



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Denmark Cafe
Address of food business:	162 Sprowston Road Norwich NR3 4JA
Date of inspection:	09/03/2018
Risk rating reference:	18/00229/FOOD
Premises reference:	11/00089/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	traditional 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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	<b>5</b>	10	15	20	30
<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	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

**Observation** Contamination risks were controlled

**Observation** Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat

#### Hand-washing

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

- you had no dedicated wash hand basin in the main kitchen. There was a sink available for staff to wash their hands in the large washing up area and in the lobby to staff W.C.

#### Personal Hygiene

**Recommendation** staff wear hats - as well as having hair tied back

### 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.

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- a packet of ham was found defrosting in the fridge passed the indicated 'Use by' date. If you freeze down foods with a 'Use By' date you must have a robust date labelling system when the food was frozen and when it must be used or disposed by.

## **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:

- internal surfaces to the large sink base

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

- the internal walls were difficult to clean in the staff toilet due to large accumulation of mould growth. You need to investigate the source/reason of the mould growth and carry out works for its prevention. You informed me you are in discussion with the landlord to attend to this matter.
- the doors to the sink base were made of thin fibre-board which were worn. You need to replace or seal/treat the doors to the sink base unit to leave a smooth impervious surface that is easy to keep clean

### 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:

- flaking paint to wall in staff wc
- mould growth to walls and ceiling in staff wc
- damaged doors to sink base
- ill fitting 'white roc' boxing to water meter in main kitchen. Gaps were creating dirt traps.

## Facilities and Structural provision

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

- no dedicated wash hand basin in main kitchen

## **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)**

### 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 need to regularly audit your Safer Food Better Business pack. I found blank and duplicated completed safe methods. You need to remove blank and duplicate pages so the pack is easy to follow by staff

## 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

**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](http://www.norfolk.gov.uk/abc)

**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.