



Public Protection (food & safety)

Food Premises Inspection Report

| | |
|--------------------------------------|--|
| Name of business: | Aldiss |
| Address of food business: | Unit 2 Hall Road Retail Park Hall Road Norwich NR4 6DH |
| Date of Re-Rating inspection: | 21/10/2019 |
| Risk rating reference: | 19/00550/FOOD |
| Premises reference: | 03/00095/FD_HS |
| Type of premises: | Cuisine - Cafe |
| Areas inspected: | All |
| Records examined: | SFBB |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Cafe in large department store |

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



Food Hygiene Rating Re-Scoring Visit

Date: 21st October 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



Observation I was pleased to see the following

- Correct copy of Safer Food better Business was made available
- Foods properly covered in fridges and freezers
- Staff trained on your procedures
- Plug fitted to wash hand basin
- Refurbishment of wash up area with more suitable, smooth impervious, easy to clean surfaces

- Wash hand basin was easy to access

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)**

Contamination risks

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- uncovered scones in freezer
- box of raw mushrooms on top of freshly prepared uncovered fruit cocktails

Hand-washing

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

- the wash hand basin was obstructed by a container of dish clothes
- no plug in wash hand basin. The water was very hot and needs to be mixed with cold water supply for the staff to use.

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.

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:

- non food business persons should not allowed in the kitchen unless wearing adequate protective clothing
- non business food items found stored in your fridge. I was informed the items were from a retail shop nearby

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:

- feet of equipment where it meets the floor
- mastic seal to wall in wash up area

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

- unsealed wooden structure under serving hatch

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

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

- although you had a copy of Safer Food Better Business the one I was shown did not have the 'safe methods' completed. However, daily diary pages were filled in with fridge/freezer temperature logs as well as records for cooked foods .

Observation I note your advice following the inspection that the wrong SFBB pack was shown to me and that you had another pack which had been completed. Ensure staff are aware of which is the current pack and where it is kept.

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

Observation You had clearly shown the presence of allergens in your food on your menu.

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.