



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Estabulo Bar Grill
Address of food business:	Unit 5B Wherry Road Norwich NR1 1WX
Date of inspection:	19/08/2024
Risk rating reference:	24/00348/FOOD
Premises reference:	21/00304/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery, Main Kitchen
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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
<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 1 - major 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:

- raw food i.e sausages were being stored next to ready-to-eat foods i.e cheese and olives in the walk-in fridge
- green cutting board was badly scored and needs replacing
- roll of cling film not stored in dispenser

**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

## Hand-washing

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

- staff were not seen washing their hands when I visited

**Information** Handwashing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

**Information** Proper hand-washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

## Temperature Control

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

- cooked rice and bean stew was left to cool at room temperatures for long periods of time
- the hot on display was not holding foods above 63°C
- food i.e boxes of chips and a box of part-baked baguettes were being defrosted at ambient temperatures
- open jar of sun dried tomatoes in oil were being stored at ambient temperatures. It states on the label to refrigerate after opening

**Legal requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

**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.

**Recommendation** Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers

### Unfit food

**Contravention** Cooked rice was being kept for longer than 24 hours. Cooked rice must be refrigerated to below 8 °C and used or thrown away after 24 hours.

**Contravention** Unfit food was found on your premises and was immediately disposed of because :

- 2 x packets of mozzarella cheese were stored beyond their 'Use by' date of 7/8
- 1 x packet of feta cheese was stored beyond its 'Use by' date of 22/6
- 6 x packets of feta cheese were stored beyond the 'Use by' date of 9/8
- 2 x packets of lettuce leaves were stored beyond the 'Use by' date of 17/8

### 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:

- no dates of when food opened on open foods - indicating poor stock rotation
- hydrator stored on the floor behind the bar

## **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:

- wall behind wash hand basin
- wash hand basin

- flooring underneath equipment
- floor/wall junctions
- walls
- top to trim to floor coving
- pipework
- extraction canopy and filters
- electric socket to dishwasher area

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

- bare wooden frame stored in walk-in freezer

### Cleaning of Equipment and Food Contact Surfaces

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

- can opener
- fridge and freezer seals
- microwaves
- door to walk-in freezer
- rear door
- ledges to main door
- legs to equipment
- handle to chest freezer
- containers where utensils are stored
- container storing skewers
- underneath towel dispensers
- interior bottom to ice cream freezer
- container storing ice
- stainless steel surface to ice machine
- mat

### Cleaning Chemicals / Materials / Equipment and Methods

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

**Recommendation** I recommend that items such as mops, buckets and brooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised

### Maintenance

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

- flooring behind bar
- flooring in kitchen
- lights to extraction canopy
- electric sockets
- walls
- wall tiles behind rotisserie
- split seals to friidge
- pipework
- coving to flooring
- trolley
- lights to extraction canopy

### Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- the lighting is insufficient to allow safe food preparation and cleaning

**Legal requirement** All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

### 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 is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

### 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.

- You will also have to devise a bespoke HACCP to cover procedures not covered in your food safety management system for your dehydrator and have these written down

**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.

### Food Hazard Identification and Control

**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

**Recommendation** Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

### Proving Your Arrangements are Working Well

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- cleaning schedule
- daily records
- maintenance recording
- pest control records
- probe calibration records
- staff training records
- suppliers lists
- temperature records

### 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

**Contravention** The following evidence indicated there was a staff training need:

- standards of cleaning was poor
- stock rotation was poor

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

## Allergens

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

## Health And Safety

### Matters of Evident concern

**Contravention** The following matters were of immediate concern and must be rectified as soon as possible:

- a gas bottle in the cellar was not secured
- the door leading into the kitchen is a fire door and was wedged open. Remove the wedge so the door closes fully against the door stops. When closed, fire doors contain the spread of fire and ensure escape routes are kept free of smoke and flame.