

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Cupcakes And Bubbles
Address of food business:	5 Timberhill, Norwich NR1 3JZ
Date of Inspection:	11/04/2017
Risk Rating Reference	17/00203/FOOD
Premises Reference	17/00096/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	All
Records Examined:	SFBB, Cleaning schedule, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cafe selling cakes, cheeses, teas, coffees, and a selection of champagnes as well as making sandwiches and baguettes

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 3 - a generally satisfactory 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 toilet opened directly into a room where food was prepared
- customers had to walk through the kitchen to access the customer toilet

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- there was no dedicated wash-hand basin for food handlers

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- you were failing to observe the 4-hour rules for cakes containing cream cheese displayed for sale in the cafe window

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

- clotted cream and salmon were two days passed their allotted shelf life (as indicated by the date labels you had applied to them). Ensure any system you have for ensuring good stock rotation is applied in practice. You may find the 'day-dot' system an easier system to manage (where each product is given a coloured dot corresponding to the day it must be discarded or used).

2. Structure and Cleaning

The structure facilities and standard of 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 of Structure

Observation The kitchen had been well maintained and the standard of cleaning was exceptionally high.

Cleaning of Equipment and Food Contact Surfaces

Observation You had colour-coded equipment on which to prepare food.

Cleaning Chemicals / Materials / Equipment and Methods

Information A surface sanitiser may be rendered ineffective if you do not follow the correct dilution or allow a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

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.

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- there was no dedicated wash-hand basin on the premises. Provide a wash-hand basin (preferably close to where food is prepared)
- there was no lobby to the customer toilet and the toilet opened directly into a room where food is handled

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. 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)**

Type of Food Safety Management System Required

Contravention You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system:

- you had downloaded and completed the 'retail' Safer Food Better Business pack. This does not cover all the hazards and their controls that are associated with your business. Obtain the catering SFBB pack.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- The layout of the kitchen is poor owing to the toilet communicating directly with the kitchen and so is not conducive to good food hygiene practices and preventing cross contamination

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:

- most of the safe methods detailing the control of cross-contamination were missing from your Safer Food Better Business pack because you had downloaded the retail version. Download the catering pack.

Information Before implementing a food safety management (FSM) system like Safer Food Better Business etc., basic good hygiene conditions and practices called prerequisites must be in place. Only then will your FSM system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

Recommendation It is good practice to quote the target temperature (critical limit) on the sheets you use to record the temperatures of fridges and freezers

Infection Control / Sickness / Exclusion Policy

Contravention The following evidence suggested there was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness:

- there was no 'fitness to work' policy (this can be found in the *catering* SFBB pack)

Allergens

Observation I was pleased to see you had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.