

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	The Real Greek
Address of food business:	409 Chapelfield Plain Chapelfield Norwich NR2 1SZ
Date of inspection:	27/02/2025
Risk rating reference:	25/00203/FOOD
Premises reference:	21/00175/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Temperature Control Records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant around 150 seating - predominantly cooked to order

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:

- Flour sacks folded over in un-lidded bulk dried food containers
- Spillages around sacks provide potential harbourage for dried food pests
- Food handling tongs split cracked plastic

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

- The provision of lidded containers for dried foods would prevent risk of contamination from falling dust debris and insects
- The area in the base of the bulk dried food container around the outside of the sack should be regularly emptied of flour spillage in order to prevent any build-up of harbourage for dried pests. Alternatively emptying the whole contents of the sacks into large lidded containers allows the flour to be taken without spillages and the bin can be cleaned and thoroughly dried before the next sack is emptied into it.
- The plastic coating on the handles of food tongs often splits and cracks as it deteriorates and dries out. This is especially so when used close to sources of heat such as a barbecue grill. Once cracked and split the plastic cannot be effectively cleaned and also presents a risk of small pieces of plastic being introduced to the food being handled. They should be regularly checked for signs of deterioration and changed before such risk of contamination or hindrance to cleaning occurs.

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination

Hand-washing

Observation Hand washing was managed well and wash-hand basins stocked with hand cleaning materials.

Personal Hygiene

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

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

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 surfaces and equipment in contact with food were dirty and/or could not be readily cleaned and require cleaning or discarding:

- Food handling tongs split and difficult to clean

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.

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 The premises is adequately proofed against pests. Please note potential harbourage recommendations in the above section 1. Food Hygiene and Safety - Contamination Risks.

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)**

Type of Food Safety Management System Required

Observation A good safety management system is in place which is appropriate for the business.

Proving Your Arrangements are Working Well

Recommendation The records of the cooling profile for a batch of lasagne on 26th February show 85C at 4.00pm and 17.5C at 6.13pm. This is longer than the accepted good practice of cooling batches of food from cooked to refrigerator temperatures for

less than 90 minutes. It is understood that the cooling took place on ice as the blast chiller was out of order. You may wish to reconsider the procedures for cooling batches of food when the blast chiller is not available.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

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 Food and other waste disposed of appropriately

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.

Allergens

Observation You had clearly shown the presence of allergens in your food on your menu 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.