



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Aroma Lounge
Address of food business:	128 Dereham Road Norwich NR2 3AF
Date of inspection:	18/07/2018
Risk rating reference:	18/00797/FOOD
Premises reference:	18/00100/FD_HS
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:	Shisha and cafe/restaurant

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
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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)**

At the time of the inspection no food was being prepared /served

Contamination risks

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

- the red and brown boards were stored in a rack with their sides touching

Boards should be stored individually in the rack to permit air to circulate around them. Boards of the same colour can be stored together.

Hand-washing

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

- no paper towel was available at the hand wash basin in the kitchen
- no liquid hand soap at hand wash basin behind the bar

Ensure that liquid soap and paper towel are provided at both hand wash basins. Paper towel was available in the pot wash area

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 floor under units
- the walls behind/under the benches
- the wall mounted pipes and flexes in the kitchen
- taps to wash hand basin
- shelving in kitchen (remove clutter to facilitate cleaning)

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

- doors to kitchen, cleaning cupboard and toilet compartment
- walls in cupboard containing the ice machine

Recommendation Relocate the ice machine to the food preparation area where surfaces are easy to clean. Raise the ice machine off the floor to permit drainage of condensate to a container.

Maintenance

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

- loose skirting in kitchen

Facilities and Structural provision

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

- only one WC available to be used by staff and public (As you have almost double the covers on the terrace compared with inside the premises at times your capacity is tripled therefore one toilet is not adequate for these premises)
- basement cluttered and unorganised due to lack of shelving
- no fly screen at door from Kitchen to external dining area

Pest Control

Recommendation Provide an insect proof screen to the open door and an electronic fly killer suitably located in the food preparation/ service areas.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. 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 Management sections in your Safer food Better Business (SFBB) 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:

- diary pages
- staff training records (include all staff who handle foods/drinks/ice-creams)

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- there is no handrail to the stairs serving the basement store rooms

Provide a handrail to the staircase.