



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Rasa's Cafe
Address of food business:	31 Earlham West Centre Norwich NR5 8AD
Date of inspection:	22/11/2018
Risk rating reference:	18/01017/FOOD
Premises reference:	18/00180/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Servery
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe selling Lithuanian foods

**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

**Contravention** The following practices exposed food to the general risk of cross-contamination with bacteria, dirt or foreign bodies:

- open packet of bacon stored on top of a packet ham in fridge 6 used for ready to eat food
- staff handling open foods were wearing nail varnish

**Observation** I was pleased to see that you had a separate raw meat fridge and the majority of raw meat had been stored in it.

## Hand-washing

**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:

- staff handling open foods were not wearing protective clothing e.g. apron

## Temperature Control

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

- cakes with mascapone topping were stored in display chiller but were found to be 12°C, these would normally require refrigeration at or below 8°C (check with supplier or label)
- an open tub of mayonnaise which needed to be kept chilled had been left at room temperature

**Recommendation** provide a cover/curtain to display chiller to help keep temperature cool.

## **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 Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

## Maintenance

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

- damaged plaster to wall above washing up sink
- damaged floor behind serving counter
- mastic to washing up sink

### Facilities and Structural provision

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

- a hand wash basin must be provided in the kitchen and supplied with hot and cold water, soap and hygienic means of hand drying e.g. disposable paper towels
- the door between the kitchen and the toilet lobby should be kept closed at all times, I recommend fitting a self closing device

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. 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

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Implement Safer Food Better Business (SFBB) catering pack or an equivalent food safety management system:

- The SFBB retail pack is not adequate for the type of foods prepared. I strongly recommend you obtain a copy of SFBB for caterers - this should be filled in to reflect the activities undertaken

**Information** To obtain a copy of the SFBB catering pack you can either attend one of our Safer Food Better Business workshops visit [www.norwich.gov.uk/foodsafetytraining](http://www.norwich.gov.uk/foodsafetytraining) or download it from the Food Standards Agency website or purchase a pack online.

#### 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.

## Allergens

**Contravention** You have not yet identified the allergens present in the food you prepare.

**Legal Requirement** Caterers must provide allergy information on all unpackaged food they sell. The potential for cross-contamination by allergens must also be made known to consumers. Allergen information could be written down on a chalk board or chart, or provided verbally by a member of staff. Where the specific allergen information is not provided up-front, clear sign-posting to where this information could be obtained must be provided.