



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Shaake
Address of food business:	156 - 157 St Stephens Arcade Chapelfield Norwich NR2 1SB
Date of inspection:	22/03/2019
Risk rating reference:	19/00290/FOOD
Premises reference:	13/00007/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom
Records examined:	FSMS, Temperature control records, SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	juice/shake bar

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 4 - a good standard



1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of 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. Some minor contraventions require your attention. **(Score 5)**

Hand-washing

Contravention The following indicated that hand-washing was not suitably managed:

- Equipment was seen draining in the wash hand basin

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 members were wearing their protective clothing on their way to work
- Staff members were wearing watches
- A staff member came in to the food preparation area wearing a fluffy outdoor

coat

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 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:

- Floor wall junctions
- Around equipment feet
- Behind and under equipment
- Hand contact surfaces such as light switches and door handles
- Mastic joints behind sinks

Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent:

- The rubber matting used on shelves in the food preparation area

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Hand contact surfaces (plugs/ light switches/ equipment handles etc.)
- Food storage cupboards

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation You were using a sanitiser that had a 5 minute contact time for cleaning surfaces during the service hours. You were aware of this, however it would be advisable to use a sanitiser with a shorter contact time so that the instructions are followed during busy periods.

Maintenance

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

- Loose coving at wall floor junction
- Broken doors (to the cupboards in the food preparation area)
- Your freezers need defrosting

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)**

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:

- You currently lack a cleaning schedule
- Staff training records
- Gaps in opening and closing checks
- The completion record for each of the safe methods had not been signed off

Observation You are in the process of updating your cleaning procedures however at the time of inspection you lacked a cleaning schedule and standards have slipped as a result.

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

Allergens

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.

