

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Cafe Norwich
Address of food business:	73 Magdalen Street Norwich NR3 1AA
Date of Inspection:	10/02/2017
Risk Rating Reference	17/00055/FOOD
Premises Reference	04/00113/FD_HS
<hr/>	
Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Servery
Records Examined:	SFBB, Temperature control records, Training certificates
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Independent Cafe offering breakfasts and lunches

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 . 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 staff 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, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements** .

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:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. 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.

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	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



1. Food Hygiene and Safety

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 exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- the chopping boards were badly scored
- broken plastic tub used for storing pre-cooked sausages on cooker top

Observation: It was noted that the red (raw meat) chopping board was sited on the bench in contact with the brown (cooked meat) chopping board, which also could pose a risk of bacterial contamination, however you stated that all raw meats are delivered to the premises readily prepared and the red board is only used for the placing of plates as the order is completed and served. It is **recommended** that you remove this board from the premises as it is not required for raw meat preparation. There is no need for such a board in the cooked area of your kitchen.

Temperature Control

Observation I was pleased to find that all foods in chilled storage were held at temperatures less than 8°C (2.6°C- 3.9°C) and the rice which was being held hot was at 82°C.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The measurement reading in iced water should be between -1°C and 1°C.
- The measurement reading in boiling water should be between 99°C and 101°C.

Observation Your probe thermometer was not working at the time of inspection due to a flat battery. It is recommended that spare batteries are kept available at the premises at all times.

Hand-washing

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

- The hot water tap to the wash hand basin was difficult to turn on and off
- hot water was slow to draw through which may indicate the hand wash basin is not being used very often.

Adjust the tap to ensure it can be easily used.

Personal Hygiene

Observation It was noted that you were not wearing a hat even though your SFBB stated hats are worn.

Poor Practices

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

- You are applying a 7 day shelf life to homemade dishes stored in the fridge (day of production +6).
- It is understood that Cottage Pie/ Lasagne are made 2-3 times each week.

It is understood that even though you apply a 7 day shelf life, the few portions that are kept chilled are used well within this time period. I recommended that you apply a maximum shelf life of 4 days (day of production +3) to freshly prepared items.

In the chest freezer there was a bag containing a number of individually wrapped portions of lasagne that were in the process of being frozen. I was unable to find a date of production for these. Ensure that the date of production is applied to the outer packaging and transferred to the individual label once removed from the freezer, along with a day of defrosting and a new use by date of no more than 2 days. This will aid traceability and stock rotation.

2. Structure and Cleaning

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

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

- beneath the sink unit (cob webs etc)
- lower shelf to counter in kitchen
- door seals to the fridges

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- The back plate to the shelving beneath the counter needs sealing to provide an easy to clean surface finish

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- The edging strip to the shelving beneath the counter was loose
- the coved skirting to the base of the counter unit was lifting
- the leg to the cooker was broken
- the door seals to the two fridge units were split

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- You precook sausages and leave them in a plastic tub on the warm cooker top and

reheat in the deep fat fryer as and when needed during service. Any sausages not used within 90 minutes should be placed in the fridge until required.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Training

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Contravention You have not yet identified the allergens present in the food you prepare.:

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.:

Contravention You have not warned your customers about the potential for cross-contamination with allergens.:

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc