

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cafe At The Castle
Address of food business:	Norwich Castle Museum Castle Hill Norwich NR1 3JS
Date of inspection:	11/05/2018
Risk rating reference:	18/00674/FOOD
Premises reference:	03100/2001/2/001
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	SFBB, Temperature control records, Training certificates / 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
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

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- green chopping board was scored and needs replacing
- handle to customers tongs were in direct contact with open foods.
- same customer tongs were being used to pick up allergic and non allergic product i.e. cheese scones which contained mustard

Hand-washing

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

- dedicated wash hand basin was obstructed by a waste bin

- wash hand basin was obstructed by a mixer sited on a work top next to it
- there was no plug to enable you to mix hot and cold water in the dedicated wash hand basin

Personal Hygiene

Recommendation staff also wear hats to reduce 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.

Unfit food

Contravention The following food 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:

- open packets of food were found in the fridges which should have been disposed of within 3 days of opening according to the manufacturers labelling
- no indicated 'Use by' date on loose cheeses within your fridge. You need to keep manufacturer's date labels for reference to ensure you do not use/sell the product if passed its shelf life

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

- same tongs used for handling cheese scones which contained mustard (an allergen) and fruit scones.

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:

- base of door thresholds where they meet the floor in main kitchen
- flooring beside dishwasher in main kitchen
- feet to moveable equipment in main kitchen

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

- build up of scaling around piping to boiler in dry store
- flooring in main kitchen due to build up of scaling next to dishwasher

Facilities and Structural provision

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

- the rear door was open during my inspection. If this is a regular practise for ventilation then you need to fit a fly screen to prevent access by pests i.e flies

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)**

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- you need to regularly audit your food safety management system to ensure it is up to date. I found records in the staff training section for staff that had left your employment for over two ago. There were also loose blank and duplicate pages. You need to remove blank pages and amend you staff training records. Your food safety management needs to be clear and easy to understand by staff.
- you were using a date labelling system which requires foods given a label when opened. I found this was not working as I found stickers on un-opened foods. I was also informed date labels were placed on products when food was placed in fridge;s/arrived. This as later found to be incorrect. Staff should be reminded and trained on your procedures for using date labels.

Training

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

- staff unsure on stock rotation an labelling procedure
- foods found passed manufacturers shelf life i.e. hummous, sun dried tomatoes, and prawn cocktail

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

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.:

Recommendation Add allergy information to your menu