



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	IKEA Norwich
Address of food business:	2 - 3 Blackberry Court Sweet Briar Retail Park Norwich NR6 5DH
Date of inspection:	08/03/2018
Risk rating reference:	18/00215/FOOD
Premises reference:	15/00266/FD_HS
Type of premises:	Cafe
Areas inspected:	Main Kitchen, Storeroom, Front of house
Records examined:	FSMS, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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 5 - a very 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

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:

- take away bags stored behind the wash hand basin, where they are at risk of splashing.

Observation Contamination risks were controlled.

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 soily vegetables.

Observation I noted:

- all food is pre-prepared off site

- no raw meat is handled
- a small amount of reheating takes place
- a dishwasher is in use.

Recommendation That personal items such as watches, are kept out of the kitchen, or in a lidded box; personal items were seen on shelving in the wash up.

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

Personal Hygiene

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

Observation Staff were wearing a catering uniform; short sleeved t-shirt, apron and hat.

Temperature Control

Observation I noted:

- destructive testing is done on foods delivered
- twice daily temperature checks are carried out with the probe of chillers and freezers in cafe
- temperatures are recorded
- staff were aware of critical temperatures.

Unfit food

Observation I noted:

- daily stock checks are carried out, and out of date items removed and disposed of
- staff were aware of use by dates etc.

Poor Practices

Observation Good date coding, stock rotation and short display times were noted.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning of Structure

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

- floor grubby in walk in chiller.

Observation The kitchen had been well maintained and the standard of cleaning was generally high.

Observation The walk in chiller floor was not included on the cleaning schedule and the door was sometimes locked so the cleaners could not gain access. Please review.

Cleaning of Equipment and Food Contact Surfaces

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.

Observation I noted:

- ecolab sanitiser in use
- staff aware of the contact time
- that disposable cloths are changed daily and that paper towel are also used with the sanitiser.

Facilities and Structural provision

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

Observation You have a dishwasher on site, and check the temperature it runs at.

Pest Control

Observation I noted:

- an Electric Fly Killer in situ, with the bulbs changed regularly
- a contract in place with Rentokil.

3. Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Food Hazard Identification and Control

Observation I was pleased to view:

- Company documentation in place, with associated monitoring logs
- internal and external audits taking place.

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.

Observation Staff had all done level 2 Food Hygiene and allergen training.

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 gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Allergens

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

Observation You had clearly shown the presence of allergens in your food on your menu.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.