



North Tyneside Council

Working in partnership with

**CAPITA**

Public Protection Services  
Environmental Health  
Quadrant East – 1st Floor  
The Silverlink North  
Cobalt Business Park  
North Tyneside  
NE27 0BY  
[www.northtyneside.gov.uk](http://www.northtyneside.gov.uk)

The Secretary/Director(s)  
GMFP Ltd  
Casa Antonio  
Front Street  
Benton  
Newcastle upon Tyne  
NE12 8AE

Our Ref: KS/14/00084/FOOD

Date: 6<sup>th</sup> August 2019

This matter is being dealt with by: Karen Sargent

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FAO [REDACTED]

**Food Safety Act 1990**

**Food Safety and Hygiene (England) Regulations 2013**

**Regulation (EC) No 853/2004 Hygiene of Foodstuffs**

**Food Information Regulations 2014**

**RE: Casa Antonio, Front Street, Benton, Newcastle upon Tyne, NE12 8AE**

I refer to my visit to the above premises on 6<sup>th</sup> August 2019. Matters arising from my inspection were discussed with [REDACTED] chef, at the time of visit. The attached schedules detail works that require your attention. The visit was also to investigate a complaint received by this office on 29<sup>th</sup> July 2019 regarding poor cleanliness and flies in the customer area of the restaurant.

This letter also contains important information regarding the food hygiene rating for your business that will be published on the Food Standards Agency National Food Hygiene Rating website.

Schedule A details the work needed to comply with the law. This work or work considered equally effective must be completed within 28 days unless otherwise specified in the schedule. Failure to comply with the requirements of Part A may result in further action by this Department to secure compliance.

Schedule B lists those matters which, though not legally required, are considered to be good working practice. You should view these recommendations as important guidance for developing safe, hygienic practices.

My next routine inspection of your premises will happen in approximately 12 months. However I intend to revisit the premises to verify that matters detailed in Schedule A have been completed.

The food hygiene rating for your business that will be published on the FSA National Food Hygiene Rating website ([food.gov.uk/ratings](http://food.gov.uk/ratings)) has been calculated from the risk assessment scores applied by the inspecting officer as set out below:

Criteria assessed	Officer risk score (Food Law Code of Practice)
Compliance with food hygiene and safety procedures	10
Compliance with structural requirements	20
Confidence in management/control procedures	20
<b>Total</b>	<b>50</b>
<b>FOOD HYGIENE RATING</b>	<b>1</b>

Rating	Descriptor	Officer Risk Score	Additional Scoring Factor
5	Very Good	0-15	No score greater than 5
4	Good	10-20	No score greater than 10
3	Generally Satisfactory	25-30	No score greater than 10
2	Improvement Required	35-40	No score greater than 15
1	Major Improvement Necessary	45-50	No score greater than 20
0	Urgent Improvement Necessary	>50	

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. Tampering with or misusing stickers with the intention to mislead the public or misrepresent the food business could also contravene trading standards law.

Your rating will also be published on the Food Standards Agency's website at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) between two and four weeks from receiving this letter.

## 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, Colin Smith, using the address at the head of this letter, 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.

More information about these safeguards and the template forms for lodging an appeal, 'right to reply' or requesting a revisit can be found on the FSA's website at: <http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf>

Should you wish to discuss this letter or need any further information or advice, please contact me on the above telephone number.

Please note that, subject to the General Data Protection Regulation 2018, details of inspections may be divulged to members of the public under the Freedom of Information Act 2000.

Yours sincerely

Karen Sargent  
Food Safety Officer  
Environmental Health

## SCHEDULE A – LEGAL REQUIREMENTS

### Confidence in management/control procedures:

1. I was disappointed to find that you did not have your Safer Food pack on the premises and that staff were unaware of it. In addition, it was apparent that opening and closing checks were not being carried out, and that there did not appear to be a working cleaning schedule in operation.

The food safety management controls which were noted to not be in place at the time of my visit were:

- Improvements were needed to hand washing facilities
- Areas of the food premises and items of equipment were not kept clean
- Adequate measures were not in place to prevent contamination by pests
- Cross contamination risks were not being controlled

Once these in place, you must check these controls routinely, and take any action that is necessary to make certain they are maintained.

2. You did not have allergen information for your menu and there was no consistent verifiable procedure in place to deal with allergen requests by consumers. I suggest you complete the allergen matrix chart available on <http://www.food.gov.uk/business-industry/allergy-guide/allergen-resources>

You must **never guess** when someone asks if a meal contains an allergenic ingredient as it could be fatal to the consumer. You need to sign post where this information can be accessed i.e. poster, chalk board and menu in order to advise customers to ask a member of staff for allergen information before ordering food.

The Food Standards Agency has produced online allergy training module that can be accessed by you and your staff in order to improve everyone's knowledge. The training program can be accessed via the website link below and I would suggest you document the staff members that have undertaken the training; <http://allergytraining.food.gov.uk/english/>

Advice was given during the visit, however please contact me should you need further information, or visit

### Compliance with food hygiene and safety procedures:

3. It was noted that you carve beef to order on a Sunday, which would involve excessive handling and bringing the whole joint in and out of the chiller numerous times. I suggest that you carve the joint and keep the sliced meat in the fridge or heat and hot hold to limit the times out of temperature control and minimise handling.

4. Flies were noted in the kitchen and although you had two electronic fly killers, only one was switched on, and the kitchen windows were left open (both front windows and dish washing area). You must prevent flies and other pests from entering your kitchen and you should either keep the windows closed or install insect screening. The flies killers should also be cleaned and serviced as necessary and kept switched on.
5. Your staff were re-using tubs for raw and cooked food storage. There were several issues with the re-used tubs:-
  - Old labels were not removed on washing so some had multiple dates on
  - Tubs were not drained after washing and they were being stacked upright with pooled water inside
  - You did not have separate/designated raw and ready to eat food tubs.

Ensure staff wash the tubs correctly, removing old labels and date coding stickers, drain properly and store upside down to prevent water pooling inside. You should also designate separate tubs for raw and ready to eat foods to prevent cross contamination from raw to cooked/ready to eat foods.

6. The wash hand basin had an empty wine box liner and several dirty spoons inside it. Ensure the wash hand basin is free from obstruction and hands are washed regularly. No hand washing was seen during my visit.
7. Raw mince was placed in a bag on the bench and then later placed into a container. The bench should have been cleaned and disinfected once the raw meat bag had been moved before a ready to eat ice cream dish was placed in the same spot.
8. There was evidence of smoking at the bottom of the stairs in the cellar. Smoking is prohibited in a workplace. Ensure staff smoke outside or in a designated smoking shelter.
9. Pizza dough was being stored in a black bin bag. Regular bin bags are not food grade. Use food grade bags or containers to store pizza dough.

#### **Compliance with structural requirements:**

10. The following items of equipment were dirty:
  - Slicer had dried/old food debris adhered to it
  - The chipboard 'Order board' was coated in dirt and grease – it should be removed from the premise immediately
  - The microwave ovens – interior and exterior surfaces
  - The ovens – interior and exterior surfaces
  - The Yorkshire pudding tins were thick with grease and carbon build up
  - The sauce and shakers in the dessert area were dirty
  - The food tubs had been through the dishwasher but were stacked with pooling water inside them as they had not been drained – in addition date stickers had not been routinely removed and some tubs had multiple date stickers on them
  - Probe thermometer was filthy

- Chopping boards were dirty and melted
- Chopping board stand was dirty
- Potato peelers were hung up dirty – had not been cleaned
- Weighing scale was dirty
- Bin and bin handles were dirty
- Bain marie lids/tops were grubby
- Fridges and freezers were dirty – both inner and exterior surfaces

Clean the above items, disinfecting where necessary, and maintain in a clean condition.

11. A thorough deep clean of the kitchen is needed. Structural cleaning issues noted at the time of my visit were: -

- Walls were grubby
- Shelving was greasy and dirty
- Floor was dirty
- Wash hand basin was dirty
- Extract canopy was in a greasy condition
- Doors, door frames, handles and push pads were dirty
- Seals behind all sinks were dirty and damaged
- Soap dispenser at the wash hand basin was filthy
- Water heater at the wash hand basin, including swing arm was filthy and thick with grease
- Taps were greasy and dirty
- Boxed in skirting area near walk in chiller
- Window frames were dirty
- Motor for walk in chiller was greasy and dirty and the cover was missing exposing wires
- Sockets, plugs, trunking and light switches were dirty

Clean the above items, disinfecting where necessary, and maintain in a clean condition. You should also adopt a 'clean as you polly' as discussed.

12. A thorough deep clean of the cellar area is needed. Cleaning issues noted at the time of my visit were: -

- Potato rumbler and surrounding area was filthy
- Sink unit adjacent to the potato rumbler was filthy
- Hobart mixer used for breadcrumbs was filthy
- No hot water to the sink unit in the cellar – potatoes and breadcrumbs are prepared here
- Area around post mix was dirty with old food n the floor
- Washing machine was splashed and dirty

Clean the above areas and maintain in a clean condition. Until this area has had a deep clean no food should be prepared in the cellar area.

13. The mechanical ventilation system was not being used when cooking of food was in progress. This may lead to high humidity, high room temperatures, cooking fumes and odours and airborne particles. Ensure that the ventilation system is operated at all times when cooking is taking place.

14. The ceiling in the dish washing area was affected by black mould and condensation. Remove the mould and redecorate ensuring the finished surface will prevent the accumulation of dirt and reduce condensation, mould growth and flaking paint.
15. There was no soap at the WC wash hand basin. Wash hand basins must be provided with soap.

**Other legal requirements:**

Allergens – see item 3.

## SCHEDULE B – RECOMMENDATIONS

1. You should devise and implement a cleaning schedule (there is one in the Safer Food Better Business pack), this will help staff have a clear understanding of what to clean, how to clean it, and when.
2. Guide to Chemical Cleaning process:

How to clean and disinfect work surfaces, equipment and utensils:

### Stage 1: General Cleaning Using a Detergent

Chemical cleaning involves the physical removal of visible dirt, food particles and debris from surfaces and equipment that come into contact with food, along with the removal of waste from areas where food processing occurs. The detergents selected for use in each situation must be capable of removing all food debris solids and grease. General cleaning should always be completed by rinsing to ensure thorough removal of all residues from the surface prior to stage 2.

### Stage 2: Disinfection

Disinfectants that have been proven capable of destroying disease-causing bacteria should be applied after general cleaning to reduce microbial contamination to an acceptable level. Disinfection can only be successfully carried out on surfaces that have been thoroughly cleaned to remove grease and dirt, as the effectiveness of disinfection is reduced in the presence of food matter.

Different types of disinfectants require different dilutions and contact times. These are specified and validated by the manufacturer and you must follow the manufacturer's instructions for dilution and contact time to ensure the product is effective. Disinfection should be followed by a final rinse of the surface or equipment with potable water to remove any remaining chemical, unless it is formulated for use without a final rinse.