

Public Protection (food & safety) Food Premises Inspection Report

Name of Business:	Cosmo
Address of food business:	25 London Street, Norwich, NR2 1JE
Date of Inspection:	21 September 2015
Risk Rating Reference	15/00544/FOOD
Inspection Reference	EH15/30249
Type of Premises:	Restaurant
Areas Inspected:	All
Records Examined:	FSMS
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 5 – a very 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

Restaurant providing buffet style meals form around the world to the local community

Food Hygiene

Summary:

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. **(Score 5)**

Contamination Risks

1. 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 **(Contravention):**
 - Foods, ie cooked meats, were being stored in open used mushroom crates in the walk-in fridge and freezer. Provide plastic containers with lids designed for food storage so they can be easily cleaned.
2. I was pleased to see that you have dedicated areas for raw meats. **(Observation)**

Hand-washing

3. I was pleased to see that there was hot water, soap and hygienic hand drying facilities at all the wash hand basins throughout the premises. **(Observation):**

Personal Hygiene

4. I was pleased to see that all staff were wearing clean protective overclothing and hats. **(Observation)**

Temperature Control

5. I was pleased to see that all fridges and freezers were running at correct temperatures and were recorded in your food safety management system. **(Observation)**
6. I would, however, recommend that fridge temperatures are kept between 0 and 5°C. **(Information / Recommendation)**

Practices

7. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation):**
 - A open container of peperoni grigliati dated 'best before' 16.9.15 was seen in the walk-in fridge. The 'best before date' is the date until which the manufacturer guarantees the quality of that product. I recommend you do not use food that is

beyond the 'best before date' and you check your stock regularly to ensure efficient stock rotation.

8. I recommend that you date label foods, ie margarine and sauces when they were opened to aid good stock rotation. **(Recommendation)**

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

9. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**
- Stairs leading down to the loading bay had visible food debris to them
 - Pipe behind vegetable sink in vegetable kitchen
 - Shelves to dry goods storeroom
 - Cleavers used for preparing vegetables needs more attention, as rust was seen on them
 - Table top can openers throughout the kitchens.
10. I was pleased to see that: **(Observation)**
- your sanitiser conformed to British Standards BS EN 1276:1997;
 - you had colour coded mops, red for toilet, blue for the kitchens, green for the restaurant, and yellow for the buffet area.
11. I recommend that items such as mops and buckets, are stored in an area, room or cupboard, and not in the toilet lobby. **(Recommendation)**

Maintenance

12. The following items/areas had not been maintained in good repair and condition **(Contravention):**
- Shutters to the area in the refuse store were broken. Adequately pest-proof the refuse store to prevent access by pests.
 - Staff WC floor was stained and marked.
 - Bare concrete to the refuse store floor as this cannot be easily cleaned in its present condition. This will require the use of impervious, non-absorbent, washable and non-toxic materials.

Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

13. The following are examples of where your documented Food Safety Management System was incorrect. Change it - but ensure hazards are adequately controlled if you do. **(Contravention):**
- It was stated that raw chicken should be stored below 8°C, when it should be stored below 4°C.
14. The following are examples of where your working practices had not been properly documented in your food safety management system. Make sure your documented system reflects exactly what you do. **(Contravention):**
- Hot hold temperatures were only being recorded when the hot hold was first put out. You need to monitor hot food temperatures in your food safety management system.
 - Hot temperatures taken for the dessert cakes were in fact oven temperatures.
15. The following management sections in your SFBB pack / documented food safety management system were either missing or incomplete. **(Contravention):**
- A cleaning schedule for the cold desserts station.
16. I was pleased to see that you had a very in depth food safety management system that was up to date, however, this does need auditing regularly. **(Observation)**
17. I recommend that: **(Recommendation)**
- you add the cleaning of the table top can openers to your cleaning schedule;
 - recipes for the various dishes are written down to enable allergens to be fully traceable.

Waste Food

18. The following evidence indicated that waste food was not being disposed of appropriately using an approved waste collector **(Contravention):**
- There was an excessive accumulation of refuse in the refuse store. This must be cleared immediately and arrangements made to prevent food waste and other refuse accumulating in the future.

Training

19. I recommend that you retrain your staff on taking temperatures of hot food and the frequency of the hot food display. **(Recommendation)**

Allergies

20. Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been 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)

HEALTH, SAFETY AND WELFARE

21. The following issues were noted: **(Contravention)**:
- gas cylinders behind bar in 'beer room' and the waste collection area were not chained up.