



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Cafe Delice
Address of food business:	Ground Floor 2 Castle Meadow Norwich NR1 3PY
Date of inspection:	12/02/2018
Risk rating reference:	18/00104/FOOD
Premises reference:	17/00203/FD_HS
Type of premises:	Cuisine - Coffee Shop
Areas inspected:	External store, 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:	Cafe selling prepared hot and cold snacks such as paninis and jacket potatoes

**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 4 - a good 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)**

### **Hand-washing**

**Recommendation** Replace the hot water spout to the wash hand basin in the servery area with a longer one so that it reaches into the sink

### **Temperature Control**

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

- Prepared croissants with ham are on display for sale from 11am to 2pm. Although the display unit is chilled the temperature of the food was reading as 11°C. Either reduce the temperature to ensure they are kept at or below 8°C or limit the time on display to a maximum of 4 hours; after this time prepared food should either be refrigerated to below 8°C or thrown away.

**Recommendation** Check the core temperature of cooked and reheated foods to ensure that it reaches 75°C for 30 seconds (or equivalent). This can be helpful in addition to visual checks of the food to determine whether it is properly cooked.

### **Unfit food**

**Recommendation** Use the day dot sticker to show the day of when food should be used by e.g. Monday or Tuesday, and record on it the date of when the food was opened/prepared e.g. 12/2/18.

**Recommendation** Ensure that old labels are removed from containers to prevent confusion of contents and use by date.

## **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:

- Interior of Hotpoint fridge in basement

### 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

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

- Hotpoint freezer in preparation room had broken drawer
- shelf below the main sink was rusty
- exterior sides of the fridge in the preparation room are rusty

## **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. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Type of Food Safety Management System Required

**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.

### Food Hazard Identification and Control

**Contravention** The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- Under the 'Separating foods' section the description for the storage of raw and ready to eat foods needs additional detail e.g. raw food is kept in a sealed container and stored below ready to eat food in the fridge

### Proving Your Arrangements are Working Well

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

- Display of chilled ready to eat food must either be limited to a maximum of 4 hours or the food should be kept at or below 8°C
- You need to complete the cleaning schedule to show what items need to be cleaned, the method to be used and the frequency

### 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

**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.