



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Atrium Cafe (ex Bio Science Cafe)
Address of food business:	Biomedical Research Centre Norfolk Road University Of East Anglia Norwich NR4 7TJ
Date of inspection:	12/03/2019
Risk rating reference:	19/00216/FOOD
Premises reference:	11/00189/FOOD
Type of premises:	Restaurant or cafe
Areas inspected:	Servery
Records examined:	FSMS, Temperature control records
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

Food Hygiene Rating Re-Scoring Visit

Date: 1.5.2019

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Your revised Food Hygiene Rating is 4 – a good standard

Inspectors notes: Inspectors notes: Amended scores of 0 for food safety, 0 for structure and cleanliness and 5 for confidence in management were awarded. You had reviewed temperature control within your Haccp, and altered records to be kept. These were now being kept well showing satisfactory temperatures, good monitoring and understanding of exemptions available.

How we calculate your Food Hygiene Rating:

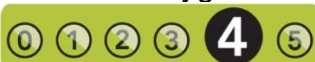
The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score 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					
	0	5	10	15	20	25
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 4 - a good 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 ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables::

- outer packaging not removed from items stored in fridges.

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

Hand-washing

Information We have a handwashing demonstration kit which you might like to borrow in order to demonstrate the principles of correct hand washing to your staff. Contact the Duty Officer on 01603 212747 for more information.

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

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

Temperature Control

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

- the hot display cabinet was not holding high risk foods above 63 degrees Celsius
- monitoring had not detected that there was an issue of temperatures dropping below 63
- you were not applying the 2 hour exemption available to you on the day of inspection, because no second delivery had arrived, and the 2 hour check outlined in your Food Safety Management System/records had not been carried out
- records showed that temperatures were being taken upon arrival from the main kitchen, but not always when stored or displayed in hot cabinets. This shows a

misunderstanding of hot hold requirements and exemptions, and your own policies. (you may want to however include this receipt temperature in monitoring records.)

- no monitoring of high risk items held in the back up unit are ever monitored. This must be included, and has a bearing on any exemptions available depending upon the temperature food is held here at
- your records showed no evidence of readings for any second deliveries. The temperature these are stored/displayed at requires monitoring as with the first delivery. Please consider this. Your monitoring form had no space for this and should be reviewed.

Observation The 2 hour check had been completed on records the previous day, but on the day of inspection had not.

It was noted that when received from the main kitchen temperatures are already quite low. It would be beneficial if these temperatures are kept as high as possible.

I was pleased to note you have a probe thermometer which is regularly calibrated.

Legal Requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

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.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning of Structure

Observation The servery 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 the premises was proofed against the entry of pests and that pest control procedures were in place.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and generally working well. I was confident you had effective control over most hazards to food.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers.

Recommendation That your Food Safety Management System be available in each unit. It would be satisfactory for this to be stored electronically so it can be updated centrally.

Food Hazard Identification and Control

Contravention The control methods you have put in place at the following critical control points are not sufficient::

- bacteria growing on food
- methods of control at critical points

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should::

- temperature monitoring of hot held food and appropriate records.

Traceability

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

Waste Food and other Refuse

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

Recommendation With regard to your recyclable waste, it is recommended that you use bpi rip tip sacks for collecting and presenting waste to your collector. I have been advised that these are acceptable by the NEWS recycling plant. They must be clear bags. Please discuss this with your collector.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not implementing the Food Safety Management System fully
- were not aware of critical temperatures

Observation I was pleased to be advised that staff either have, or will be doing a Level 2 Food Hygiene Course. Also that staff will do the Food Standards Agency allergen course.

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.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

