



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Louis Marchesi Public House
Address of food business:	17 Tombland Norwich NR3 1HF
Date of inspection:	20/06/2023
Risk rating reference:	23/00514/FOOD
Premises reference:	18/00211/FD_HS
Type of premises:	Catering
Areas inspected:	Storeroom, External Store, Cellar, Main Kitchen
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public House with catering

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

- open packets of food in storeroom
- uncovered foods stored in the fridge
- uncovered cracked shell eggs stored in chest freezer
- handle to chest freezer stored in chest freezer

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 Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Hand-washing

Observation I was pleased to see handwashing was well managed.

Temperature Control

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

Unfit food

Contravention unfit food was found on your premises and was immediately disposed of because it was past its 'USE BY' date

- 2 packets of beetroot were being stored beyond the 'USE BY' dates of 3/6 and 6/6

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:

- no dates of when frozen on frozen food in chest freezer
- no dates of when opened on open foods in storeroom
- food i.e mustard was being stored beyond its 'Best before' date of June 23
- food i.e golden breadcrumbs were being stored beyond its 'Best before' date of October 21
- wilted prepared and fresh carrots
- prepared foods were being stored longer than the recommended 3 days i.e 1

day production plus 2

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed it's 'best before' date could be of a reduced quality so you must check it is OK before you use it.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance 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 may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- flooring underneath equipment
- floor/wall junctions
- cobwebs seen to bottom of wall near door in storeroom
- pooled water from leaking washing machine
- stand to dishwasher
- pipework
- underneath shelf above microwave
- walls and flooring behind bin
- electric sockets
- extraction canopy and filters
- bottom to door
- top to doorway leading in to kitchen
- walls to cellar

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

- damaged/ uncovered flooring
- untreated bare woodwork

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- lid to chest freezer
- seals to chest freezer

- seals to fridges and freezers
- side to fridge door
- pooled water to interior bottom to fridge
- build up of ice to upright freezer
- interior to ice machine
- footstool
- racks to dishwasher
- interior around door to dishwasher
- wheels and legs to equipment

Cleaning Chemicals / Materials / Equipment and Methods

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, preferably with a 30 second contact time

Recommendation Use disposable paper wipes for cleaning and for mopping up spillages.

Maintenance

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

- handle missing to chest freezer
- coating chipped to fridge shelving
- damage to bottom to fridge cabinet
- ceiling in storeroom damaged
- walls to storeroom need re-painting
- split seals to fridge
- handles to tongs
- exterior lid to fridge
- split flooring
- hole to flooring
- fluorescent bulb missing to light fitting
- hole to flooring in cellar
- walls/ceiling to cellar

Facilities and Structural provision

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

Contravention Pest proofing is inadequate particularly in the following areas:

- no electric fly killer
 - the external doors as chain was hooked up allowing flies into the kitchen
- Recommendation** provide fly screens to openable windows and external doors in rooms in which food is prepared and handled

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 The following matters demonstrate your Food Safety management system is not working as it should:

- the diary sheets were not completed consistently as the last entry was 5/5

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:

- cleaning and sanitation are poor
- maintenance is poor

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

- bacteria growing on food
- cross-contamination

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe 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 gastrointestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Contravention You are failing to manage allergens properly:

- you are not informing customers about the risks of cross contamination with allergens
- you do not have a system to reliably identify allergens in the foods that you prepare
- you do not have a system for informing customers about the presence of allergens
- staff had not been properly informed about the allergens in your food and could not give reliable advice

Legal requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens
- takeaway foods that are placed into containers and sold at the same premises
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

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.

Recommendation Provide an allergy warning sign where your customers will see it

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk

- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

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

Information

Regulations and legislation around cellar management

The Food Safety (General Food Hygiene) Regulations 1995 covers not only food but also beverages such as beer and wine. Under the regulations, a cellar must have the same hygiene standards as are expected in a kitchen.

This could include:

- Ensuring the structure of the cellar is in good order and condition.
- The correct cellar temperature should be maintained at all times.
- Suitable and sufficient ventilation should be present.