

Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|------------------------------------------------------|
| Name of business: | Muffin Break |
| Address of food business: | 48 Castle Mall Norwich NR1 3DD |
| Date of inspection: | 11/09/2018 |
| Risk rating reference: | 18/00889/FOOD |
| Premises reference: | 15/00245/FD_HS |
| Type of premises: | Cafe |
| Areas inspected: | Main Kitchen, Servery |
| Records examined: | FSMS, Cleaning schedule, Temperature control records |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Coffee shop |

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 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 cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- raw foods i.e open packet of bacon was being stored next to and above ready-to-eat foods i.e bread, milk and cream
- eggs were being stored on the floor. Food must be stored off the floor where it might be at risk of contamination

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption,

injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Information The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough hand-washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

Observation I was pleased to see that you had dedicated tongs for use for different foods including foods containing allergens

Hand-washing

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

- the wash hand basin was obstructed by cloths, ensure that the wash hand basin is free of obstruction at all times so that hand washing is available

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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.

Observation I was planned to see that you calibrate your probe thermometer regularly and is recorded

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations:

- baby spinach was being stored beyond its 'use by' date of 23/8
- whipping cream was being stored beyond its 'use by' date of 1/9
- a packet of fresh Basil had putrefied in the larder fridge

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

- disposable gloves were not being changed after tasks, a food handler was seen handling money and then handling cakes using the same gloves. You must ensure that gloves are changed between tasks, such as handling money and food and to wash hands between changes. Disposable gloves should not replace hand washing
- a tea towel was seen hanging from a food handlers apron which was being used to dry their hands on after washing up
- there was no date on the open jar of tomato and Basil sauce of when it had been opened
- old labels were still on food containers in the fridge
- uncovered pasta bake was being cooled at ambient temperatures
- uncovered open cartons of cream were being stored in the fridge with no date of when they had been opened

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:

- wall behind the wash hand basin
- flooring underneath the washing up sink
- flooring beside the dishwasher and fridge
- flooring underneath the fridges in the servery
- flooring underneath the stainless steel tables

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

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:

- interior drawer to the Tefcold fridge
- interior to the Tefcold fridge
- interior to the microwave in the kitchen
- blade to the table top can opener
- nozzles to the syrup dispensers in the servery
- runner to the front of the fridge storing cold drinks
- ridge to the top of the door to the fridge storing cream and milk
- seals to the Polar fridges in the servery
- interior bottom to the Polar fridges
- interior bottom and door to the combi chef oven
- front to the weighing scales
- underneath the towel and soap dispenser in the kitchen
- containers to the dried goods i.e milk, flour, sugar and chocolate
- interior to the cutlery tray
- interior to the utensil tray

Cleaning Chemicals / Materials / Equipment and Methods

Contravention Touch points are dirty.. thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build up of bacteria:

- disposable cloths were being re used
- a badly worn scourer was being used

Recommendation After thorough cleaning I recommend that equipment and utensils should be disinfected, to minimise the build up of bacteria

Information You should have a separate mop for use in the WC preferably a different coloured one to the one used in the kitchen

Observation I was pleased to see that disposable gloves were worn. However they need changing more regularly and should not replace hand washing

Observation I was placed to see you have different coloured disposable cloths, blue for surfaces, pink for use on the coffee machine. However they should be disposed of at the end of the day

Observation I was placed to see that your sanitiser conformed to British Standards BS EN 1276:1997

Maintenance

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

- split seals to the Tefcold fridge
- split seals to the Polar fridges in the servery

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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

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:

- open raw foods stored above and next to ready-to-eat

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- the cleaning schedule

Contravention The following are examples of where your documented procedures said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do::

- it states in you cleaning schedule that the mixer and the surrounding area was checked and had been signed off by MW

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.