



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	The Cafe NR1
Address of food business:	65 - 65A Hall Road, Norwich, NR1 3HL
Date of Inspection:	31/05/2017
Risk Rating Reference	17/00323/FOOD
Premises Reference	16/00370/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	None
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cafe serving the local community

**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					
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>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-

  

<b>Your Rating is</b>	5	4	3	2	1	0
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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**

**Contravention** The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- raw foods i.e sausages and bacon was being stored above ready-to-eat foods i.e grated cheese and prepared salads in the AEG fridge

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Observation** I was pleased to see that these were moved in my presence

### Temperature Control

**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

- sauces were noted stored at ambient temperature. The manufacturer's recommendation is that such products are refrigerated once open
- canned drinks were being stored on the floor

**Recommendation** It is a government recommendation that eggs are stored in the fridge.

**Recommendation** I recommend that you store the cling film in the dispenser to avoid contamination

## **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:

- cobwebs and a spider were seen to the wall next to where the canned drinks were stored
- the edge to the wall between the kitchen and the storeroom
- the tiles next to the window above the door leading into the storeroom
- the tops of the electric sockets to the wall behind the fryers

### 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:

- around the blade to the table top can opener
- the exterior to the bottom of the AEG fridge where the grill is missing

**Recommendation** I recommend that the can opener is added to the cleaning schedule

### Cleaning Chemicals / Materials / Equipment and Methods

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

**Guidance** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**Recommendation** I recommend that you purchase probe wipes for you probe thermometer

### Maintenance

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

- the blue chopping board was badly scoured and needs replacing
- grill missing to the bottom of the AEG fridge
- flooring between the kitchen and the storeroom was damaged Renew or repair the floor so as to provide a surface that can be easily cleaned. This will require the use of impervious, non-absorbent, washable and non toxic materials.

**Information** Floor surfaces that will satisfy the requirements of the Regulations include: floor tiles (quarry/ceramic/vinyl), vinyl safety flooring terrazzo tiling, cast resin flooring

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

#### **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:

- storing raw foods above ready-to-eat foods

#### **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** you need to add all of your equipment to your cleaning schedule

#### **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 gastrointestinal illness stay away from work until symptom-free for 48 hours.