

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Ravenscroft
Address of food business:	All Saints Church Westlegate Norwich NR1 3LJ
Date of inspection:	13/11/2018
Risk rating reference:	18/00981/FOOD
Premises reference:	18/00178/FD_HS
Type of premises:	Cuisine - English
Areas inspected:	Main Kitchen
Records examined:	SFBB, Cleaning schedule, Temperature control records, Pest control report
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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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

**Observation** I was pleased to see that contamination risks were controlled

**Observation** I was pleased to see that a separate toaster was used for the use of gluten free bread

**Observation** Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

## Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- food handlers were wearing jewellery i.e watches and stoned rings. Jewellery should not be worn as this could present a risk of contamination

**Observation** I was pleased to see that disposable gloves were being used. However you must ensure that gloves are changed between tasks, such as handling raw and ready-to-eat foods or equipment and to wash hands between changes

## Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- grated cheese, coleslaw, tuna mayonnaise and hummus were being stored at over 10°C in the chilled display fridge. These are high risks and will support the growth of food poisoning bacteria and or their toxins. Your fridge must operate at a temperature which will keep high-risk foods at or below 8°C. You must either adjust or service the fridge. If the fridge is not able to hold high-risk foods at or below 8°C it must be replaced.

**Legal Requirement** If you rely on selling cold food (displayed over 8 °C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed

## 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; or, in the case of fresh meat, its origin could not be determined:

- grated cheese, coleslaw, tuna mayonnaise and hummus were being stored at over 10°C in the chilled display fridge. These were disposed of in my presence

## 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

- there was no date of when opened on a carton of double cream stored in the milk fridge, it states on the carton once opened use within 3 days of opening.

## **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:

- cobwebs were seen to the ceiling above the cooker and the toaster
- flooring underneath the stainless steel tables and equipment

### **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 door surround to the dishwasher
- seals to the silver back freezer
- door to the silver back freezer
- interior to the bottom of the milk fridge
- side to the cabinet of the milk fridge
- pipework underneath the wash hand basin and the washing up sink
- seals to the undercounter fridge
- seals to the Russell Hobbs freezer
- interior ceiling to the microwaves
- joint between the washing up sink and stainless steel table where the sealant had become loose

**Guidance** the use of wooden utensils should not be used in the kitchen as wood is porous and can easily harbour dirt, food debris and bacteria and cannot be cleaned properly, the wood could also splinter and cause a contamination issue

### **Cleaning Chemicals / Materials / Equipment and Methods**

#### **Maintenance**

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

- sealant to the wash hand basin and the stainless steel table had become loose

### **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. 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**

**Recommendation** I recommend that you up date your 'Safer Food Better Business' pack as the meat slicer is no longer at the premises

#### **Food Hazard Identification and Control**

**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:

- the temperatures of the food in the display fridge

#### **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:

- the daily diary and or four-weekly reviews
- the microwave, electric fly killer and the dishwasher need to be added to your cleaning schedule
- the opening checks had not been done on the day of my inspection

**Information** it states in your 'SFBB' pack that staff do not take off jewellery and watches before preparing food. Jewellery should not be worn while preparing food

#### **Training**

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

### 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 gastrointestinal illness stay away from work until symptom-free for 48 hours.

### Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.