

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	Muffin Break - D B Leisure Limited
Address of food business:	48 Castle Mall, Norwich, NR1 3DD
Date of Inspection:	28 October 2015
Risk Rating Reference	15/00629/FOOD
Inspection Reference	EH15/34315
Type of Premises:	Restaurant/Cafe/Canteen
Areas Inspected:	Main kitchen and store room
Records Examined:	Safer Food Better Business
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
<b>Your Total Score</b>	<b>10</b>	20	25 – 30	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	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](http://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](http://www.norwich.gov.uk/foodhygieneratings)

### General description of the business

Restaurant serving homemade muffins, cakes, paninis, wraps and sandwiches hot and cold light lunches and snacks 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):**
  - Raw liquid egg and raw bacon were being stored next to mayonnaise which is a ready to eat product in the upright stainless steel larder fridge in the bakery.
2. I recommend that you move the shelves in the upright stainless steel fridge in the bakery to allow raw products to be stored at the bottom. **(Recommendation)**

### Hand-washing

3. I was pleased to see that there was hot water and soap at the wash hand basin. However, at the time of my inspection there was no hygienic hand towel to the towel dispenser. Please ensure towel dispensers are full at all times. **(Observation)**

### Personal Hygiene

4. The following items were examples of poor personal hygiene or where it was made difficult for food handlers to maintain high levels of personal cleanliness.  
**(Contravention):**
  - A food handler was seen wearing a watch. Watches should not be worn as this could present a risk of contamination.
5. I was pleased to see that you were aware of the need to stay off work for at least 48 hours symptom free following any gastro-intestinal illness. **(Observation)**

### Temperature Control

6. The following matters exposed food to the risk of bacterial growth or survival  
**(Contravention):**
7. I was pleased to see that all fridges and freezers were running at correct temperatures and were being monitored and recorded. **(Observation)**

8. I recommend that to ensure the effectiveness of temperature monitoring, probe thermometers calibration should be checked at least monthly. This can be done through inserting the probe into boiling water. The temperature should be 100°C. Most probe thermometers have a variability allowance of +/- 1°C which is acceptable. I recommend you record this in your food safety management system. **(Recommendation)**

### Practices

9. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration. **(Observation)**
- Absorbent containers e.g. cardboard boxes must not be used for the storage of foods in refrigeration units as they are not capable of being effectively cleaned, plastic lidded containers are preferable.
10. I recommend that you date label containers of dried goods with the best before dates of the dried goods. **(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

11. The following items were dirty and require more frequent and thorough cleaning. **(Contravention):**
- Edges of the interior door of the dishwasher
  - Seals to fridge numbered 2
  - Interior base of fridge numbered 2

### Confidence in Management

#### Summary:

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. **(Score 0)**

#### Documented Food Safety Management System

12. I was pleased to see that you were using 'Safer Food Better Business' in addition to your Food Safety Management System which was very comprehensive and up-to-date.
13. I was pleased to see that you had a cleaning schedule. **(Observation)**

## Training

14. I was pleased to see that all staff are trained in food safety and that this was ongoing. **(Information)**

## Allergies

15. 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](http://www.norfolk.gov.uk/abc) **(Information)**
16. I was pleased to see that your allergen information was up-to-date and that you had separate utensils for foods containing different allergens.