



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Roys Cafe
Address of food business:	11 Bowthorpe Main Centre Wendene Norwich NR5 9HA
Date of inspection:	01/03/2018
Risk rating reference:	18/00164/FOOD
Premises reference:	15/00256/FOOD
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Front of house
Records examined:	FSMS, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving snacks and basic meals

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 excellent. You demonstrated full 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. **(Score 0)**

Contamination risks

Observation I was pleased to see contamination risks were controlled.

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.

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:

- wash hand basin around taps
- shelving used to store plastic tubs
- low level cleaning along floor wall junction
- wall behind griddle greasy
- inside dishwasher door frame mouldy

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

- provide a splash back to the wall behind the griddle so that the surface can be easily and effectively cleaned

Recommendation The chopping boards were heavily scored making them difficult to clean. I recommend that these are replaced.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally 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:

- mastic to sink
- lifting wall tiles by dishwasher

Facilities and Structural provision

Observation The floor surface is such that it is difficult to tell if it has been cleaned. I strongly recommend that you replace the floor with an altro style non slip floor suitable for the kitchen environment.

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. 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 Your Food safety management (FSM) system is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- A Safer Food Better Business folder was in the kitchen but the safe methods were missing. On request to the manager a large HACCP folder was produced, however it covered numerous processes that were not relevant to the catering operation (presumably for the company's retail outlet) and it was difficult to determine what was for the cafe. A relevant food safety management system should be available on site and available to food handlers.

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- Similar structural problems were identified on your previous inspection report. I note that you have recently undertaken your own audit and several issues have been identified. You must ensure that you take action to address the problems identified or you risk a much lower score at your next inspection.

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.

Allergens

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

HEALTH, SAFETY AND WELFARE

Slips Trips and Falls

Contravention The following matters exposed staff and/or visitors to the risk of injury as a consequence of a slip, trip or fall:

- the kitchen floor surface becomes slippery when wet and I note that you are using a floor mat next to the wash up area to reduce the risk of slipping. You should take further action to target the root causes of the problem by carrying out a detailed risk assessment. Additional controls to reduce the risk that may be

identified include carrying out maintenance e.g. to the dishwasher to reduce wet flooring, providing a suitable non slip floor surface such as Altro flooring, ensuring that there is adequate drainage and providing workers with non-slip shoes.

Information Further information and guidance about the causes and controls of slips, trips and falls can be found on the Health and Safety Executive website www.hse.gov.uk