



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Caffe Nero
Address of food business:	20 Gentlemans Walk Norwich NR2 1NA
Date of inspection:	03/12/2018
Risk rating reference:	18/01055/FOOD
Premises reference:	06580/0020/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	Servery
Records examined:	FSMS, 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

  

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 1 - major improvement is necessary



### 1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

#### 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:

- staff coat stored behind counter on top of sauces and decaffeinated coffee.
- lots of syrup bottles and washed up blender jugs stored around edge of wash hand basin.
- staff over clothing being worn from home.

**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.

**Observation** No raw meat is handled.

### Hand-washing

**Information** The food and safety section has a handwashing kit which you might like to borrow in order to demonstrate the principles of correct handwashing to your pupils/staff. Contact the Duty Officer on 01603 212747 for more information.

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

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

**Observation** Company policy states correct hand washing technique and staff are trained.

### 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 were wearing tee shirts with a half apron. I was told staff wear the tee shirt from home. The aprons did not cover these.

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

**Recommendation** To further improve personal hygiene I suggest:

- only wear over clothes at work.

### Temperature Control

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

- the shop display chiller was found to be holding high risk foods at too high temperatures. Scanning and probing found high risk items at between 13.7°C and 15.3°C. These had been placed in the unit at approximately 7am, and it was 1 pm when the problem was found. Your Manager confirmed the unit was not on defrost. Problems with the unit had not been detected previously. Your Manager agreed not to sell these items voluntarily. I am aware you have now had this unit serviced.

**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.

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food, these thermometers can be useful to food businesses so long as they are used bearing in mind that they display the surface temperature of food, or the wrapping on the food, rather than the core temperature.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

### **Cleaning of Structure**

**Contravention** The following structural items were dirty and require more frequent and thorough cleaning:

- metal framework to rear work top in several places.
- drawer and cluttered with miscellaneous items
- fridge shelves
- shelving
- rear wall to rear counter splashed and cobwebs
- seal to rear of the wash hand basin was mildewed and requires resealing
- worktop under equipment like the panini toaster
- display baskets beneath the paper
- floor, particularly to rear of cake display where inadequate cleaning by not moving the chiller has lead to a large build up of debris.

**Information** Cleaning terms:

Detergent: is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Dilution rate: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Disinfectant: is a chemical that kills bacteria.

**Information** Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

**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.

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

#### 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:

- internal surfaces of cake display chiller
- external surfaces of equipment such as the pannini toasters.

#### Facilities and Structural provision

**Recommendation** The wash hand basin is very large. As space is short I recommend this be replaced by a smaller one to give more space.

#### Pest Control

**Contravention** There is evidence of pest activity on the premises:

- fruit flies were seen above the sink.

**Observation** I was pleased to see that premises was proofed against the entry of pests and that pest control procedures were in place.

**Recommendation** That you provide an Electric Fly Killer in the servery as there is not one.

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

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

#### Type of Food Safety Management System Required

**Observation** You have a comprehensive Food and Safety Manual, and a separate daily log book for monitoring records. This was well completed.

#### 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:

- high temperatures of high risk foods in the display chiller

**Information** Before implementing a food safety management (FSM) system like Safer Food Better Business etc., basic good hygiene conditions and practices called prerequisites must be in place. Only then will your FSM system be effective in ensuring the preparation of safe food.

### Proving Your Arrangements are Working Well

**Contravention** The following are examples of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- poor temperatures, which had not been detected by your monitoring.

### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.

### Waste Food and other Refuse

**Contravention** The following evidence indicated that waste food was not being disposed of appropriately:

- bins overflowing behind the counter.

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### Training

**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

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

