Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Revolucion De Cuba
Address of food business:	7 - 9 Queen Street Norwich, NR2 4SG
Date of inspection:	03/03/2026
Risk rating reference:	26/00218/FOOD - Rerated
Premises reference:	26/00069/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	None
Records examined:	Food Safety Management System folders
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant bar

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 revised Food Hygiene Re- Rating is 5 – a very good standard



Summary:

Food Hygiene

Food hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

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)**

Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood, properly controlled, managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

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 Previous Food Hygiene Rating was 2 - improvement necessary



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. **(5)**

Contamination risks

Recommendation Serving spoons used for sauces and for portioning items from the saladette had been left in contact with the food item after use. This presents risk of contamination between foods and once handled the utensil should be washed before being used again.

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.

Guidance Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not to be stored in open storage where there is a risk of contamination (i.e. underneath a worktop where raw foods are prepared).

Recommendation Put lids on the containers of dried food to prevent contamination.

Recommendation Empty sacks or large bags of dried foods into lidded containers to reduce spills (remembering to clean containers before re-filling).

Recommendation Regularly check equipment for deterioration. For example, the plastic coating on food tongs splits and cracks over time and risks plastic contaminating food and makes cleaning difficult.

Hand washing

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage, soap and a hygienic way to dry hands.

Recommendation Hand sanitising gels conforming to standard BS EN 1500 can provide additional protection.

Observation I was pleased to see handwashing was generally well managed.

Personal Hygiene

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

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

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- A cooked joint of beef was cooling on a preparation area at room temperature while the inspection was being carried out. Cooked meat that is being cooled for further use as a cold ingredient must be cooled to a refrigeration temperature within 90 minutes in order to prevent risk of multiplication of harmful bacteria.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory, and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

Cleaning of Structure and Equipment

Contravention The following items/areas were dirty and require more frequent and thorough cleaning:

- The tiles to the rear of the wash hand basin were badly stained and the area could not be effectively cleaned as the attachment of the wash hand basin to the wall was not secure wash hand basin
- Walls particularly behind food preparation surfaces
- Mastic joints behind sinks
- Hand contact surfaces such as light switches and handles to doors and fridges
- Floor area around equipment feet
- Covers to bread containers on the dry store shelves

- Rear of the right-hand deep fryer and the contact grill were stained with burnt-grease
- Food debris was found under cooking equipment throughout the kitchen

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

- Wall tiles were broken and/or the join to metal wall cladding was not effectively sealed and hindered effective cleaning
- Unfilled and sealed drill holes in the wall also hindered effective cleaning
- The plastic coating to the handles of frying baskets and food handling tongs were cracked and split
- The exterior panel of the undercounter fridge was badly damaged and could not be effectively cleaned
- The exterior of the upright fridge by the steam oven
- The painted surface of pipes to the rear of a food preparation area were peeling and presented risk of contamination of food being prepared nearby
- The recently painted window frame in the kitchen was of a very rough and uneven finish that could not be effectively cleaned

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. **(5)**

Type of Food Safety Management System Required

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.

Recommendation Recording the temperature at the start and end of the cooling period for joints of meat and chicken that are being cooled to be used for 'pulled meat' fillings to sandwiches would help you to demonstrate that the cooling period is sufficiently short to prevent growth of harmful bacteria.

Proving Your Arrangements are Working Well

Recommendation The condition of structure and equipment in the kitchen indicated in '*2. Structure and cleaning*' above undermines my confidence in the arrangements in your food safety management system to manage the maintenance of the kitchen facilities.

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 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.

Allergens

Legal requirement – Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Observation You have an accurate and comprehensive means of indicating all of the allergen content of the meals on your menu and in the drinks you serve.