



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Nuffield Health & Welbeing Cafe
Address of food business:	Health And Fitness Centre, Norwich, NR3 1TS
Date of Inspection:	16/08/2017
Risk Rating Reference	17/00466/FOOD
Premises Reference	12/00291/FD_HS
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Type of Premises:	Restaurant/cafe
Areas Inspected:	Kitchen
Records Examined:	FSMS
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Restaurant/Cafe

**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
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
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Your Food Hygiene Rating is 3 - a generally satisfactory 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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- raw foods i.e eggs were being stored next to ready-to-eat foods i.e salad leaves in the tabletop fridge
- raw bacon was being stored next to cooked bacon in the bottom of the stainless steel drawer 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.

### Temperature Control

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

- foods i.e prepared salad and grated cheese temperature was reading 11°C. Your fridge must operate at a temperature which will keep high risk foods at or below 8°C, preferably between 0 - 5°C. You must either adjust or service the refrigerator.

**Guidance** Sauces were noted stored at room temperature. The manufacturer's recommendation is that such products are refrigerated once open

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- 2 bottles of milk with a 'use by date of 13/8/17
- containers of houmous with a 'use by' of 14/8/17

### Poor Practices

**Guidance** It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is OK before you sell it. You must also inform your customers the product is passed its 'best before'.

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

- raw food i.e soiled carrots were being stored next to ready-to-eat foods i.e biscuits and prepared fruits in the walk-in fridge
- during the inspection it was noted that jacket potatoes were being stored at room temperature which you informed me that they had been left out overnight. I was pleased to see that these were thrown away in my presence
- there were no dates on the mayonnaise or open sauces of when they had been opened in the walk-in fridge
- portions of flora spread were being stored beyond their 'best before' date of 24/6/17
- sachets of English mustard were being stored beyond their 'best before' date of 5/17
- a tray of eggs were being stored beyond their 'best before' date of 10/8/17

- cardboard used to wedge open door
- raw foods i.e gammon and bacon were being stored next to ready-to-eat foods i.e cooked bacon in the walk-in fridge.

## **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:

- pipework under the washing up sink
- washing up sink next to the cleaning chemical storage cupboard

### **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:

- top of the soap dispenser to the wash hand basin
- interior to the Sharp microwave
- blade to the table top can opener
- dirty water in the mop bucket next to the chest freezer
- exterior to the glass machine
- interior ceiling to the Panasonic microwave
- top to the brown sauce container

### **Cleaning Chemicals / Materials / Equipment and Methods**

**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.

### **Facilities and Structural provision**

**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.

### **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. Some minor issues were identified relating to staff supervision and training. 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:

- storing foods beyond their 'use by' dates
- storing foods beyond their 'best before' dates

#### **Proving Your Arrangements are Working Well**

**Contravention** The following are examples of where your documented procedures said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do::

- it states in your pack that food is checked and disposed of if it is past its 'use by' or 'best before' date

#### **Allergens**

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