

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

|                                  |                                                                                              |
|----------------------------------|----------------------------------------------------------------------------------------------|
| Name of business:                | The Merchant's House                                                                         |
| Address of food business:        | 7 - 9 Fye Bridge Street, NR3 1LJ                                                             |
| Date of inspection:              | 12/06/2026                                                                                   |
| Risk rating reference:           | 26/00459/FOOD                                                                                |
| Premises reference:              | 19/00258/FD_HS                                                                               |
| Type of premises:                | Restaurant or cafe                                                                           |
| Areas inspected:                 | All                                                                                          |
| Records examined:                | Temperature Control Records, SFBB, Pest Control Report                                       |
| Details of samples procured:     | None                                                                                         |
| Summary of action taken:         | Informal                                                                                     |
| General description of business: | Cafe bar - only high risk food baked sausage rolls cooked from frozen and sold while cooling |

### **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. **(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:

- disposable cleaning cloth in prolonged contact with steam wand of coffee machine

**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.

## Hand washing

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

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

**Recommendation** After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

**Observation** I was pleased to see hand washing was 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:

- sausage rolls from the oven were on display cooling at room temperature with no record of temperature profile or length of time they are on display

**Legal Requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C until it is sold or it should be discarded.

**Legal Requirement** If you rely on selling hot food (displayed under 63°C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours is over.

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- the readings in iced water should be between -1°C and 1°C.
- the readings in boiling water should be between 99°C and 101°C.

## **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. **(5)**

### **Cleaning of Structure**

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

- walls in the servery particularly behind food preparation surfaces
- the mastic joints with the wall around the wash up sink

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

- walls where the painted surface is deteriorating
- wooden shelving and cabinet doors in the servery

### **Cleaning of Equipment and Food Contact Surfaces**

**Observation** You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- the trigger spray bottle containing sanitiser was stained and should be kept clean so that the user's hands do not become contaminated while using the sanitiser.

**Observation** I was pleased to see that the premises were generally kept clean.

### **Maintenance**

**Contravention** The following areas and items in the servery had not been suitably maintained and must be repaired or renewed:

- paint work worn or peeling on shelves and cabinets in the servery exposing bare wood
- wall surfaces damaged at the servery
- woodwork damaged
- floor surface was damaged in the servery
- drainage of waste water from the wash-up sink is not working effectively from the sink in the servery.

### **Facilities and Structural provision**

**Observation** Adequate facilities for the nature of the food being served is being provided but the items of disrepair and deterioration must be addressed.

## Pest Control

**Legal Requirement** The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

## **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 date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers.

### Proving Your Arrangements are Working Well

**Contravention** It was noted that in relation to the display of freshly cooked sausage rolls does not comply with the details of your Safer Food Better Business

**Contravention** Your process appears to rely upon a short display time for hot sausage rolls. You should have a physical and or documented system to ensure that the temperature of sausage rolls and the time for which they are being displayed at room temperature is controlled so that bacteria do not have the opportunity to grow to a level that may be harmful to consumers.

**Recommendation** I would strongly recommend that you record the time when high risk food (such as sausage rolls) is taken.

## Traceability

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

## Infection Control / Sickness / Exclusion Policy

**Guidance** UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

#### Waste Food and other Refuse

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

#### Training

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

**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

**Recommendation** I would advise that along with the notice asking customer to inform you about their food intolerances and allergies you provide a written notice or display informing customers that traces of allergens cannot be guaranteed to be excluded because the food is prepared by hand in a small kitchen.