

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Family Sklep
Address of food business:	70 - 72 Lefroy Road Norwich NR3 2NU
Date of inspection:	04/12/2024
Risk rating reference:	24/00541/FOOD
Premises reference:	13/00332/FD_HS
Type of premises:	Grocery/Supermarket with catering
Areas inspected:	All
Records examined:	Temperature Control Records, FSMS, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience store specialising in Polish food

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 5 - a very 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 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:

- Uncovered open food such as garnished bread products and smoked fish

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination with your raw and ready to eat foods providing separate equipment and utensils for each.

Hand-washing

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

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

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 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 able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Observation You are maintaining the premises in good condition with only a few minor issues of concern.

Facilities and Structural provision

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

- Hole in ceiling near the shelving unit - near the meat and cheese counter

Recommendation You had adequate welfare facilities, however, it was explained that the sink directly outside the WC was not used due to needing to turn on the water heater. The sink around the corner to the WC was being used instead - However, this sink is for the use of the 'bake off' area and sits adjacent to the oven - it would be my recommendation to utilise the sink adjacent to the WC for convenience and to reduce the need to travel further.

Recommendation The storage area was still a little clutter and would benefit from a tidy up and reorganisation.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- introduce a system to monitor staff illness
- staff must be trained to report these diseases
- staff that report these diseases must not work with food until they are 48 symptom free

Training

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

- did not know how long to stay off work after illness

Allergens

Observation You had identified the presence of allergens in your non-pre-packed food and had brought this to the attention of your customers.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.