

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Captain Americas
Address of food business:	4 Exchange Street Norwich NR2 1AT
Date of inspection:	21/02/2018
Risk rating reference:	18/00161/FOOD
Premises reference:	05880/0004/0/000
Type of premises:	Restaurant
Areas inspected:	Main Kitchen, Storeroom, Dry store, Front of house, Servery
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant

**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

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)**

#### **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:

- chopping boards badly scored. Replacements were available but not being used
- uncovered ice cream in bulk freezer.

**Observation** Contamination risks were generally well controlled.

#### **Hand-washing**

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

- when washing my hands the water built up in the wash hand basin and did not drain away properly. You informed me a plumber had been contacted to fix this.

#### **Personal Hygiene**

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

### 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

- opened dessert syrups were stored at ambient. According to manufacturers labelling these should be refrigerated after opening.

## **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:

- window frame to sash windows
- wall/floor joints in main kitchen
- cobwebs to glass in windows
- metal trims to floor in main kitchen
- beside wall next to walk in freezer
- base of doorframe into main kitchen
- seals to large wash up sink
- fly-screens in main kitchen
- plastic pipework in main kitchen
- copper pipework in main kitchen
- light switches
- electrical sockets
- cabling to electrical equipment.

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

- unfinished plasterwork to ceiling in main kitchen.

### Maintenance

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

- cracks to ceiling in main kitchen
- electric fly killer not working in upstairs oil room
- blown plaster to wall and ceiling in upstairs dry store lobby area
- damaged wall/floor joint near hatch in main kitchen
- no working internal light to walk-in freezer.

### Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- old vent in oil room needs pest proofing
- missing glass panel to slatted windows in main kitchen.

**Recommendation** remove redundant equipment to facilitate easier cleaning and to be able to check for signs of pests.

**Observation** I was pleased to note you had started to install new dedicated WC and wash hand basin solely for staff to use.

### **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

### Type of Food Safety Management System Required

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food
- Identify the critical limits (what is acceptable and unacceptable)
- Monitor critical control points to ensure critical limits are met
- Keep appropriate records to demonstrate control measures are effective.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Recommendation** Choose Safer Food Better Business (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

**Recommendation** You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

### Proving Your Arrangements are Working Well

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

- you are using the previous food business operators safer food better business pack. However, many of the safe methods had changed, staff records were out of date and the cleaning schedule changed. You informed me you will get a new copy of a Safer Food Better Business pack.

### 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

**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.

**Recommendation** Add allergy information to your menu.