

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

Name of Business:	Cafe Oasis, Skyline Shop Bar (Land side)
Address of food business:	Cafe Oasis Terminal Building NR6 6EP
Date of Inspection:	26/05/2016
Risk Rating Reference	16/00343/FOOD
Inspection Reference	00410/4000/0/000
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Type of Premises:	Restaurant or cafe
Areas Inspected:	All
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal

**Introduction**

The report has been divided into the three areas which you are scored against: food hygiene and safety procedures, structural requirements and confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table on the next page. You can use the table to see where you have done well and where improvements can be made.

Sections identifying health and safety and public health concerns may be included at the end of the report, these do not form part of your food hygiene rating.

**Relevant 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

**What you must do to comply with the law**

The report may include contraventions - matters which do not comply with the law (**Contraventions**). You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away. Contraventions relating to structural repairs, your food safety management system and training, should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include observations of current practice (**Observation**), useful information (**Information**) and recommend good practice (**Recommendation**).

**Disclaimer**

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

## FOOD SAFETY

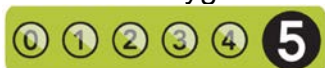
### How we calculate your Food Hygiene Rating:

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

<b>Your Total score</b>	<b>0 - 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
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Your Food Hygiene Rating is 5 - a very good standard



### Appealing your rating

- Discuss the rating with the inspector
- Enter your appeal within 14 days of this notification
- For full details and the form visit [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

### This space is reserved for your Right of Reply

- You have a 'right to reply'. This allows you to explain what improvements you have made or to explain the standards we found at the time of this inspection.
- For full details and the form visit [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.
- For full details and the form visit [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)



### General description of the business

Airport restaurant serving meat, vegetarian meals, desserts, baguettes and sandwiches. Serving airport passengers, visitors and staff.

## **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**

**Contravention** 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.

- a staff member was seen covering a tub with cling film which contained a raw burger. The cling film dispenser used was marked for 'ready to eat foods only'. I believe this was very likely a one off event and not a reflection of your general food safety practices.

### **Hand-washing**

**Contravention** The following evidence indicated hand-washing was not suitably managed.

- there was no easily available waste bin for disposing of paper towels in main kitchen. Staff had to walk a short distance around food preparation tables to locate a waste bin.

### **Poor Practices**

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

- date labelling regarding preparation and defrosting was not correct on some foods.
- there was no indicated 'Use by date' on some packets of wrapped ham.

## **Good Practice**

**Observation** I was pleased to see that :

- you had dedicated raw and ready to eat cling film dispenser's.
- staff had clean, adequate protective clothing with head wear and hair-nets being worn.
- fridge's and freezers were working correctly.
- you also had independent thermometers to show if digital readings were correct.
- that you have good recording of cooked and hot held food temperature's.
- that you have a probe thermometer with probe wipes.
- you regularly calibrate the probe thermometer using test caps and record when this task is completed.

## **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**

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

- waste piping to wash hand basin in main kitchen. When brought to your attention it was cleaned straight away by staff
- flooring between fridge and cup rack unit in front servery area.
- power sockets and switches
- wheels to moveable equipment in main kitchen
- recessed access cover in floor in front servery/counter area.

### **Maintenance**

**Contravention** The following items had not been suitably maintained and must be repaired (or replaced

- flaking paint to copper piping in wash up area.

## **Confidence in Management**

### **Summary:**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. 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)**

### Proving Your Arrangements are Working Well

**Contravention** The following matters are needed in order to demonstrate your Food Safety Management System is working as it should

- staff were not following procedure for correct labelling of prepared foods. i.e defrosting date

### Training

**Contravention** The following evidence indicated there was a staff training need

- proper use of dedicated cling film dispenser's

### **Information/Observation**

I strongly advise you to reconsider your colour coding system for use of cleaning clothes. According to charts on your wall in the main kitchen the colour for cleaning clothes to clean raw meat surfaces/equipment was green. This colour (green) was also the same colour for use for dedicated (colour co-ordinated) chopping boards used solely for salads/fruit preparation.