

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Cactus Cafe And Bar
Address of food business:	102 Magdalen Street, Norwich, NR3 1JD
Date of Inspection:	31/10/2017
Risk Rating Reference	17/00677/FOOD
Premises Reference	14/00344/FD_HS
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Type of Premises:	Public House with catering
Areas Inspected:	All
Records Examined:	SFBB, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cafe/pub serving mixed meat and vegetarian meals to 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

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 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:

- not fully aware of allergens in food you handle and prepare.
- loose foods spilled in freezer i.e. uncooked frozen chips

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.

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:

- the dedicated wash hand basin in main kitchen was obstructed by a recently fitted shelf sited over it.

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:

- a packet of sliced ham and prepared salad items were out of temperature control.
- cartons of UHT milk were not refrigerated behind bar in front counter area. The manufacturers label stipulated the milk needs to be refrigerated once opened.

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

- trays uncovered frozen raw sausages stored on top of wrapped frozen uncooked chips in bulk freezer.

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

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- between units behind main bar.
- wall/floor joints in main kitchen.
- high level cleaning in beer cellar as cobwebs could be seen.
- seals to bulk freezer.
- wheels to oven unit.

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

- unsealed melamine shelving storing drinks in cellar.

Maintenance

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

- missing/damaged handle to bulk freezer in main kitchen
- damaged ceiling to public WC due to water damage from leak to flat roof above kitchen
- the light was not working to rear storeroom. It was also far too dark to be able to clean effectively and to check for signs of pests.
- flaking paint to walls in beer cellar.

Recommendation you remove all non food related items in rear storeroom to facilitate easier cleaning and to be able to check for signs of pests.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- the daily diary and or four-weekly reviews
- your suppliers and/or contacts lists
- you had not identified maintenance issues and indicated when they will be attended to.

Contravention The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- according to your written systems prepared foods should be given a date label to aid stock rotation. However, I found some prepared foods with no date labelling to indicate when they should be disposed of.

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

Contravention You have not yet identified the allergens present in the food you prepare.:

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and

sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens.
- takeaway foods that are placed into containers and sold at the same premises.
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Health and Safety

As discussed during my inspection you have a child's play area located in a dedicated area in the cafe/bar. There were toys, books and puzzles on the floor and on shelf units within this area. However, I noted some wheeled toys were sited in main bar cafe area and created a trip hazard. I raised with you that you need to carry out a risk assessment which incorporates this activity/area

Risk Assessment

Legal Requirement Every employer must risk assess their activities. This process includes:

- identify what hazards exist in your workplace
- establish who is affected by each of the hazards, identify what your current control measures are for each of the hazards
- ask whether it is reasonable and practical to do any more to reduce or eliminate each hazard
- implement better controls if they are needed
- from time to time evaluate your risk assessment to ensure it is still relevant