

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

|                                  |                                                                                          |
|----------------------------------|------------------------------------------------------------------------------------------|
| Name of business:                | Twinkle Toes Soft Play Baby Cafe                                                         |
| Address of food business:        | 63 Sussex Street<br>Norwich<br>NR3 3DG                                                   |
| Date of inspection:              | 08/01/2019                                                                               |
| Risk rating reference:           | 19/00007/FOOD                                                                            |
| Premises reference:              | 14/00188/FD_HS                                                                           |
| Type of premises:                | Cuisine - Coffee Shop                                                                    |
| Areas inspected:                 | All                                                                                      |
| Records examined:                | SFBB, Cleaning schedule, Temperature control records,<br>Training certificates / records |
| Details of samples procured:     | None                                                                                     |
| Summary of action taken:         | Informal                                                                                 |
| General description of business: | Soft play 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 |
|----------------|---|---|---|---|---|---|

Your Food Hygiene Rating is 5 - a very good standard



### 1. Food Hygiene and Safety

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

#### Contamination risks

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

#### Hand-washing

**Recommendation** I recommend that you provide a plug to the wash hand basin as the hot water was very hot

#### 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 monitoring temperatures.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### **Cleaning of Structure**

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

- cobwebs were seen to high areas in the kitchen

**Observation** The kitchen had been well maintained and the standard of cleaning was good.

### **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**

**Observation** You are maintaining the premises in good condition.

### **Facilities and Structural provision**

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

### **Pest Control**

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

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. 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)**

### 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.

### Training

**Observation** I was pleased to see that food handlers 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.