

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	Costa Coffee
Address of food business:	6 Blackberry Court, Norwich, NR6 5DH
Date of Inspection:	27 November 2015
Risk Rating Reference	15/00780/FOOD
Inspection Reference	EH15/38967
Type of Premises:	Cafe
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
<b>Your Total Score</b>	<b>15</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

National coffee shop serving hot and cold sandwiches, paninis and specialist teas and coffee 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. I was pleased to see that disposable cloths are used. **(Observation)**

### Hand-washing

2. I was pleased to see that there was hot water, soap and hygienic hand drying facilities to the wash hand basins. However, the water took a long time to drain away. **(Observation):**

### Personal Hygiene

3. I was pleased to see that staff were aware of the need to stay off work for at least 48 hours symptom free following any gastro-intestinal illness. **(Observation)**
4. I was pleased to see that staff were wearing clean company shirts and aprons. **(Recommendation)**

### Temperature Control

5. The following matters exposed food to the risk of bacterial growth or survival **(Contravention):**
  - All fridges and freezers were running at correct temperatures. However, sandwiches, ie smoked ham and free range egg, temperatures were reading 9.6°C; a tuna melt panini temperature was reading 9.3°C; a Cumberland sausage and red onion temperature was reading 9.8°C with my calibrated thermometer. An egg sandwich further back in the display unit, temperature was reading 5.7°C. You are reminded that these foods are high risk and will support the growth food poisoning or their toxins. You must move the sandwiches further back in the display unit where the temperature is lower or not overload the display unit.
6. I was pleased to see that: **(Observation)**
  - You calibrated and recorded your probe thermometer regularly.
  - The temperature of the dishwasher was monitored and recorded.

### Practices

7. I was pleased to see that the scoop to the ice machine was kept in a separate plastic container. **(Observation)**

### **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**

8. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**
- Seals to milk fridge behind serving counter
  - Area to where the mops and buckets were stored needs a general tidy up.
9. I was pleased to see that your sanitiser conformed to British Standards
- BS EN 1276:1997. **(Observation)**

#### **Maintenance**

10. The following items/areas had not been maintained in good repair and condition **(Contravention):**
- The wash hand basin behind the servery counter as it took a long time for the water to drain away.

### **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)**

#### **Hazards to Food**

11. The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation **(Contravention):**

Recording and monitoring temperatures of the foods in the display fridge

## Documented Food Safety Management System

12. I was pleased to see that you had a comprehensive food safety management system. However, it states in your pack that frozen foods should be stored at -13°C. The recommended operating temperature is -18°C to -21°C. **(Observation)**

## Allergies

13. 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)**

13. I was pleased to see that your allergen information was available and up to date **(Observation)**