

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Aroma Norwich
Address of food business:	3-5 Upper King Street, Norwich, NR3 1RL
Date of Inspection:	20 October 2014
Risk Rating Reference	14/00638/FOOD
Inspection Reference	EH14/35821
Type of Premises:	Restaurant/Cafe/Canteen
Areas Inspected:	All
Records Examined:	Safer Food Better Business (SFBB)
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following 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.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

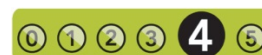
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your new Food Hygiene Rating:

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		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 4 – a good standard



This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

General description of the business: Daytime Cafe and evening Bar .

Food Hygiene

Summary:

Food hygiene standards are generally satisfactory and being maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Contamination Risks

1. I recommend that (Recommendation):

- Any brushes potentially to use for cleaning are not kept in the utensil container.
- Wooden blocks are not recommended in the food area as they are difficult to keep clean.

Hand-washing

2. The wash hand basin to the upper bar was not easily accessible ,however, no food handling is taking place except cutting fruit for drinks. (Information)

3. I recommend that you look at your 'hand washing' techniques. Whilst I appreciate that you do not handle 'raw' foods and you usually have two food handlers, there is potential to cross over jobs and end up handling eg money and contaminate your hands. I would recommend that you provide anti-bacterial soap and wash your hands and not rely on 'hand gel' to ensure safe handling. (Recommendation):

Temperature Control

4. The following matters exposed food to the risk of bacterial growth or survival (Contravention):

- The air temperature between sandwiches in the display cabinet was 10.3⁰C (unit readout 3.5 - 5.3⁰C). Foods stored in this fridge are high risk and will support the growth of food poisoning bacteria and/or their toxins. Your fridge must operate at a temperature which will keep high risk foods at/or below 8⁰C. You must either adjust or service the refrigerator. As discussed, the food can be kept for sale for up to 4 hours if the temperature of the food is above 8⁰C.

(I would recommend that you use alternative equipment such as an probe thermometer to measure both air and food temperatures)

Structure and Cleaning

Summary:

The structure, facilities, 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 satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning

5. I was pleased to see that the sanitiser you use is British Standard and although it does not state a 'contact time' you are leaving it for 5 mins. **(Observation)**
6. It was noted that the floorboards throughout the customer area was bar scaffolding and not easy to clean. All food preparation and serving areas were suitably covered. **(Information)**

Maintenance

7. The following items/areas had not been maintained in good repair and condition **(Contravention)**:
 - Suitably seal edge to wash hand basin surround to upper stairs bar.

Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

8. The following management sections in your SFBB pack / documented food safety management system were either missing or incomplete. **(Contravention)**:
 - Staff training records.
 - Suppliers (more details of address).
 - Start using diary.
9. I recommend that you check your 'safe method' and do not include anything you do not undertake eg freezer section. **(Recommendation)**

Allergies

10. New legislation requires food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website:
www.norfolk.gov.uk/abc
(Information)