

[REDACTED]
[REDACTED]
Supreme Meats & Deli
9 Glengall Road
Edgware
HA8 8TB

Contact: [REDACTED]
Tel: 0208 359 2659
Fax: 0870 889 6793
E-mail: [REDACTED]@barnet.gov.uk
Date: 18/11/2019
Our Ref: 16/00038/COMM

Dear [REDACTED]

Regulation (EC) No. 852/2004 applied by
Regulation 19(1) of The Food Safety and Hygiene (England) Regulations 2013

Food hygiene inspection report and your food hygiene rating

FOOD HYGIENE RATING

On 11th November 2019 I, an authorized environmental Health Officer, visited your food premises to check compliance with the requirements of food hygiene and standards law, and I am writing now to outline to you our findings and to tell you what your food hygiene rating is.

Inspection report

I have enclosed a copy of your inspection report; **schedule A** of the food hygiene matters to be addressed. This outlines my findings and highlights the priority actions and improvements that are needed to ensure that you are complying with the Food Hygiene (England) Regulations and associated legislation. These are listed under three areas:

- Compliance with food hygiene and safety procedures
- Compliance with structural requirements
- Confidence in management/control procedures.


If you are unclear about anything in the report, please get in touch with me – my contact details are given at the end of this letter.

Please find also enclosed **schedule B** for health and safety matters to be addressed. Although the London Borough of Barnet is not the enforcing authority for health and safety you must comply with your legal duties under The Health and Safety etc. Act. 1974.

Your food hygiene rating

This authority operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected to check compliance with legal requirements. Details of how ratings are calculated are enclosed.

On the basis of the standards found at the inspection your rating has been calculated as follows:

Compliance with food hygiene and safety procedures	
Compliance with structural requirements	
Confidence in management/control procedures	
Total score	
Highest (this means poorest) individual score	
Food hygiene rating	

A sticker showing your rating is enclosed. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface. Please destroy the sticker showing your previous rating as only one rating – the most recent rating – should be displayed. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008.

Your rating will also be published on the Food Standards Agency's website at www.food.gov.uk/ratings 28 days after the date of inspection

You may request that the rating is published before this. Details can be found on the FSA website at: <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>

Safeguards

If you think that the rating is wrong or unfair – in other words it does not reflect the hygiene standards at the time of your inspection – you have 21 days in which you can **appeal** against this. You should appeal in writing to the Lead Officer for Food, [REDACTED], Team Leader Food, Health & Safety [REDACTED]@barnet.gov.uk) but I would recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.

If you have improved hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a 'right to reply' so that you can explain this to potential customers that look up your rating online.

If you make the improvements to hygiene standards that are highlighted in your inspection report, you can **request a re-visit** with a view to giving you a new and higher food hygiene rating. There will be a charge of £195 for each revisit carried out at your request.

More information about these safeguards is provided on the FSA's website at:
<https://www.food.gov.uk/business-industry/caterers/hygieneratings/fhrsquideforbusiness>

Where may I get further information?

If you have any questions or concerns about your inspection report or about your food hygiene rating, please contact me by telephoning 0208 359 2659 or by email at [\[REDACTED\]@barnet.gov.uk](mailto:[REDACTED]@barnet.gov.uk).

Yours faithfully,

[REDACTED]

Environmental Health Officer

Your inspection

At inspection, the food safety officer will check how well you are meeting the law on food hygiene. Three areas will be assessed. These are:

- how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated with bacteria
- the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities
- how you manage and record what you do to make sure food is safe using a system like Safer food, better business







You will be given a score for each area – see below. Food safety officers use guidance to determine how to score each of these areas.

Criteria	Score					
How hygienically the food is handled	0	5	10	15	20	25
Condition of structure	0	5	10	15	20	25
How you manage and document food safety	0	5	10		20	30
Total score	0					80
Level of compliance	High					Low

Your food hygiene rating

The rating given depends on how well the business does overall – the total score. It also depends on the area(s) that need improving the most - the business may do better in some areas and less well in others.

To get the top rating, you must score no more than 5 in each of the three areas. All businesses should be able to get the top rating. You will automatically get a new rating at each planned inspection.

Total score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	-
Rating						

Improving your food hygiene rating

The Food Standards Agency has a range of tools, such as Safer food, better business, that can help you manage food hygiene and keep your customers.



Safer food, better business

Check these out at www.food.gov.uk/goodbusiness

To get the best possible rating, here's what you can do now:

- Look at your last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements. If you can't find your last report, contact us and we will be able to give you a copy.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.

SCHEDULE A

INSPECTION REPORT

FOOD SAFETY AND HYGIENE

PREMISES: Supreme Meats & Deli, 9 Glengall Road, Edgware, London HA8 8TB
DATE: 04/11/2019

NAME OF INSPECTOR: [REDACTED]

COMPLIANCE WITH FOOD HYGIENE AND SAFETY PROCEDURES:

1. Serious risk of food contamination.

Food must be stored off the floor where it might be at risk of contamination at the time of the visit the following unsatisfactory storage arrangements were noted i.e. bags of onions were being left stored on the dirty floor in the rear dry storage room. This can render the food unfit for human consumption.

Regulation (EC) No 853/2004 Annex II Chapter IX para 3
Act immediately



2. Serious risks of potential physical contamination of food.

During the inspection, I observed many risks of potential physical contamination of food from damaged equipment and utensils such as badly damaged wooden spatulas, metal from the frying oil strainer/cleaner, broken overhead lighting casing and cracked and chipped fridge seals.

Act immediately

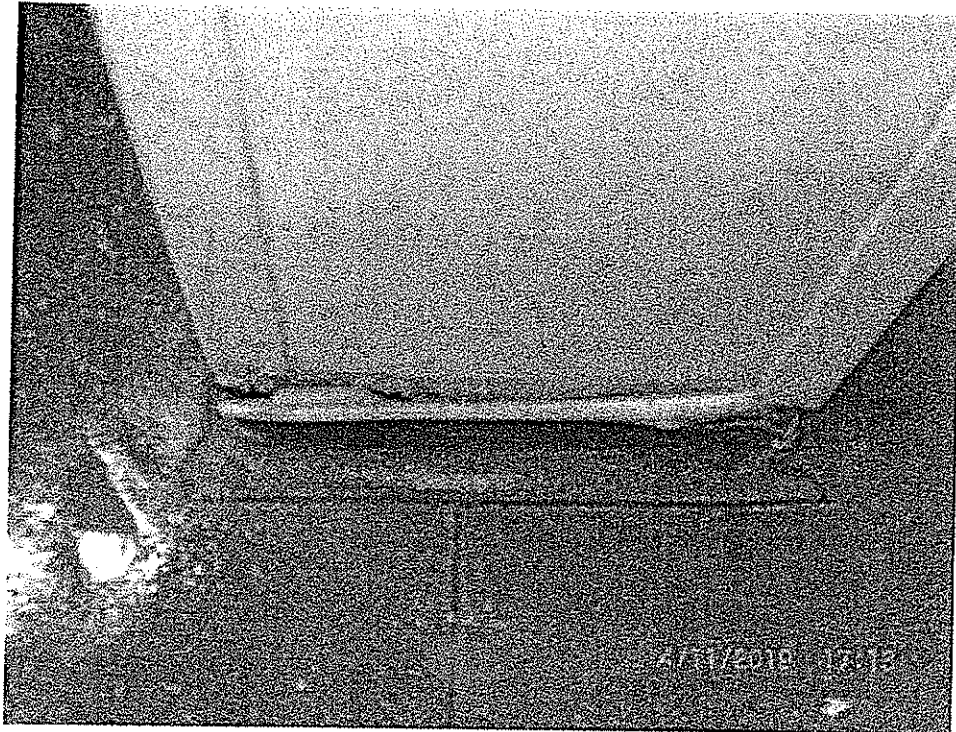
COMPLIANCE WITH STRUCTURAL REQUIREMENTS:

1. Damaged walls/poor repair.

The wall covering at wall/floor junction in the meat room was damaged and can harbour bacteria. Renew or repair the wall covering and leave in a sound easy to clean condition.

Regulation (EC) No 853/2004 Annex II Chapter II Para. 1(b)

Act within 2 weeks

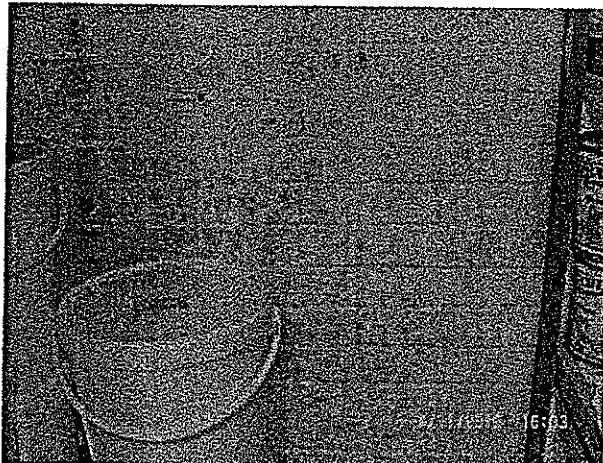


2. Dirty walls.

The back wall in the dry store room next to the main kitchen was very dirty. Thoroughly clean the wall, repaint it and maintain in a clean condition.

(Regulation (EC) No 853/2004 Annex II Chapter I Para 1)

Act within 2 weeks



3. Lighting.

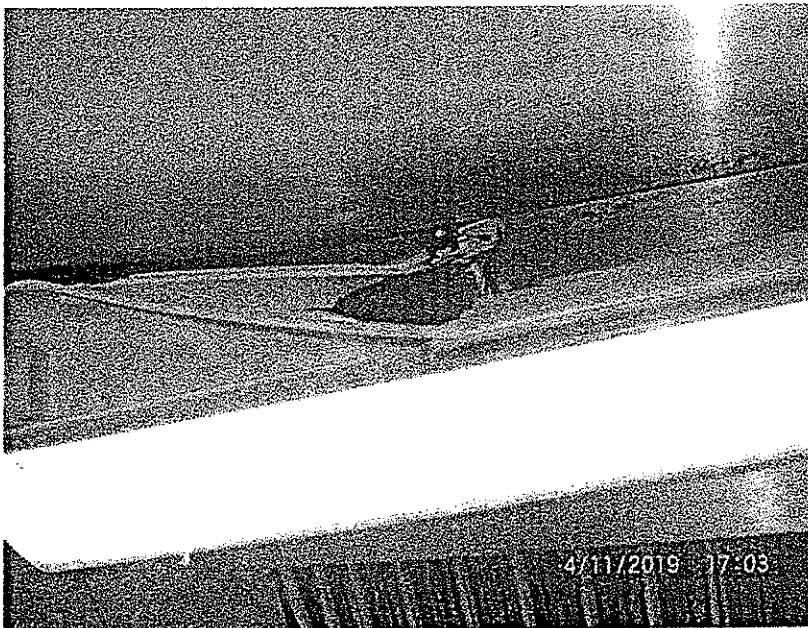
The overhead light fixtures in the main kitchen were in very poor condition and cannot be cleaned and pose a risk of physical contamination of food. Renew or repair the light fixtures and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter 1 Para 1
Act within 2 weeks



The overhead light fixtures in the main kitchen were in very poor condition and cannot be cleaned and pose a risk of physical contamination of food. Renew or repair the light fixtures and leave in a sound easy to clean condition.

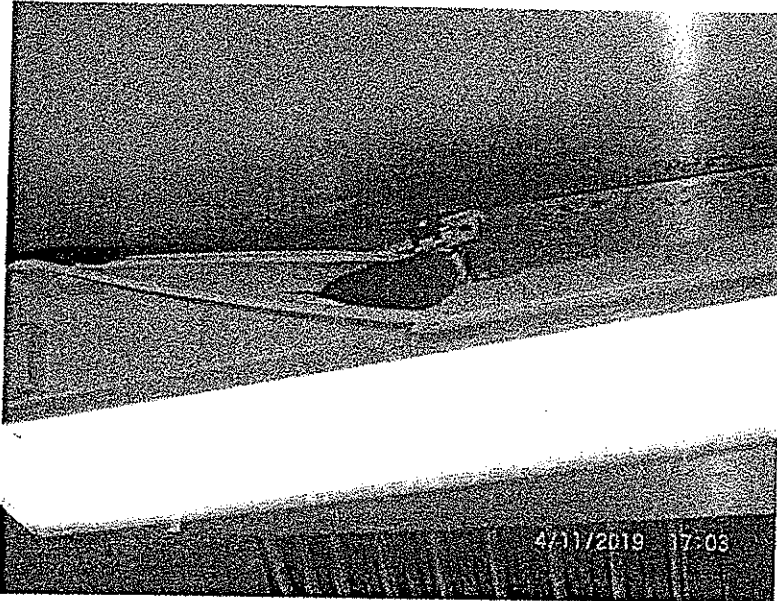
Regulation (EC) No 852/2004 Annex II Chapter 1 Para 1
Act within 2 weeks



The overhead light fixtures in the main kitchen were in very poor condition and cannot be cleaned and pose a risk of physical contamination of food. Renew or repair the light fixtures and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter 1 Para 1

Act within 2 weeks



3. Damaged flooring areas.

The floor covering throughout the kitchen areas and walk in fridges was in very poor condition. This does not allow adequate cleaning and can also be a trip hazard. Renew or repair the floor covering and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(a)

Act within 2 weeks



The floor covering throughout the kitchen areas and walk in fridges was in very poor condition. This does not allow adequate cleaning and can also be a trip hazard. Renew or repair the floor covering and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(a)

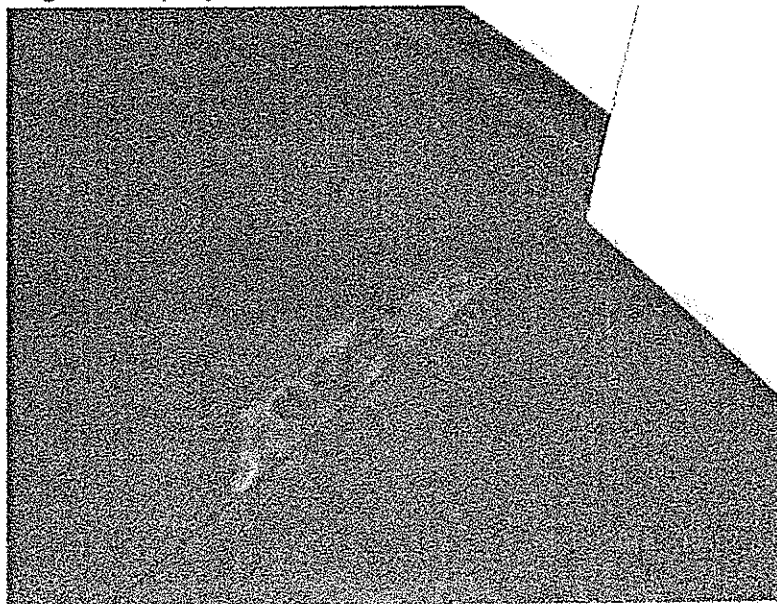
Act within 2 weeks



The floor covering throughout the kitchen areas and walk in fridges was in very poor condition. This does not allow adequate cleaning and can also be a trip hazard. Renew or repair the floor covering and leave in a sound easy to clean condition.

Act within 2 weeks

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(a)

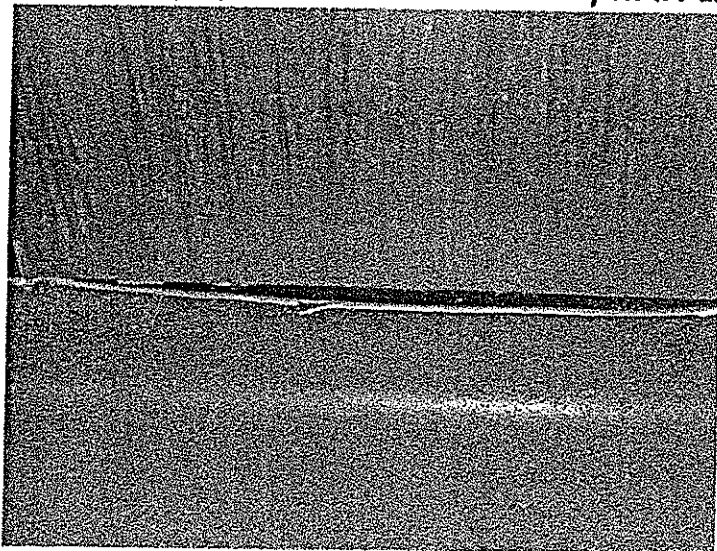




The floor covering throughout the kitchen areas and walk in fridges was in very poor condition. This does not allow adequate cleaning and can also be a trip hazard. Renew or repair the floor covering and leave in a sound easy to clean condition.

Act within 2 weeks

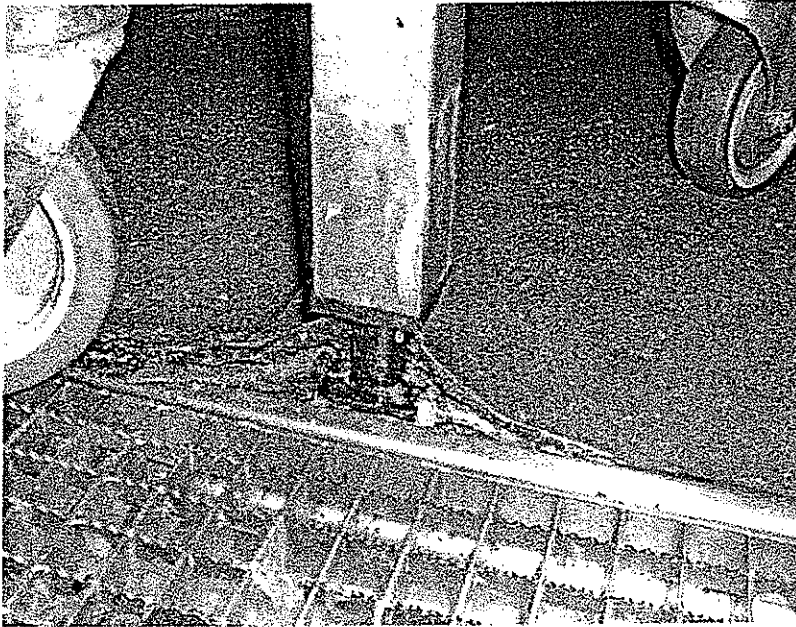
Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(a)



The floor covering throughout the kitchen areas and walk in fridges was in very poor condition. This does not allow adequate cleaning and can also be a trip hazard. Renew or repair the floor covering and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(a)

Act within 2 weeks



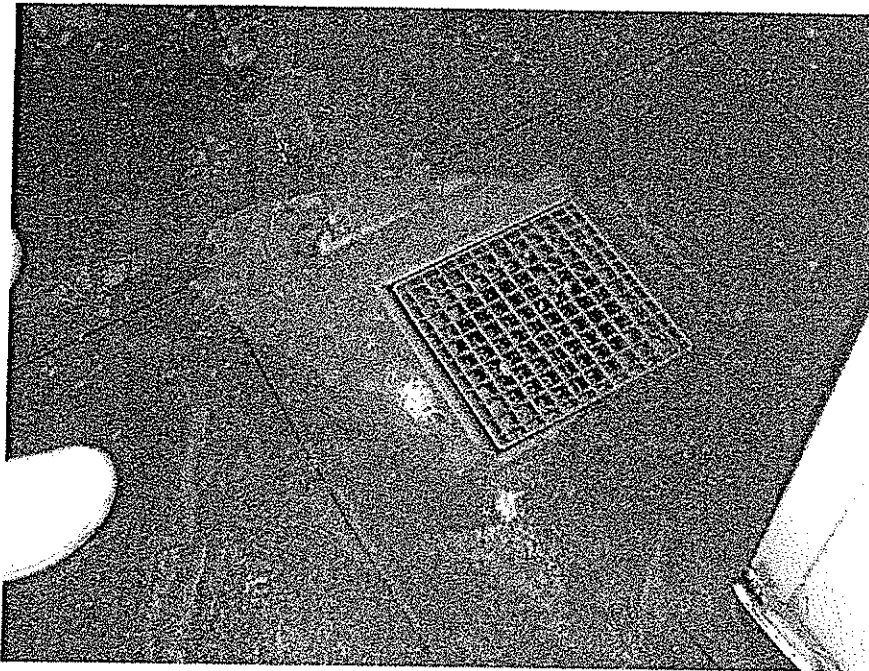
The floor covering throughout the kitchen areas and walk in fridges was in very poor condition. This does not allow adequate cleaning and can also be a trip hazard. Renew or repair the floor covering and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(a)
Act within 2 weeks



The floor covering throughout the kitchen areas and walk in fridges was in very poor condition. This does not allow adequate cleaning and can also be a trip hazard. Renew or repair the floor covering and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(a)
Act within 2 weeks



4. Dirty flooring.

The walk-in chiller floor covering in the kitchen was very dirty especially at floor/wall junctions and behind or below equipment. Thoroughly clean the floor and maintain in a clean condition.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

Act immediately



The walk-in chiller floor covering in the kitchen was very dirty especially at floor/wall junctions and behind or below equipment. Thoroughly clean the floor and maintain in a clean condition.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

Act immediately

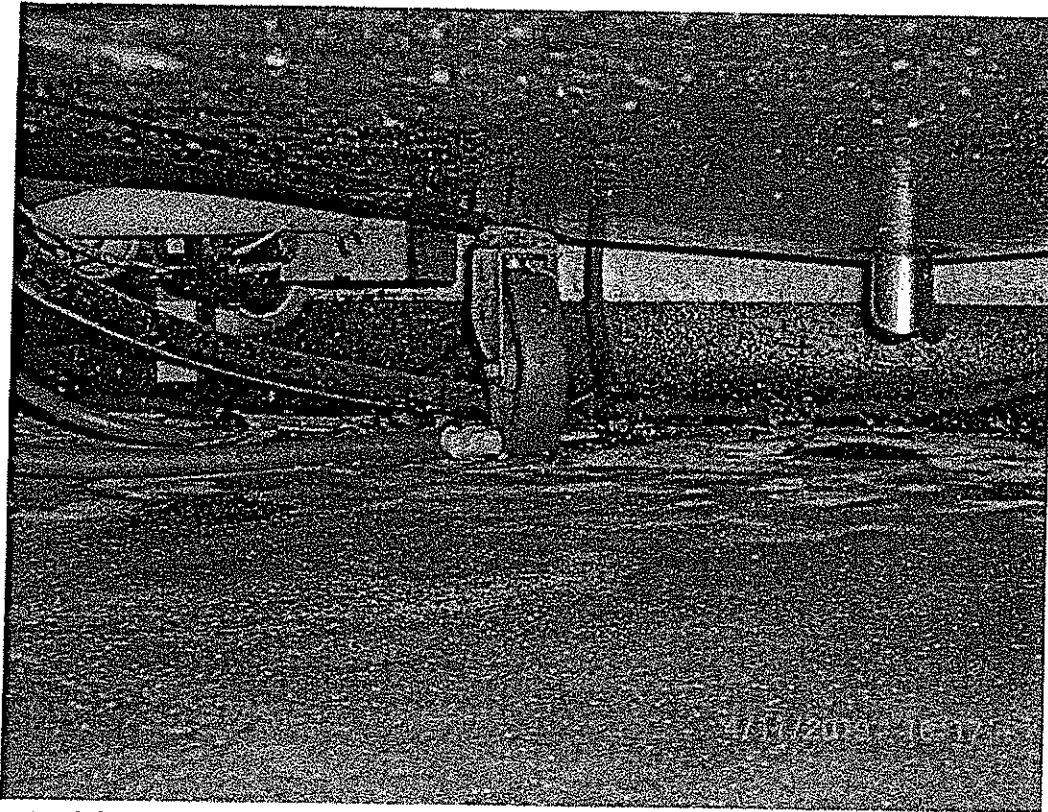


The walk-in chiller floor covering in the kitchen was very dirty especially at floor/wall junctions and behind or below equipment. Thoroughly clean the floor and maintain in a clean condition.
(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)
Act immediately



The floor covering in the kitchen was very dirty especially at floor/wall junctions and behind or below equipment. The layout, design, construction and siting and size of the food premises are to be in such way as to permit adequate maintenance, cleaning and disinfection. It is not an excuse to say that you cannot move the equipment to clean hard to reach surfaces. You must ensure that these areas are thoroughly clean and maintained in a clean condition.
(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

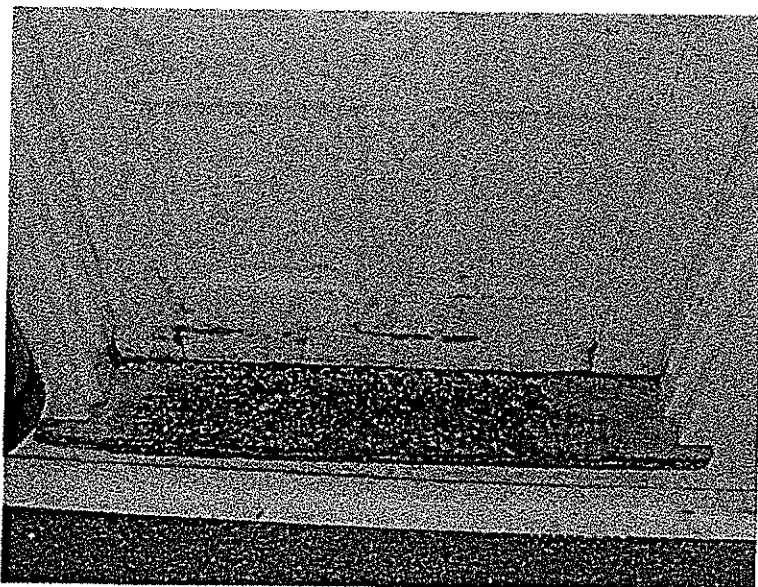
(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(d).)
Act immediately



5. Dirty doors.

The door and step by your walk-in chiller was very dirty. Although this is a communal area as advised by you, you must keep it clean as it is within your food premises. This must be thoroughly washed down, repainted and maintained in clean condition.

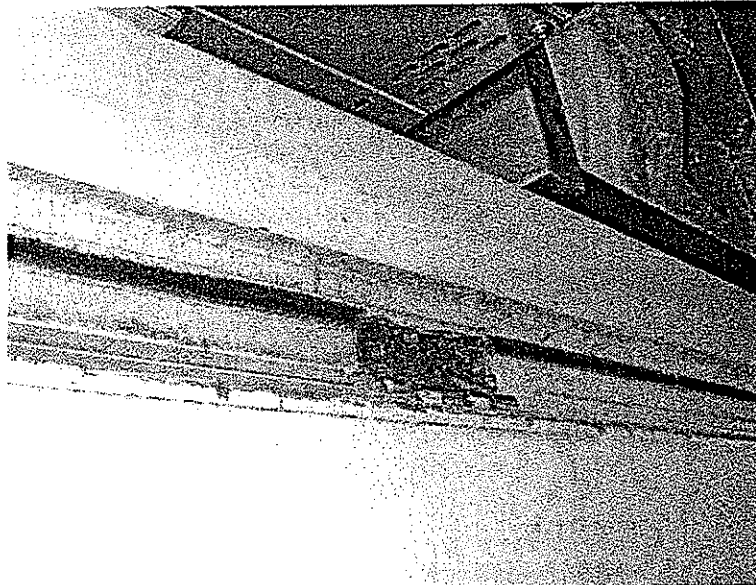
Regulation (EC) No 852/2004 Annex II Chapter I Para 1
Act immediately



The door in the kitchen leading to the meat room was very dirty. The door should be thoroughly washed down and maintained in clean condition.

Regulation (EC) No 852/2004 Annex II Chapter I Para 1

Act immediately



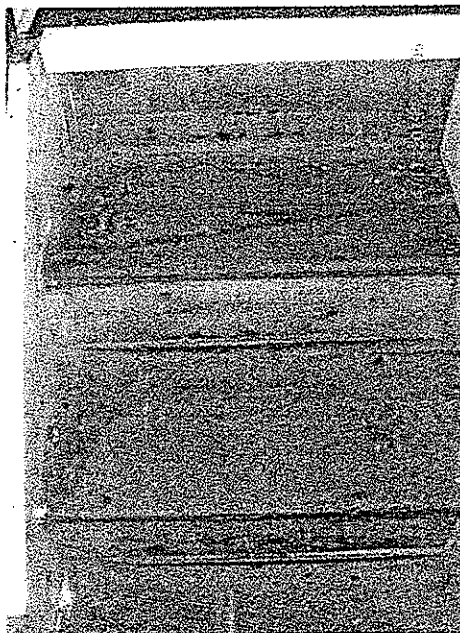
- 6. Staircase leading to the dry store room dirty and made of unsuitable material to allow effective cleaning.**

The staircase leading to the dry store room adjacent to the main kitchen was very dirty. Thoroughly clean the floor and maintain in a clean condition.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

(Regulation (EC) No 852/2004 Annex II Chapter I Para 2a)

Act within 2 weeks

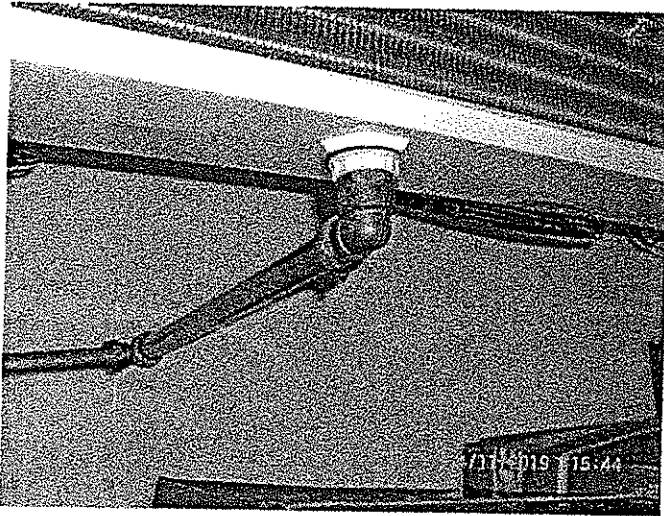


7. Damaged equipment.

The walk-in chiller motor pipe is leaking and may contaminate food. Repair or replace it to minimise the risk of contamination.

Regulation (EC) No 852/2004 Annex II Chapter V Para 1(c)

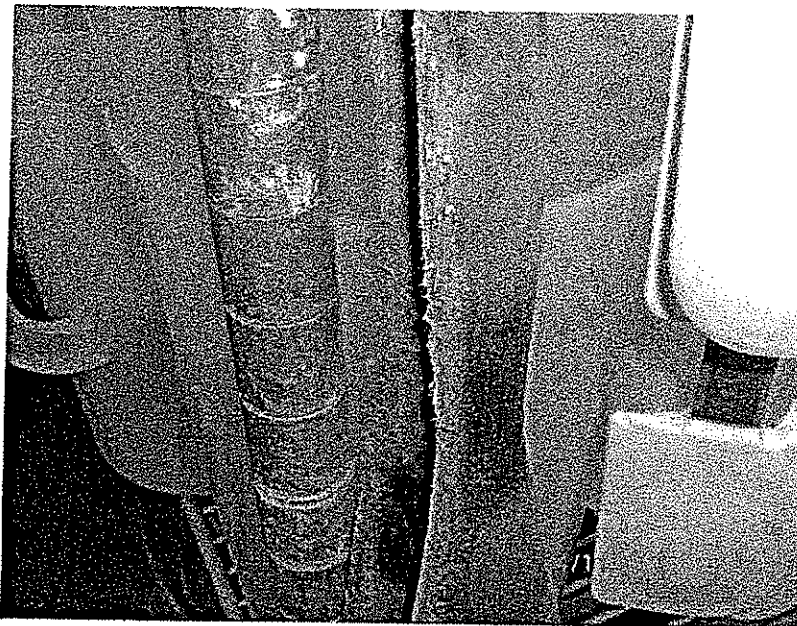
Act within 1 week



8. The wooden spatulas in the kitchen are inappropriate for use with high risk foods. Replace them and any other damaged or wooden equipment to minimise any risk of contamination of food.

(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(b).)

Act immediately

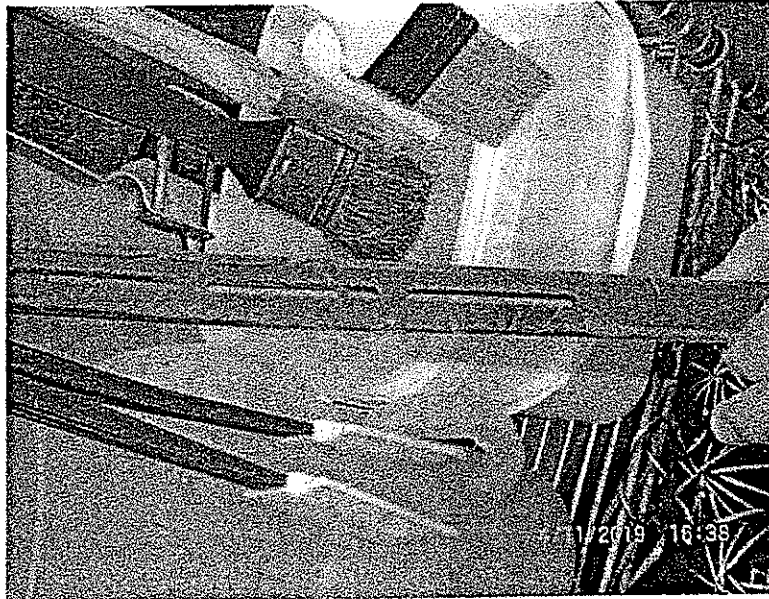


9. The plastic spatulas in the kitchen were in poor condition and plastic bits were falling off. You must ensure that equipment in poor condition is removed from the kitchen to prevent

contamination of high risk foods. Replace them and ensure you effectively implement a maintenance procedure as part of your HACCP based system.

(Regulation (EC) No 853/2004 Annex II Chapter V Para 1(b).)

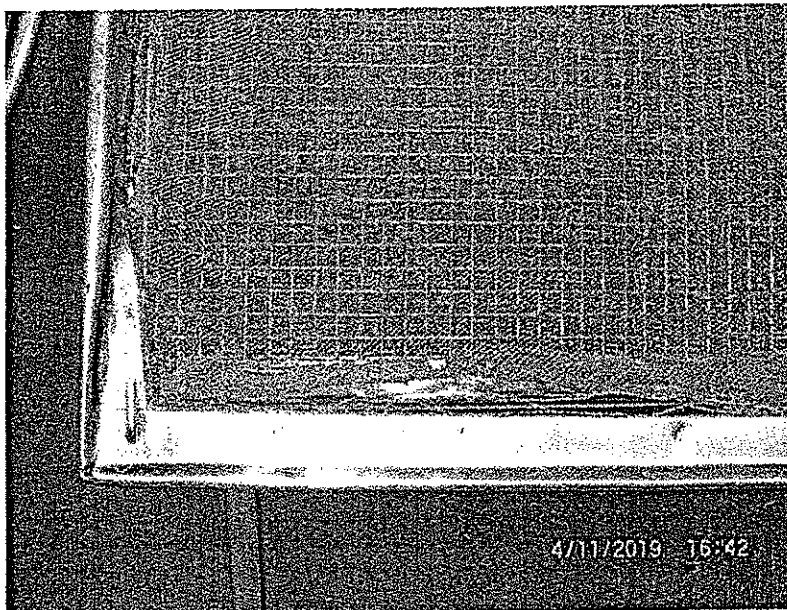
Act immediately



10. The metal oil strainer/cleaner in the kitchen was badly damaged. This can cause physical contamination of food and must not be used. Thoroughly check all of your equipment with a view to remove and repair all damaged equipment that can pose a risk of food contamination. Effectively implement a maintenance procedure as part of your HACCP based system.

(Regulation (EC) No 853/2004 Annex II Chapter V Para 1(b).)

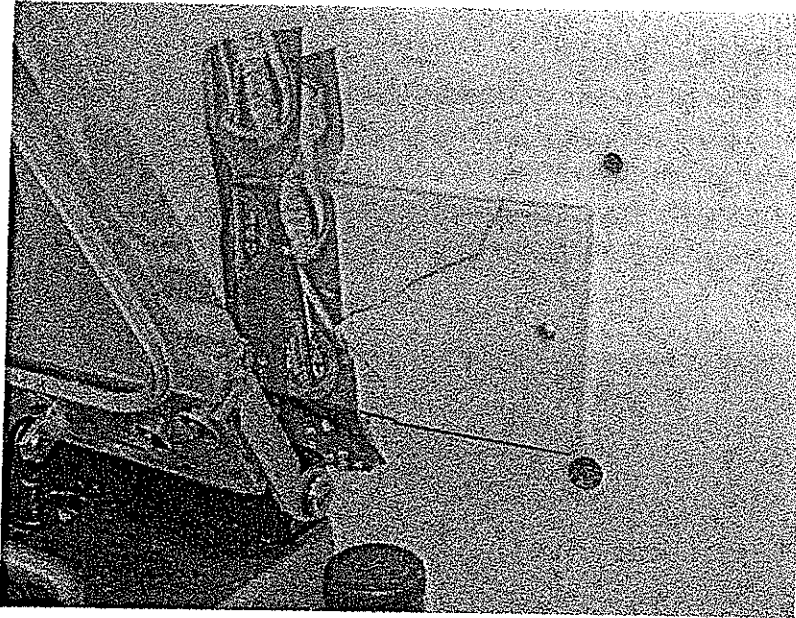
Act immediately



11. The socket cover is broken and cannot be cleaned and disinfected and may pose a risk of physical contamination of food. Repair it and maintain it clean and in good condition.

(Regulation (EC) No 852/2004 Annex II Chapter 1 Para 1)

Act within 1 week



12. The wash hand basin was in poor repair and had a missing bolt. Ensure that this is repaired and maintained as this can also cause physical contamination of foods.

(Regulation (EC) No 852/2004 Annex II Chapter 1 Para 1)

Act within 1 week



- 13.** There was no soap or hygienic hand drying facilities (for example paper towels) at the staff toilet wash hand basin. Wash hand basins must be provided with soap and hygienic hand drying facilities at all times.

(Regulation (EC) No 852/2004 Annex II Chapter I Para.4)

Act immediately

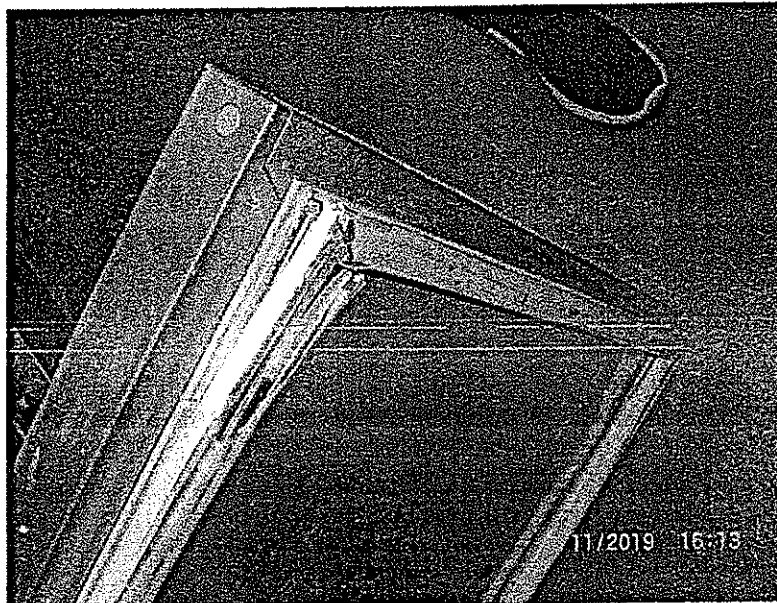
14. Damaged & dirty equipment.

The door seals of the refrigerator in the main kitchen area were badly damaged and filthy. You must repair them and thoroughly clean the door seals. Although you are not using it as a refrigerator, this is still kitchen equipment and can cause contamination of food.

Regulation (EC) No 852/2004 Annex II Chapter 1 Para 1).

Regulation (EC) No 852/2004 Annex II Chapter V Para 1b)

Act immediately

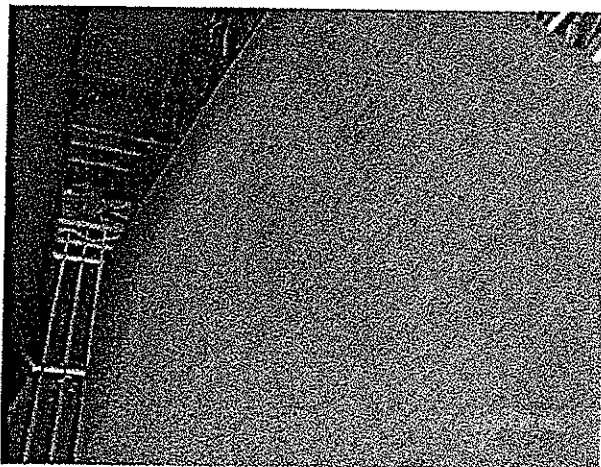




The condition of the blue chopping board in the kitchen has deteriorated and can no longer be thoroughly cleaned/disinfected. Do not use the chopping board and remove it from the premises. Ensure that you check all other chopping boards and replace them if necessary.

Regulation (EC) No 852/2004 Annex II Chapter V Para 1(c)

Act immediately



15. Dirty equipment.

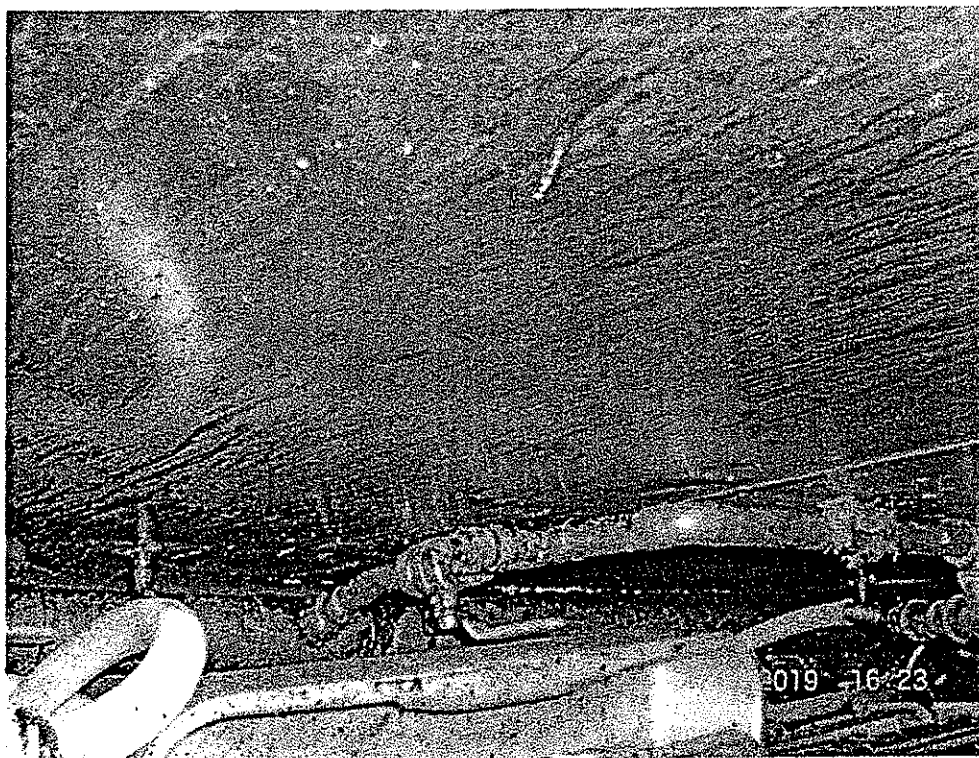
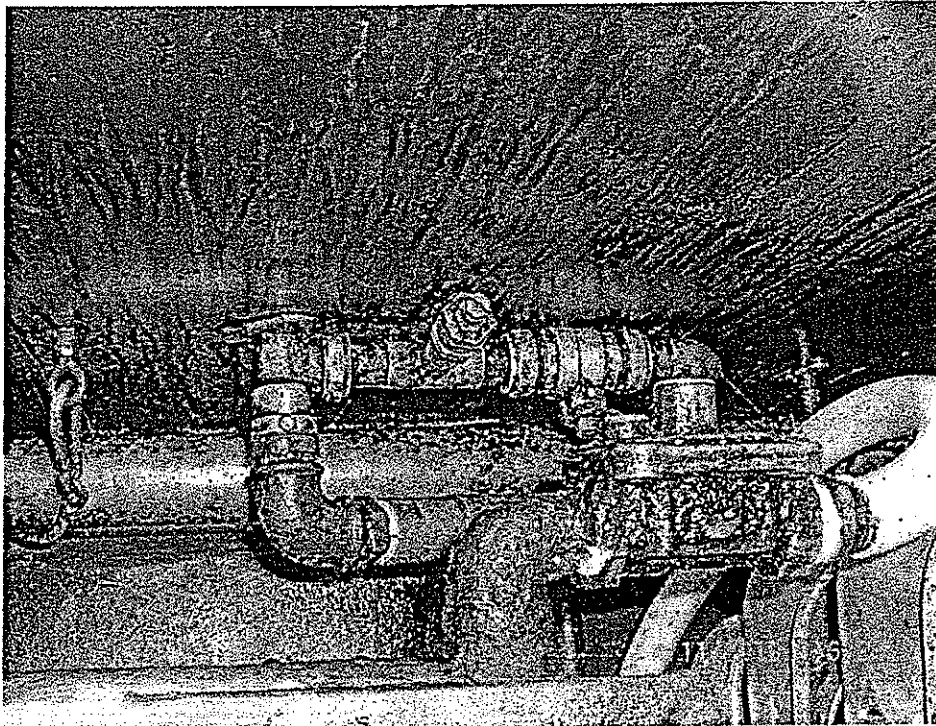
The cooking range equipment and pipework behind is fixed in position and the surrounding area cannot be adequately cleaned. Equipment must be installed in such a manner as to

allow adequate cleaning of the equipment and premises and the surrounding areas. Carry out work to allow equipment and all the surrounding area to be cleaned.

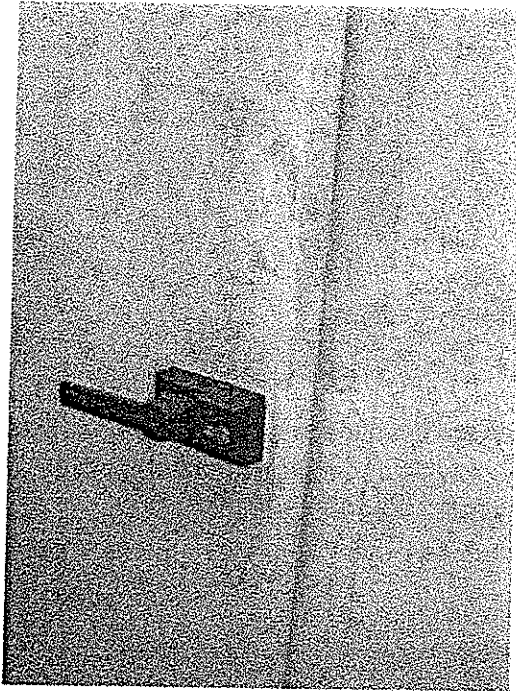
(Regulation (EC) No 852/2004 Annex II Chapter 1 Para 1.)

(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(d).)

Act immediately

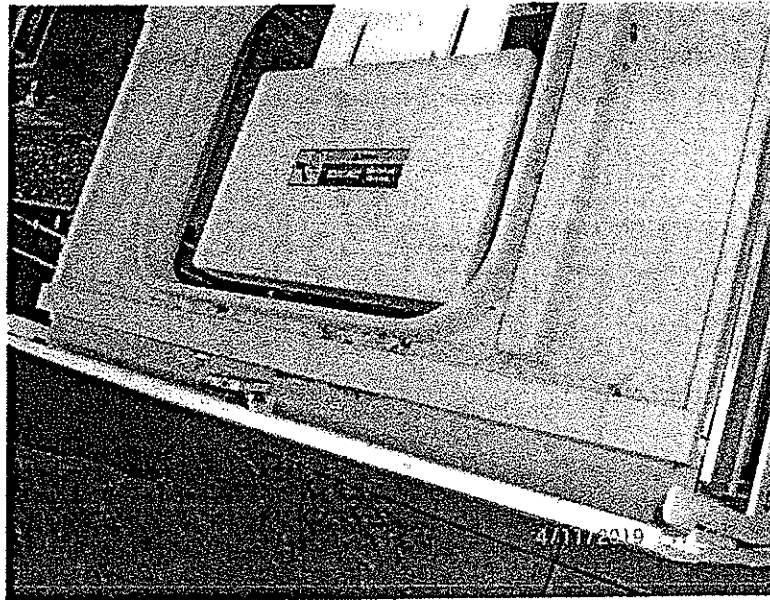


The fridge door and handles were filthy. Thoroughly clean the fridges and handles as these are food and hand contact equipment to minimise any risk of contamination of food
(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).)
Act immediately



16. Dirty equipment.

The packaging machines behind the counter in the front shop area were very dirty with food debris. Thoroughly clean these machines to minimise any risk of contamination of food.
(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).)
Act immediately



The plastic trolleys in the walk-in chiller in the kitchen were very dirty. Thoroughly clean and disinfect the equipment to minimise any risk of contamination of food.
(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).)

Act immediately



The plastic trolleys in the walk-in chiller in the kitchen were very dirty. Thoroughly clean and disinfect the equipment to minimise any risk of contamination of food. You must ensure that you fully implement your HACCP based system and prerequisites to ensure that maintenance and cleaning standards improve in the premises.
(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).)

Act immediately



The side of the fridge used to store dry ingredients in the kitchen was very dirty. Thoroughly clean and disinfect the equipment to minimise any risk of contamination of food. You must ensure that you fully implement your HACCP based system and prerequisites to ensure that maintenance and cleaning standards improve in the premises.

(Regulation (EC) No 853/2004 Annex II Chapter V Para 1(a).)

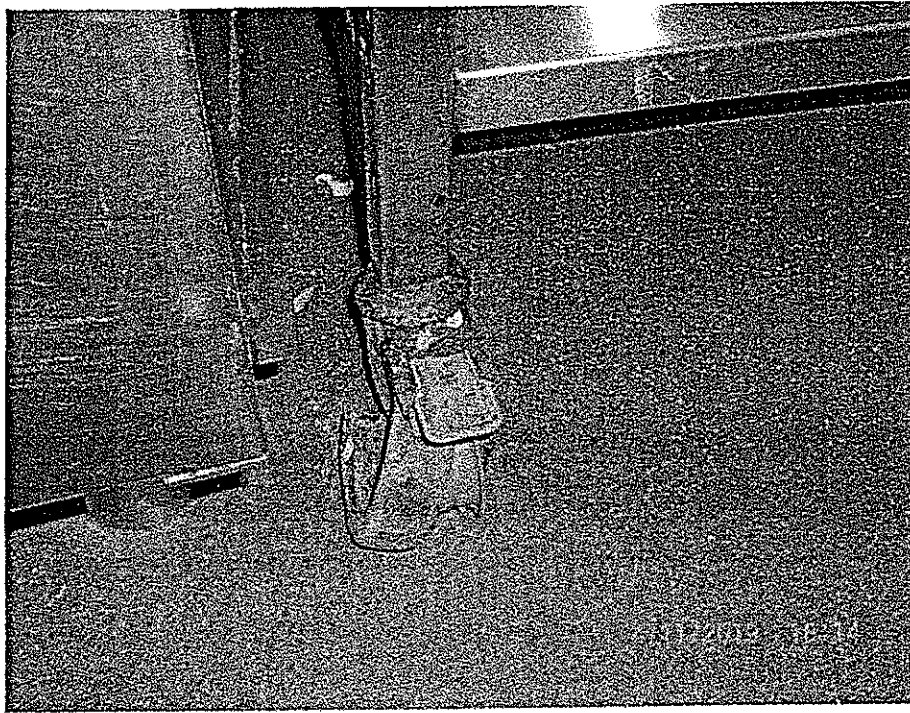
Act immediately



17. Dirty & damaged equipment.

The wheels of the equipment in the main kitchen area was in poor condition and cannot be effectively cleaned. This may pose a risk of food contamination

Act within 2 weeks



18. Dirty Equipment.

The extractor fan/canopy/filters in the kitchen were in a dirty and greasy condition. They must be thoroughly cleaned at more frequent intervals and maintained in a clean condition. *(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)*

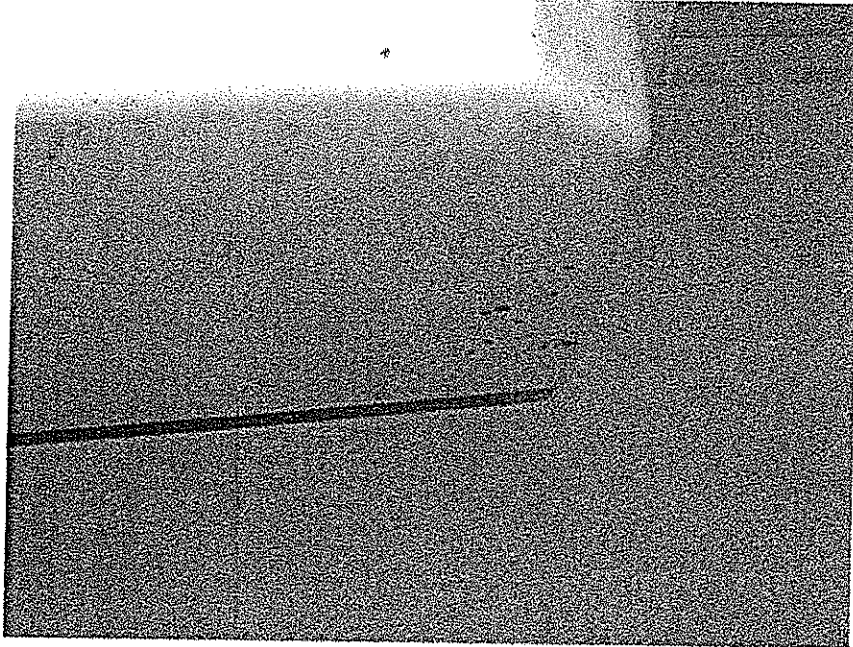
Act immediately



19. Mould growth on equipment.

The ceiling of the walk-in chiller in the kitchen was not clean and had mould growth. Thoroughly clean the chiller to minimise any risk of contamination of food
(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).)

Act immediately



20. Unsuitable equipment.

The condition of the wooden covering material in the dry storage room has deteriorated and can no longer be thoroughly cleaned and disinfected. You must remove it and replace it with a suitable easy to clean and disinfect materials. Wooden material are not suitable for cleaning and disinfection. All fittings and equipment must be kept in good order, repair and condition to minimise the risk of contamination.

Regulation (EC) No 852/2004 Annex II Chapter V Para 1(b) & (c).

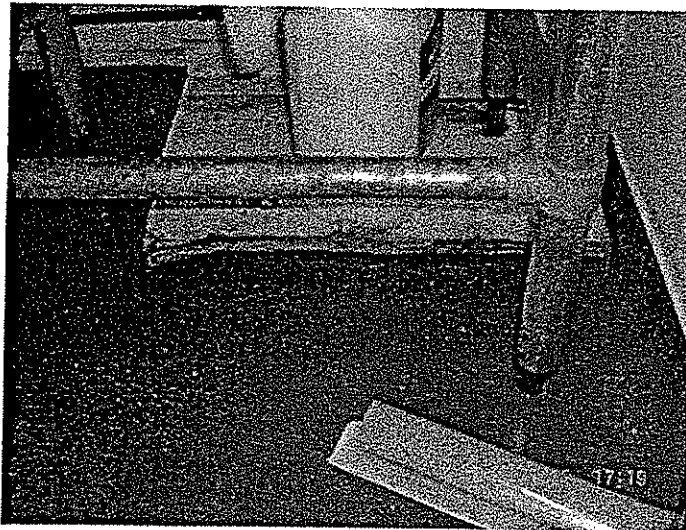
Act within 2 weeks



21. The wooden work surfaces in the meat prep room were dirty and was not easy to keep clean or disinfect. The surface should be repaired or renewed with smooth, washable and non-toxic materials. Unsealed wood is not suitable as it absorbs moisture and mould and bacterial growth and cannot be easily cleaned and disinfected.

(Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(f).

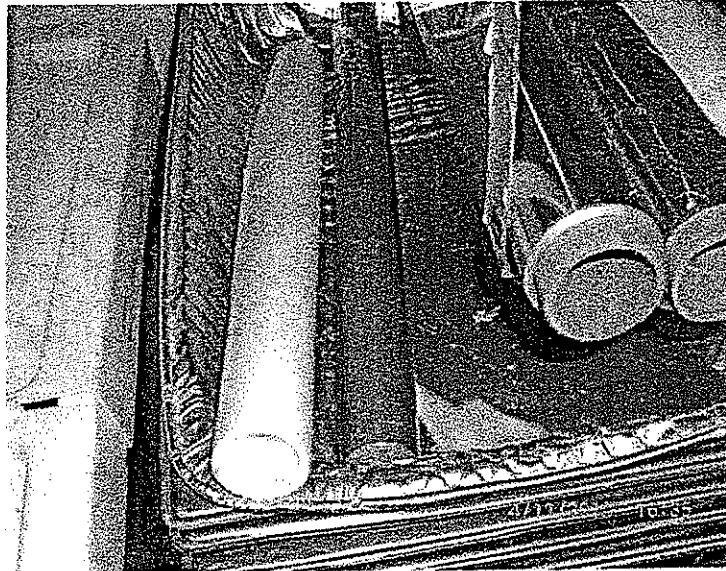
Act within 2 weeks



22. Wrapping materials.

Material, i.e. cling film and other wrapping materials, used for wrapping and packaging are not to be a source of contamination. You must store them in a clean place free from contamination.

(Regulation (EC) No 852/2004 Annex II Chapter X Para 1&2).



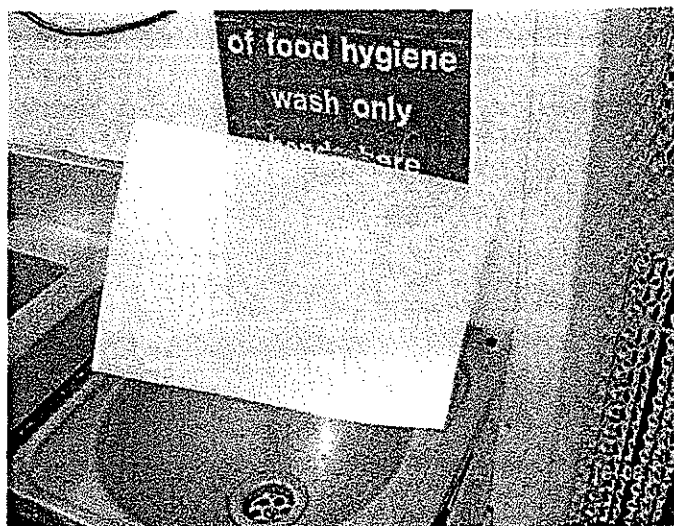
Act within immediately

23. Damaged wash hand basin.

The wash hand basin in the main kitchen was damaged. You must ensure this is fixed immediately as there must be an adequate provision of workable wash hand basins for the type and size of your food business.

(Regulation (EC) No 852/2004 Annex II Chapter 1 Para 1.)

Act within 2 weeks

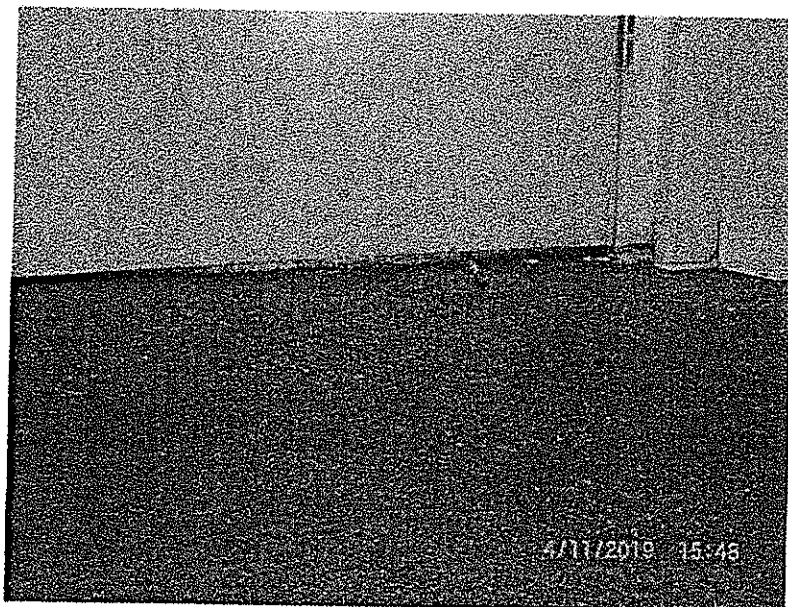


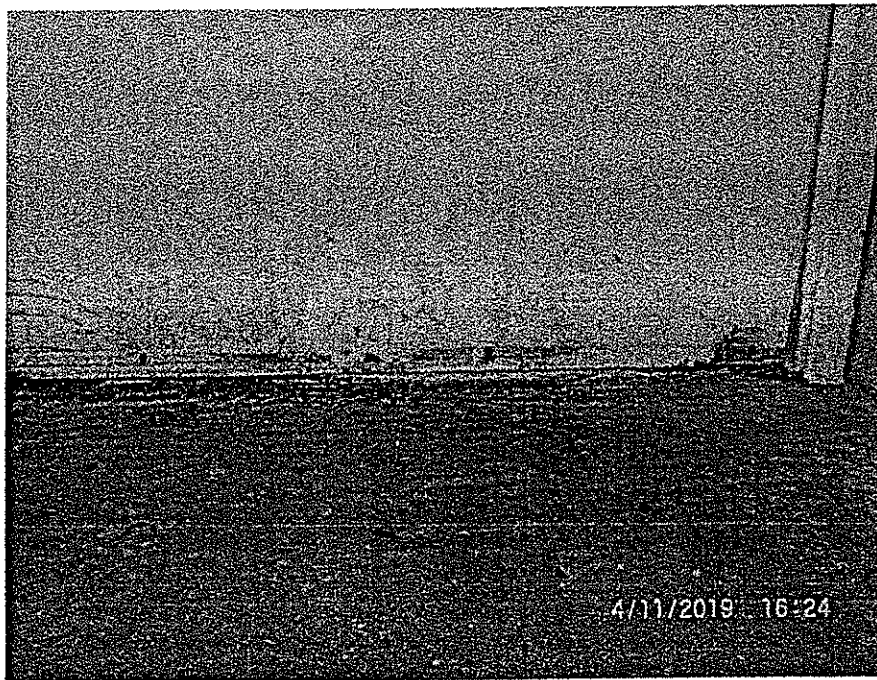
24. Pest proofing issues.

Any gaps and holes to external doors, windows, pipes, drains etc. must be filled or covered with a solid, durable material to minimise pest entry points into food preparation and storage areas. The doors in the kitchen were ill fitted and had large gaps to the external environment allowing pest access to the premises.

(Regulation (EC) No 852/2004 Annex II Chapter IX para 4.)

Act within 2 weeks





CONFIDENCE IN MANAGEMENT/CONTROL PROCEDURES:

1. Food Safety Management System

There a lack of implementation of established food safety management system pre-requisites such as:

- Inadequate food storage, food (vegetables) left on the floor in contact with dirty floor surface;
- There was a lack of implementation of cleaning/disinfection of the premises and equipment;

- There is a lack of adequate implementation of maintenance of premises and equipment;
- The pest control proofing arrangements are inadequate. The doors in the kitchen have wide gaps to external areas posing a risk of pest access and infestation;

Action to be taken immediately

2. Poor standard of compliance and confidence in management.

A previous inspection undertaken by my colleague Anjana Pahwa on 6th November 2018 highlighted various issues and these were observed by me again during my inspection. These are:

- Poor standards of cleaning under and behind the cooking range;
- Greasy and dirty canopy;
- Poor pest proofing issues, all doors to the external environment had wide gaps which can lead to pest access.
- Lack of hand wash soap and drying facilities in one of your staff W.C;
- The wooden shelving in the dry store room was exposed and the covering was damaged and cannot be adequately cleaned and disinfected and can also pose a risk of physical contamination from damaged/chipped plastic covering.

Please bear in mind that if these things are not addressed as advised further formal action may be taken to ensure these are addressed. This also impacts your food safety hygiene score as confidence in management will be low due to recurring issues and lack of progress to rectify previous breaches.

RECOMMENDATIONS

1. During the inspection, it was clear that the cleaning and disinfection of equipment was not being done effectively. Due to the high volume of ready to eat high-risk foods produced by you, I strongly recommend you obtain a dishwasher to ensure that equipment and utensils in direct contact with food is adequately washed and disinfected (setting >82 degrees). This is a good investment for the prevention of bacterial contamination from dirty equipment, particularly listeria monocytogenes.
2. Staff need refresher training as last given was in 2016, to be in line with your policy. I strongly recommend you provide training for staff as soon as possible or within 4 weeks to bring them up to date with current food hygiene practices and regulations.

HEALTH AND SAFETY**Contraventions:**

1. During the inspection, I noted that there was a wire across the staff route in the dry store room adjacent to the kitchen. This can cause falls on the level due to trips on wires and cables. Ensure that you provide rectify this to prevent trips and injury to staff.

(Health and Safety at Work etc. Act 1974, s1)

(The Workplace (Health, Safety and Welfare) Regulations 1992 reg.12)



2. During the inspection, I noted that your walk-in freezer had a leak and was causing ice buildup on the floor. This can cause slips to staff due to slippery floor surfaces. Ensure this is defrosted, cleaned and if necessary provide an anti-slip mat.

(Health and Safety at Work etc. Act 1974, s1)

(The Workplace (Health, Safety and Welfare) Regulations 1992 reg.12)