



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |  |
|----------------------------------|--|
| Name of business:                | The Cellar House   |
| Address of food business:        | 2 Eaton Street Norwich NR4 7AB   |
| Date of inspection:              | 15/10/2024   |
| Risk rating reference:           | 24/00427/FOOD  |
| Premises reference:              | 24/00171/FD_HS   |
| Type of premises:                | Public House with catering   |
| Areas inspected:                 | Cellar, Main Kitchen, Servery, Prep Room, Storeroom  |
| Records examined:                | FSMS, Cleaning Schedule, Pest Control Report, Temperature Control Records, SFBB, Training Certificates/records |
| 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  | <b>10</b>      | 15      | 20      | 25   |
| Structure and Cleaning                     | 0         | 5  | <b>10</b>      | 15      | 20      | 25   |
| Confidence in management & control systems | 0         | 5  | <b>10</b>      | 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** 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 foods i.e pastry stored next to ready-to-eat foods i.e desserts in dessert fridge
- bags of potatoes and onions stored on the floor
- green cutting board badly scored and needs replacing
- scoops stored in dried ingredients
- rolls of cling film stored touching

**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.

**Legal Requirement** Food must be stored off of the floor where it might be at risk of contamination

**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** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

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

**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

**Recommendation** Provide non-hand operated taps for handwashing e.g. knee operated or motion sensors.

**Recommendation** After washing hands food handlers should turn the taps off using paper towel to prevent them from recontaminating their hands

## Temperature Control

**Recommendation** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75°C for 30 seconds or an equivalent time/temperature combination, for example 80°C for 10 seconds.

### Unfit food

**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:

- food i.e Camembert was being stored beyond it's 'Best before' date of 4/10

**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 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:

- around equipment feet
- flooring behind and under equipment
- floor/wall junctions
- hand contact surfaces such as light switches and door handles
- walls
- grout to wall tiles
- doors
- pipework
- shelving to bar
- walls to bar

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

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

- wooden panel to ceiling

### Cleaning of Equipment and Food Contact Surfaces

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

- can opener
- fridge and freezer seals
- hinge to fridge door
- hand contact surfaces
- legs to equipment
- wheels to equipment
- build up of ice to chest freezer
- rust to racking
- food storage containers
- bin
- underneath towel dispenser
- interior bottom to upright freezer
- microwave
- gap between work surfaces
- grill to fridge behind bar
- handle to undercounter freezer
- build up of ice to undercounter freezer

### Maintenance

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

- split and dirty seals to fridge behind bar
- split seals to fridges
- damage to wall behind chest freezer
- hole to ceiling
- gap to ceiling to storeroom

### Facilities and Structural provision

**Observation** I was pleased to see that adequate facilities had been provided.

## Pest Control

**Contravention** Pest proofing is inadequate in the following areas:

- drain cover missing to open drain

**Recommendation** Fill gaps around external doors, windows, drainage and or surface pipes.

## **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

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

**Contravention** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- cleaning schedule

### 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

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

- bacteria surviving in cooked food

### Proving Your Arrangements are Working Well

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

- cleaning schedule

#### 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.