



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Aroma Norwich
Address of food business:	3 - 5 Upper King Street Norwich NR3 1RL
Date of inspection:	13/03/2019
Risk rating reference:	19/00256/FOOD
Premises reference:	14/00317/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery
Records examined:	SFBB
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 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 exposed ready-to-eat food and or its packaging to the risk of cross-contamination with food borne bacteria from raw meat or unwashed fruits and vegetables:

- open food such as muffins and tarts were on the counter top
- no probe wipes were available for use with the probe thermometer.

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.

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- * the complete separation of raw and ready-to-eat food
- * the correct use of wash-hand basins and thorough hand washing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitisers
- * and by controlling the risks posed by soily vegetables.

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination. You do not handle raw meat.

Observation I was pleased to see you have a dishwasher.

Hand-washing

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

Information Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- good hand rubbing technique
- rinsing of hands
- hygienic drying
- wet hands before applying soap

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 I was pleased to see hand washing was well managed.

Recommendation You were using a fabric towel. I recommend paper towels be provided.

Observation Mugs were seen in the wash basin in the bar. This must only be used for hand washing.

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:

- a half apron only, worn over tops put on at home.

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

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:

- washable overclothes be put on at work, and fully cover clothing worn beneath. If aprons are worn, ensure short sleeved tops are worn beneath.

Temperature Control

Legal Requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

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. (This would apply to soup kettles, and you should therefore include temperature checks of this in your daily monitoring.)

Food requiring to be held chilled should be stored at 8 degrees C or below, but following manufacturers instructions. A single once only exemption is available of up to 4 hours, where food may be out of temperature control, after which food must be discarded, or chilled to below 8 degrees C and kept there until sold.

Information All food products should be stored in accordance with the manufacturer's instructions.

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. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

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. When checked temperatures were satisfactory in the chiller. However you only monitor once a day, and I recommend this be increased. I also recommend you record reheat and hot hold temperature records.

Observation Bacon and egg muffins are displayed using the 4 hour exemption and then chilled and sold from the fridge.

Observation You carry out no cooking, only reheating. You should ensure you monitor these temperatures.

Observation You have a probe which you calibrate.

Recommendation Ensure that checks are made on high risk foods that arrive at your business to ensure they are at appropriate temperatures. For example, sandwiches.

Unfit food

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is rice which should not be kept longer than 24 hours)

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- your sandwich supplier had not labelled the products they had supplied to you with their origin, dates or allergens. Please advise the supplier to contact Trading Standards for advice. In the meantime I would recommend you change suppliers.
- no dates had been applied to show when you had opened ham packs.
- Onken was found past its Best Before of 8.3.19.

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 items were dirty and require more frequent and thorough cleaning:

- shelves

- floor behind bar.

Information CORRECT DILUTION: 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.

Information 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 Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hand contact fridges.

Observation Remove cleaning brushes from the bar area.

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- your sanitisers are not to BS EN 1276:1997 BS EN 13697:2001 Standards
- you were not following the contact time, but this was also very long.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label. I suggest you choose a sanitiser that has a short 30 second or 1 minute contact time.

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

Although this guidance is aimed at the control of E Coli, and you handle no raw meat, these are the most appropriate sanitiser to use.

Maintenance

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

- hole in bar wall.

Observation You are generally maintaining the premises in good condition.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- although you have a dishwasher, you do not have a separate sink. Not all equipment can be washed in the dishwasher. Fruit is currently washed in the wash basin. A sink is also required for food preparation as needed. You have a large wash hand basin behind the bar, and another in the public toilet, but this wash basin is unable to be designated for staff hand washing due to its location and availability.

Legal Requirement The facilities for washing food must be separate from the hand-washing facility.

Legal Requirement An adequate number of washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Observation/Recommendation You must provide a sink, and separate hand basin, both accessible, connected to suitable drainage and provided with water supply as detailed above. As discussed with you by telephone, I suggest you re-designate the large wash hand basin behind the bar as a sink, and plumb in a new small wash hand basin close by, making use of the drainage already in situ.

Pest Control

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

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

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Ensure all records are available for inspection.

Contravention Your SFBB pack was on site, however you were not using it fully as the diary sheets had not been completed for several years. Although I was advised you also maintain independent temperature records these were also unavailable. Please ensure your SFBB system is fully reviewed and implemented.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- services and facilities are inadequate.

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

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- daily diary
- 4-weekly checks
- food allergies

Traceability

Recommendation Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

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

Waste Food and other Refuse

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

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

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.

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

Information There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

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

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

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.

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Contravention You are failing to manage allergens properly:

- you have not identified the allergens present in the food you prepare
- you do not have a system for informing customers about the presence of allergens in the food you prepare
- you are not informing customers about the risk of cross contamination with allergens.

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be

made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Legal Requirement Food manufacturers must label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- be sure you know exactly what your allergens are
- convey this information to your customers accurately and consistently.

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Guidance Ensure changes of supplier are considered and hidden ingredients within items such as pickles.

Observation You had no sign displayed to highlight to customers that allergen information was available. No allergen assessment was available either on the menu, or otherwise.