



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Cosmo
Address of food business:	25 London Street
	Norwich NR2 1JE
Date of Inspection:	06/10/2017
Risk Rating Reference:	17/00632/FOOD
Premises Reference:	15/00222/FD_HS
Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Storeroom, Dry store, Back of house, Front of house, Dining room, Preparation room, Servery
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Restaurant - Buffet service

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
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

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:

- Rice not being blast chilled and placed as a hot product directly into the chiller with other chilled foods.
- A large cooked prawn - in the container where raw beef was being stored.
- Paper labels being left in with defrosting prawns - the labels had come from inside the original packaging and had not been removed when the foods were unwrapped.
- Mushroom trays are being re-used to store other food products - they are not being cleaned between the storage of mushrooms and their re-use for the storage of other foods. If you continue to re-use these trays ensure they are cleaned in the dishwasher prior to using them again for other foods.

Observation I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough hand washing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by earth soiled vegetables.

Observation Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat

Hand-washing

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

- You had no soap at the hand wash basin in the raw food preparation area - you collected some and refilled the soap in my presence.

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

Information Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the catering and retail guide 'E.coli - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

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

- You informed me your rice was cooled rapidly in the blast chiller.
- In the walk-in fridge a tray of cooked rice had been placed, covered in cling-film and still very hot. This rice had been placed into the chiller without being cooled in the blast chiller. The rice was removed at the time of inspection and placed into the blast chiller.

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.

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:

- There was a single cooked prawn in the tray of wrapped, raw beef - the prawn is an allergen and represented direct cross-contamination however the beef was wrapped - the prawn was removed and disposed of.

- The raw prawns had been unpacked and were being defrosted in a large silver tray - in amongst the raw prawns were [the above mentioned] white labels providing product information. This represented a physical contamination and also, due to the colour similarity, could have easily been missed in the food once defrosted. I recommend you remove these label tags when you open the packets and prior to the food defrosting.

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

- Re-use of mushroom trays without cleaning them between each use.
- Cross-contamination of allergenic foods and non-allergenic foods.
- Scoops were submerged into dried goods, the handles were in direct contact with the food ingredients.
- Rice had been placed directly into the chiller whilst still hot and had not been blast chilled, as per your written system.

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 could not be effectively cleaned and must be covered or made non-absorbent:

- There are several areas throughout the kitchen, preparation and wash up area where the wall tiles have become chipped and damaged, replace these tiles or change the wall covering, you must ensure a smooth impervious surface removing the potential for physical contamination.

Information Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Observation Your equipment is generally well maintained and clean. You have a good amount of space and a good work flow.

Cleaning of Equipment and Food Contact Surfaces

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

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

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

Observation Damaged wall tiles.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

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)**

Type of Food Safety Management System Required

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

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:

- Your policy concerning jewellery stated only a plain band ring and sleeper earrings should be worn - one member of staff was wearing - hoop earrings, a necklace and two bracelets.
- Your policy stated rice would go into the blast chiller following cooking - a tray of rice was placed directly into the chiller while still hot and had not been cooled in the blast chiller.

Traceability

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

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

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

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

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

Observation Due to the presence of a prawn in stored beef - there is potential for an unidentified risk of cross-contamination of allergenic ingredients - ensure you warn customers of any risk of cross-contamination of allergens - this is especially relevant considering the type of food service your restaurant provides.

Health and Safety

Matters of evident concern

Observation Outside the dish wash area - the absorbent non-slip mat on the floor has the edge curled up presenting a trip hazard. Replace this mat or affix the edges to the floor to prevent the mat becoming its own health and safety risk, especially as it is there to eliminate a health and safety risk.

Public Health

Disability Access

Observation I have assessed your business and I am pleased to confirm that you comply with the requirements for the Disability Access Business Merit. The award will appear on our website www.norwich.gov.uk/businessmerits soon