly::

- you are not informing customers about the risk of cross contamination with allergens
- You have not identified the allergens present in the food you prepare.

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.