

Schedule (A) – Legal Requirements

Work you must do to comply with the law

Timescales (in bold) must be complied with. (IF YOU ARE HAVING DIFFICULTY IN COMPLYING WITH THE TIMESCALES LISTED THEN YOU MUST CONTACT THE OFFICER IMMEDIATELY TO AVOID FURTHER ACTION BEING TAKEN)

Compliance with Hygiene and Safety Procedures

No	Item	Timescale
1.1	<p>At the time of the inspection the upright refrigerated display cabinet in the Customer Café was not maintaining a suitable temperature for these high risk ready to eat foods.</p> <p>A prawn sandwich was destructively tested and the core temp of this product was 12.3°C. This particular sandwich was towards the front of the shelf but had been prepared from the previous day. This would suggest that either the cabinet is not capable of maintaining temperature over a longer timescale or that product is overloading the effective capability of the unit.</p> <p>A cheese and tomato sandwich was tested from further back on the shelf and this read 8.9°C. This product had been prepared earlier that day and as this would have involved some period outside temperature control, it is not unreasonable to suggest that overstocking may be partly at fault.</p> <p>These foods are likely to support the growth of food poisoning bacteria or the formation of toxins and must not be stored above 8°C.</p> <p>However, it should be noted that your temperature policy for these foods is that they are to be held at no more than 5°C in which case, as the higher standard, you should investigate whether this unit is realistically likely to be maintain this target.</p> <p>I would also stress that this issue of temperature control on open fronted display/counter units has been brought to your attention on the previous two inspections and I was disappointed to note the same failures. Please ensure that the unit is capable of holding high risk foods at the appropriate critical limit.</p>	Immediately
1.2	<p>The open counter display in the customer café was not maintaining an adequately cold enough temperature. Strawberry cheesecake in this unit was registering 11.6°C. As with point 1.1 above this same unit was identified as failing to maintain temperature (below 8°C) on your last inspection.</p> <p>It should be noted that product further back was significantly colder. I understand that it is group policy that temperature readings are recorded twice daily by the admin teams in each store. I also understand that it is accepted practice that the use of an independent thermometer or probe is not practiced. Thus the reliance is on the LED display unit on the cabinet.</p>	Immediately

	<p>On this particular unit the temperature display on the LED was 0.1°C whilst the air temperature was 10°C.</p> <p>It is generally accepted practice that food business operators are encouraged not to rely on the LED displays (or will at least perform validation checks twice weekly) but to use independent thermometers. I acknowledge that you have needle probes throughout the store for hot food checks, and they are calibrated regularly, so I am at somewhat of a loss to understand why this procedure is not performed for cabinets not on the remote monitoring system.</p> <p>Ultimately, you must ensure that these cabinets are able to maintain your policy limits on temperature control and introduce an effective procedure to monitor them effectively. If they cannot meet target temperatures they should not be used to hold high risk foods.</p>	
1.3	<p>Throughout all departments dirty contact points were noted on the soap and paper towel dispensers.</p> <p>Contact points are areas such as fridge door handles/ tap tops and equipment handles and knobs such as found on microwaves/light switches/soap dispensers etc.</p> <p>Fundamentally, those points of contact where numerous members of staff may come into contact with. These points represent a significant risk of cross contamination between workers and foodstuffs and need to be regularly sanitised throughout the day to reduce the possibility of contamination spreading.</p> <p>I strongly advise you refer to the E Coli Cross Contamination Guide for further advice and guidance regarding cross contamination risks.</p>	Immediately and Ongoing
1.4	<p>On the hot food to go display there was a cheese and onion roll that had a core temperature of only 55.7°C. I understand that temperature is used for the control on this product and your policy is to maintain at 65°C or above.</p> <p>It was noted that products on the slot behind this particular roll were significantly higher and I discussed that a simple remedy may be not to use the first slot (at the front) on the unit.</p> <p>However, food held hot must be kept at 63°C or above. Alternatively you may use the two hour exception for these products, as you do for the breaded products in this unit.</p>	Immediately
1.5	<p>The independent Sendai unit opposite the deli counters had packets of cooked meats which protruded above the 'fill line'. These packets were clearly having a negative impact on the flow of colder air from the air intake to the outlet where they were warmer. The temperature variation was from 3°C to 8°C.</p> <p>Please ensure that either smaller packets are used or less product is put in the unit so that they lie at a flatter angle. This will encourage better temperature distribution through the unit.</p>	Immediately

1.6	<p>There were a number of very dirty white 'lab' coats on the door behind the rotisserie raw room. From discussion it was unclear how these coats were effectively laundered. I was informed that they were not sent to the laundry, as were other whites but were washed by a member of staff at home.</p> <p>Whatever these local arrangements were they did not appear to be effective as these coats had not been laundered within the last week. I was led to believe that there were no group policies in place for the washing of these coats and accordingly suitable and effective measures need to be put in place to ensure these items are regularly washed. I would remind you of the guidance in respect of E.coli0157 and ensure that laundering is carried out at or above 82°C.</p>	Immediately
1.7	<p>A table was being used in the customer café for raw fish. This table had a can opener attached which is potentially at risk of contamination. I understand that this is also in breach of company policy. Please relocate the can opener to an alternative table where it does not present a risk of cross contamination.</p>	Immediately

Compliance with Structural Requirements

No	Item	Timescale
1.8	<p>There was no dishwasher detergent (M4) available for use in the staff canteen dishwasher. Accordingly, unless temperatures are guaranteed to be above 82°C there is the possibility that effective sterilisation of chopping boards and utensils is not being carried out. As discussed other methods of effective sterilisation of these products after washing may be employed. These would include the use of the M2 steriliser or the application of boiling water if available and within company guidelines. You could also consider dipping these items after washing in the M10 product. I am mindful that your health and safety policy may not advise the use of boiling water for thermal disinfection.</p>	As Determined
1.9	<p>The area below the salad counter/prep table in the customer café showed accumulations of food debris. This was clearly not from that day's trading alone. Please ensure that effective sweeping behind and below equipment is carried out at the end of the day's trading.</p>	Immediately and Ongoing
1.10	<p>The ceiling area above the convection oven in the customer café was dirty and required cleaning. Clean the ceiling.</p>	Immediately
1.11	<p>The flush light fittings in the customer café kitchen were loose and required fitting properly to allow for effective cleaning and prevent the accumulation of grease. Re-fix the fittings.</p>	1 Month

1.12	The paper towel dispenser behind the deli counter requires relocating to ensure that proper access to the wash hand basin can be maintained.	1 Month
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Confidence in Management/Control Procedures Compliance		
No	Item	Timescale
1.13	<p>I acknowledge that Primary Authority guidance suggests that the management system has been approved but I do consider that there may be some shortcomings either in local implementation or some confusion on some of the matters raised above.</p> <p>Of most concern is the references to the reliance on LED displays as raised in points 1.1 and 1.2.</p> <p>Please refer back to your Primary Authority for clarification.</p>	As Determined