

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Costa Coffee
Address of food business:	10 White Lion Street Norwich NR2 1QA
Date of inspection:	11/04/2018
Risk rating reference:	18/00587/FOOD
Premises reference:	18350/0010/0/000
Type of premises:	Restaurant or Cafe
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving coffee, tea and cakes etc

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 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 To further improve food hygiene safety I would suggest the following:

- move any cakes containing nuts to the rear of your display so there is less chance of inadvertently contaminating other foods as cakes are removed. You may consider displaying cakes containing nuts separately or segregating them using a dividing screen.

Observation I was pleased that contamination risks were controlled.

Recommendation Your procedures set 75° as the operating temperature of the dish washer. The Food Standard Agency recommends a temperature of 82 ° for 15 seconds.

Hand-washing

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

- the wash hand basin behind the servery was not dedicated to the sole purpose of washing hands
- staff were discarding waste milk down the wash hand basin rather than use the sink in the wash up area.

Observation Milk jugs had been placed on the front edge of the wash hand basin making it difficult to reach through to operate the taps. Keep the wash hand basin available for use at all times.

Personal Hygiene

Recommendation To further improve personal hygiene I suggest the following:

- I noted the company policy was to allow shoulder length hair but I would recommend long hair is tied back or a hat is worn. Any measures you take to prevent hair from contaminating food will help support a due diligence defence.

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:

- tile grouting brown with grease in places
- tiling around the deep sink was poorly finished, greasy and difficult to clean
- some brown staining to ceiling above servery
- debris accumulating under some difficult to move appliances

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

- tiled surround to the deep sink in the wash up area

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

Recommendation There is not enough room to store your boxes behind the servery (apparently needed for stock control purposes). I would suggest you take a photograph of the product information on these boxes and dispose of the boxes straight away.

Observation The premises was tired and would greatly benefit from a refurbishment. Cleaning was made harder by the general clutter which resulted from a lack of space. Some maintenance issues had made it difficult or impossible to clean surfaces effectively. These problems could contribute to a poorer hygiene rating if not addressed.

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)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

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.

HEALTH, SAFETY AND WELFARE

Falls from Height / stairs / cellars

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a fall from height:

- the carpeting at the head of the flight of stairs to the first floor was curled up and the hazard tape worn. Make good the floor covering on this step and replace any worn hazard tape.