

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Expresso Cafe
Address of food business:	Amelia House 12 St Georges Street Norwich NR3 4PE
Date of inspection:	25/01/2018
Risk rating reference:	18/00495/FOOD
Premises reference:	07/00102/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Front of house
Records examined:	Cleaning schedule, Temperature control records, Pest control report, SFBB
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 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

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

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.
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

- storing food in cardboard boxes. Absorbent containers i.e cardboard boxes, must not be used for the storage of foods in fridges as they are not capable of being effectively cleaned
- 2 containers storing Korean Pork in the fridge was dated 10/3. I was informed that this was the day it had been frozen. Date label the food of when you removed it from the freezer and use within 24 hours (See photo below)
- butter was being stored at ambient temperature (See photo below)
- uncovered food i.e a quiche was being stored in the 3 door fridge near the cooker (See photo below)
- onions were being stored on the floor
- prepared food in the fridges was being stored for 4 days

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

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:

- the wash hand basin was badly stained (See photo below)
- fly screen to the window
- the window sill
- the door to the WC
- cobwebs were seen to high areas in the WC

Stained wash hand basin

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- the towel dispenser (See photo below)
- containers storing food in the Gram fridge
- seals to the 3 door stainless steel fridges
- around the top interior rim to the large chest freezer stored between the stainless steel counter fridges
- the grids below the doors to the white upright fridges
- the bottom to the interior of the freezer in the cafe and the seals
- the seals to the under counter fridge in the cafe
- exterior of the bins

Maintenance

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

- split seals to the upright whirlpool fridge
- split seals to the Mondial Elite fridge
- knobs missing to the cooker (See photo below)
- bare wood to shelves in the storeroom. YOu need to seal/treat/paint the wood to leave a smooth impervious surface that can be easily cleaned
- the windowsill was constructed using bare wood
- handles were missing to the chest freezers

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. 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 are examples of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do::

- you were not working to your cleaning schedule

Training

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: www.norwich.gov.uk

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility. Booking details for this course are on our website: www.norwich.gov.uk

Allergens

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