



**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of Business:	Caffe Nero
Address of food business:	20 Gentlemans Walk Norwich NR2 1NA
Date of Inspection:	15 January 2016
Inspection Reference	16/00048/FOOD
Type of Premises:	Restaurant or cafe
Areas Inspected:	Servery
Records Examined:	FSMS, Cleaning schedule, temperature control records, pest control report
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 with 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 17(1) of the Food Hygiene (England) Regulations 2006.

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

Please note that this is not a formal Hygiene Improvement Notice that requires you to do work. Nevertheless, if you do not comply with this informal request, formal action will be considered. Any contraventions should be given priority. It is in your interests to act now to secure compliance.

### How we calculate your 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	15	20	30
Your total score	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50	
and worst score	<b>5</b>	10	10	15	20	-	
Your rating is	<b>5</b>	4	3	2	1	0	

Your Food Hygiene Rating is 5 - a very good standard



<u>General description of the business</u> Café selling sandwiches and paninis.
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## **FOOD SAFETY**

### **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**

The following items exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects. **(Contravention)**

- Some crockery was chipped i.e milk jug.

I was pleased to see that

- the premises was well run.
- the refrigerator temperatures were all satisfactory.

### **Personal Hygiene**

You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation):**

- a member of staff had a piercing in their lip with stud.

## **Structure and Cleaning**

### **Summary:**

The structure facilities and standard of 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 adequate. The minor contraventions require your attention. **(Score 5)**

### **Cleaning of Structure**

The following facilities were inadequate or absent and must be provided or improved **(Contravention)**

- Cleaning materials were stored in the servery area. An area should be found to store these materials away from the servery.

The following structural items were dirty and require more frequent and thorough cleaning **(Contravention)**

- Edges of the floor in the servery.

### **Facilities and Structural provision**

I was pleased to see that

- the facilities and structure were of a good standard.

## **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. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

The following are examples of where your documented Food Safety Management System did not say what the premises policy was. Make sure your documented system reflects exactly what then premises requires **(Contravention)**

- Review the personal hygiene policy relating to staff with piercings.