

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Lou's Cakes & Creations
Address of food business:	8 Duff Road, Norwich, NR3 3LQ
Date of Inspection:	4 November 2015
Risk Rating Reference	15/00648/FOOD
Inspection Reference	EH15/35111
Type of Premises:	Restaurant and Caterers - other
Areas Inspected:	Kitchen
Records Examined:	None
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

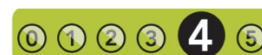
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

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

<u>General description of the business</u> Home caterer making celebration cakes and sugar craft decorations.
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Food HygieneSummary:

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):
 - 'Blue tac' was used to attach papers to cupboard doors near the cake preparation surface.
 - Pet feeding bowls were in the kitchen.
2. I recommend that you do not use the washing machine or tumble drier when you are using the kitchen for the business. **(Recommendation)**

Hand-washing

3. I was pleased to see that you had a sink for hand washing and a bowl for equipment washing. **(Observation):**
4. I recommend that you use paper towel to dry your hands on rather than a cloth towel. **(Recommendation):**

Personal Hygiene

5. I was pleased to see that you wear an apron over clothing when catering. **(Observation)**
6. I recommend that you wear a hat or hair net when catering. **(Recommendation)**

Temperature Control

7. I was pleased to see that the refrigerator was holding foods at 6.4⁰C. **(Observation)**

Structure and CleaningSummary:

The structure, facilities, cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed.

(Score 10)

Cleaning

8. The following items were dirty and require more frequent and thorough cleaning
(Contravention):

- Some hand touch surfaces e.g. light switches.
- The 'mastic' seal between the sink and the wall had black mould growth.

9. I was pleased to see that the kitchen was generally clean. **(Observation)**

Maintenance

10. The following items/areas had not been maintained in good repair and condition
(Contravention):

- Rake out and replace 'mastic' seal beneath kitchen sink and the wall.
- A temporary repair had been made to the kitchen mixer tap, a proper permanent repair should be made or the tap replaced.

11. I was pleased to see that the kitchen was generally well maintained. **(Observation)**

Facilities and Structural Provision

12. I recommend that you reserve the kitchen for business use only when catering, excluding pets etc. **(Recommendation)**

Confidence in Management

Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Documented Food Safety Management System

13. Your documented Food Safety Management System was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards. **(Contravention)**

14. Your business is low risk and so your written procedures need not be elaborate. However, there must be some documentation and would suggest; rules of hygiene (including how and when staff wash their hands and your exclusion policy); cleaning schedule; date coding; pest reports **(Contravention)**

15. I was pleased to see that you keep records of where your ingredients are purchased and to whom you supply cakes. **(Observation)**
16. I recommend that you carry out a quick check that the kitchen is ready and you have all the necessary pre-requisites available each time you cater. A food safety checklist for caterers, including cake makers, was left at the premises.
(Recommendation)

Allergies

17. 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)**