



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Prime Steakhouse
Address of food business:	30 - 32 St Giles Street Norwich NR2 1LL
Date of inspection:	27/10/2023
Risk rating reference:	23/00750/FOOD
Premises reference:	22/00208/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, FSMS, Training Certificates/records, Temperature Control Records, Pest Control Report, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant with Less Than Thoroughly Cooked burgers and service of steaks to table on hot bricks

**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	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 4 - a good 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:

- damaged articles and/or equipment in contact with food eg stained scored wooden platters that could not be effectively cleaned.

#### Hand-washing

**Observation** I was pleased to see handwashing was well managed.

#### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were generally high.

#### Temperature Control

**Contravention** The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- Hand made burgers were being served with a rare core temperature. This presents risk of harmful bacteria introduced to the centre of the burger during mincing which will subsequently not be killed by the cooking process. The Food Standards Agency has produced guidance on the safe preparation and cooking of 'Less than Thoroughly Cooked' (LTTC) burgers. It can be downloaded freely at

<https://www.food.gov.uk/print/pdf/node/16746>

<https://www.food.gov.uk/business-guidance/guidance-summary-0>

I would be grateful if you would advise me which of the approved methods from the guidance you intend to use should you decide to continue serving hand made burgers with a raw core temperature.

**Information** Please make yourself aware of the dangers posed by E.coli 0157 particularly to the young and the elderly. Infection with E.coli 0157 can be fatal or result in kidney failure requiring lifelong dialysis.

**Guidance** Serving less than thoroughly cooked (LTTC) burgers carries a greater risk of harmful bacteria not all being killed during the lower-temperature.

**Recommendation** The cooling of batches of high risk food (such as braised beef and advance cooked chicken portions) presents risk of harmful bacteria multiplying while between 65oC and 8oC. It is thus imperative that such batches of food are cooled quickly. Delayed cooling can be reduced by reducing the portion size, either by cutting food into smaller pieces or by dividing into several smaller shallow containers

## **2. Structure and Cleaning**

The structure, facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

**Observation** The kitchen had been well maintained and the standard of cleaning was good.

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned and maintained in a condition that enables cleaning to be effective:

- Several wooden platters were worn and cannot be effectively cleaned.

## Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were generally able to minimise the spread of harmful bacteria between surfaces.

## Maintenance

**Observation** You are maintaining the premises in good condition.

## Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

## 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

**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:

- No indication of the controls for LLTC burgers.
- No indication of the checks and controls over the cooling of batches of high risk food that are to be reheated at a later date. co

## 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.

### **HEALTH, SAFETY AND WELFARE**

**Contravention:** You had not undertaken a health and safety risk assessment regarding the handling of hot baked bricks by employees and customers on the premises.

Every employer must risk assess their activities. This process includes:

- identify what hazards exist in your workplace
- establish who is affected by each of the hazards identify what your current control measures are for each of the hazards
- ask whether it is reasonable and practical to do any more to reduce or eliminate each hazard
- implement better controls if they are needed
- from time to time evaluate your risk assessment to ensure it is still rele

Further information regarding risk assessments in the workplace ca be found at <https://www.hse.gov.uk/simple-health-safety/risk/index.htm>