



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |  |
|----------------------------------|--|
| Name of business:                | Catherines Coffee Lounge                             |
| Address of food business:        | 34 St Giles Street<br>Norwich<br>NR2 1LL             |
| Date of inspection:              | 16/03/2018   |
| Risk rating reference:           | 18/00304/FOOD  |
| Premises reference:              | 15480/0034/0/002                                     |
| Type of premises:                | Restaurant or cafe                                   |
| Areas inspected:                 | All  |
| Records examined:                | SFBB, Cleaning schedule, Temperature control records |
| 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   |
| <b>Your Total score</b>                    | <b>0 - 15</b> | 20       | 25 - 30 | 35 - 40 | 45 - 50 | > 50 |
| <b>Your Worst score</b>                    | 5             | 10       | 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 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** 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.

#### 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.

**Recommendation** staff also wear hats to prevent risk of physical contamination

### 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 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:

- cobwebs to ceiling woodwork to under stairs dry store
- vent above door to rear lobby area in main kitchen

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

- bare/untreated shelving to dry store under stairs. You need to seal/treat the wood to leave a smooth surface that is non-absorbent and easy to keep clean.

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had colour-coded equipment on which to prepare food.

### Facilities and Structural provision

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

## **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. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. 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

**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:

- When I asked staff to see your written food safety managements system (HACCP) I was shown a blue book. This book held historical cooking, chilled temperature readings and details on risk assessment, staff sickness and a glass breakage policy. This blue book however, was not sufficient in detail to be a written food safety management system on its own. I noted it referred to safe methods but none were detailed within the book. I then noted you also had a copy of Safer Food Better Business (SFBB). This had not been completed but there were some historical daily diary pages filled in. If you wish to use this copy of Safer Food Better Business (SFBB) you need to complete the Safe Methods and all relevant sections within the pack. From my observations the blue book that staff have been using is to support your written procedures within the completed copy of Safer Food Better Business. I also noted blank boxes within the blue book where cooked temperatures, chilled temperatures, signing off and missing initials that should have been detailed.

### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.

## 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

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

## 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 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.