

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Mustard Coffee Bar
Address of food business:	3 Bridewell Alley, Norwich, NR2 1RQ
Date of Inspection:	24/05/2017
Risk Rating Reference	17/00308/FOOD
Premises Reference	13/00338/FD_HS
<hr/>	
Type of Premises:	Premises requiring review
Areas Inspected:	Main Kitchen, Servery
Records Examined:	SFBB, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Catering for the local communitiy

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

Food Information Regulations 2014

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					
	0	5	10	15	20	25
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 generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.

(Score 10)

Contamination risks

Observation Contamination risks were controlled

Hand-washing

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

- there was no hot water to the wash hand basin downstairs a revisit is planned for 2 weeks

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.

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:

- a food handler was seen not wearing suitable and clean over-clothing. You must ensure that all persons working in food handling areas wear suitable clean and where appropriate, protective clothing e.g. aprons
- a food handler was seen wearing a chain necklace. Jewellery should not be worn as this could present a risk of contamination

Temperature Control

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

- during the inspection it was noted that the sandwiches in the display fridge were reading a temperature of 13.2°C. You are reminded that high-risk foods intended to be served cold, such as sandwiches can only be kept for service or on display for sale for up to 4 hours if the temperature of the food is above 8°C. After 4 hours the food must be refrigerated until it is sold, served or thrown away. The food must not be displayed again at a temperature above 8C

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

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

- eggs were being stored at ambient temperature, it is a government recommendation that eggs are stored in the fridge
- redundant equipment frame freezer

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:

- the ledge under the wall tiles behind the stainless steel racking
- the window ledge
- the skirting board behind the coffee roasting machine
- the fan to the extractor unit
- the skirting board in front of the washing up sink
- the electric wall socket next to the fridge

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

- the wooden rack storing dried goods
- the wooden rack to the wall

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- the lid to the grey bin
- the tap to the hot water heater to the wash hand basin upstairs
- the seals to the indesit fridge
- the handle to the indesit fridge
- the seals to the fridgmaster freezer
- the handle to the fridgemaster freezer
- the electric fly killer

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

Maintenance

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

- the electric socket to the wall - see photo below
- the wooden rack for where the dried foods are stored and the wooden rack on the wall. The wood needs to be painted/treated/sealed to leave an impervious surface which is easy to clean
- split seals to the upright fridge

Facilities and Structural provision

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

- there was no fly screen to the open window
- no hot water to the wash hand basin in the downstairs servery. This was mentioned in your last inspection report. However you assured me that an instantaneous water heater was on order. A re-visit is planned in 2 weeks.

3. Confidence in Management

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)**

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The cleaning schedule

Recommendation I recommend that you add the fan to the extract system to your cleaning schedule

Contravention You are not working to the following safe methods in your Food Safety Management system:

- it states in your Safer food Better Business pack that staff shirts and aprons are worn at all times
- it states in your pack that staff remove jewellery before prepping food

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.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.