



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cafe Rouge
Address of food business:	201A The North Terrace Chapelfield Norwich NR2 1SQ
Date of inspection:	12/03/2018
Risk rating reference:	18/00499/FOOD
Premises reference:	13/00039/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Front of house, Back of house, Cellar, Dry store
Records examined:	Cleaning schedule, Temperature control records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	French style restaurant serving consumers from the local area

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 Hygiene Rating Re-Scoring Visit

Date: 6 June 2018

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your Food Hygiene Rating remains a 3 – a generally satisfactory standard



Inspectors notes:

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)**

- Blue tac had been removed from prep area however cellotape had been used in its place. If you want to display signs you must do so in a manner that will not potentially contaminate foods and is able to be cleaned. **(Observation)**
- The wash hand basin in the prep area had food debris in it again and a spoon. **(Contravention)**
- Stock rotation appeared to be better managed, foods had been labelled and were in date. **(Observation)**

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)**

- Some of the cleaning issues identified had been addressed however the following areas still require attention: **(Contravention)**
 - floor throughout the kitchen, particularly underneath equipment and around the base of equipment legs
 - extraction canopy was still yellowing with build up of grease - I understand this is cleaned weekly, in which case the frequency should be increased as it does not look clean
 - ceiling tiles and vents still had some fluff/mould
 - low level wall areas and bottoms of doors
 - around taps to hand wash basins
- Limescale to taps at hand wash basins
- Drainage pipe to rational was broken and waste water from the wash cycle was being

pumped onto the kitchen floor. I understand that it is normally put on a wash cycle at night so the waste water can be mopped up in the morning - either way this is not acceptable and it must be repaired/replaced as soon as possible. **(Contravention)**

- A puddle of water on the floor under the prep counter appeared to be coming from a leaking undercount fridge **(Contravention)**
- Walk in freezer unit not working properly strange noise from the fan/motor, evidence of defrosting refreezing including ice droplets on ceiling, ice to shelves and build up of ice on the floor. **(Contravention)**
- Extremely foul drainage odour from the dishwasher/sinks in wash up area would indicate a serious problem with the drainage. I note that the dishwasher had had some repair work that morning however if the smell does not subside after several wash cycles this should be investigated further **(Observation)**
- No bin bags available for the bins and so waste was being piled up in a cardboard box on the floor. All of the bins had either loose food scraps, debris or waste liquid in the bottom. I was informed the bags ran out the night before and it therefore appeared that the bins had been left dirty since the previous day. **(Contravention)**
- Fruit flies were not seen **(Observation)**

Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

- Ongoing cleaning problems indicate a lack of supervision, monitoring and management commitment to ensuring the premises is consistently maintained in a clean state and that staff are using facilities appropriately e.g. hand wash basins. **(Contravention)**
- Maintenance records indicated a catalogue of problems with the Rational oven, including repeated flooding of the kitchen with waste water since at least January 2018. If it cannot be effectively repaired it must be removed and/or replaced. **(Contravention)**

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.

(Score 10)

Contamination risks

Contravention The following exposed food to the general risk of physical contamination with dirt or foreign objects:

- bits of blue tac were stuck to the wall directly above open food at the hot section prep area
- bits of plastic peeling off of the door on the inside of the counter chiller at the hot food prep area

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:

- the hand wash basin in the hot food prep area had bits of food in it which would indicate that it is being used for purposes other than hand washing.

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 destroyed in my presence) because it was past its use by date:

- numerous items of chilled foods (too many to list)

Observation The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- several chilled foods past their best before date

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:

- extraction canopy and vents
- underneath all equipment units
- the area around the hob
- ceiling tiles and vents (fluff)
- sides of equipment units
- walls near wash hand basin at kitchen entrance
- bottom of the kitchen doors
- container used to store probe thermometers

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:

- inside ice machine mouldy

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation Several items of cleaning equipment e.g. mops, buckets etc. had been left on the floor at the entrance of the kitchen, ensure that these are stored properly and do not cause an obstruction

Observation I was pleased to see a two stage cleaning process is used on work surfaces

Maintenance

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

- dishwasher leaking
- cellar cooling system broken

Pest Control

Contravention Multiple fruit flies in the kitchen. This is indicative of poor cleaning and standing sources of water.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. 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

Observation I was pleased to see you had a copy of your food safety management system on site and had a compliance diary to record opening closing checks, temperature monitoring and cleaning tasks etc.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- Cleaning and sanitation are poor
- Pest control is inadequate

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- foreign body contamination risks

Proving Your Arrangements are Working Well

Contravention The Management sections in your food safety management documentation pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- All opening closing checks and cleaning tasks were being signed off as completed however the standards of cleaning and stock control at the premises contradicted this. You must ensure that staff complete records honestly so that outstanding items are identified and addressed as necessary. Checks should also be carried out by managers and action taken to deal with any issues.

Contravention You are not working to the following safe methods in your Food Safety Management system:

- stock checks are not being carried out thoroughly

Observation I note that I was informed me that there had recently been significant changes in the management of the premises and the kitchen. New managers had been appointed at the time of my visit (2 days previous) and were beginning the process of addressing the issues identified and with the support of an external consultant.

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

Contravention The following evidence indicated there was a staff training need:

- cleaning inadequate
- food out of date
- records completed inappropriately

Infection Control / Sickness / Exclusion Policy

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