



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Captain Americas Hamburger Heaven
Address of food business:	4 Exchange Street Norwich NR2 1AT
<b>Date of Re-rating inspection:</b>	<b>10<sup>th</sup> September 2019</b>
Risk rating reference:	19/00613/FOOD
Premises reference:	05880/0004/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving local community

**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
<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	<b>20</b>	-
<b>Your Rating is</b>	5	4	3	2	<b>1</b>	0

Your Food Hygiene Rating is 1 - major improvement is necessary



Result of your re-rating inspection carried out on Tuesday 10<sup>th</sup> September 2019



Your Food Hygiene Rating is 4 – a good standard

Matters that you attended to that improved your rating:

- Carried out deep clean to upstairs kitchen
- Fitted new white-roc panelling to ceiling
- Repaired/painted end shelving
- Changed layout of kitchen to reduce potential contamination risks
- Implemented new a new food safety management system (Safer Food Better Business).
- Retrained/refresher training for all staff on your companies food safety practises and procedures and recorded this in your SFBB pack
- New staff member undertook accredited food hygiene training course
- Seals replaced on chilling units
- Fly screens fitted/repared

### 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:

- food prepared very close to wash hand basin. There is the risk of dirty water splashing onto food preparation surfaces or onto open foods sited nearby
- badly scored boards need replacing
- insectocutor sited above food preparation area
- uncovered container of coleslaw in make up area
- uncovered foods in freezer

### Personal Hygiene

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

### 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:

- open bottle of chocolate milk mix was stored at ambient. According to manufacturer's storage instructions it should have been kept refrigerated once opened

## **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:

- around equipment feet
- behind and under equipment

- fly screens

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

- mdf or chipboard shelves in upstairs food storage rooms
- unsealed wooden structures i.e. new wood panelling to bar counter

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- fridge and freezer seals

### Maintenance

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

- worn and / or peeling paint
- damaged seals to freezer
- damage door to walk-in freezer.
- damaged handle to walk-in freezer. Black tape was used a temporary fix.

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- open window to first floor kitchen was open for ventilation. If this is a regular occurrence for ventilation it needs to be fitted with fly screen to prevent access by pests i.e. bird, flying insects

## **3. Confidence in Management**

There is major non-compliance with legal requirements. Your food safety management system was not written down. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. The contraventions require your urgent attention. **(Score 20)**

### 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](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

**Contravention** The absence of any properly working and implemented documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating. Although you had large bundles of paperwork, the vast majority was from the previous business with some dated 2008. This paperwork and some supporting food safety documentation is not in my opinion adequate as a fully working food safety management system based on HACCP principles. I acknowledge you had some temperature records for cooked foods and chilled but these documents are not sufficient on their own. Your HACCP plan, or what you have, is not in a clear enough and in an understandable format that is easy for staff to follow.

**Information/Observation** You were given verbal and written advice at the last inspection that the HACCP documentation was not adequate and that it is a legal requirement to have an implemented food safety management based on HACCP principles. As the last inspection was your first as a new food business operator we gave advice and guidance on what HACCP is and how to source one. i.e. Safer Food Better Business (SFBB)

### Traceability

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

### Training

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

- although there were some daily diary pages filled in, staff when questioned did not understand what the significance of what an 'opening' and 'closing check' was. I acknowledge the chef on duty first language is not English but they should be able know what your 'opening' check is as they had signed them off that day. These checks should be clear in your HACCP plan or located in a fully completed copy of Safer Food Better Business
- duty chef did not fully recognise allergens risks. I noted you have an allergen folder which details which allergens are in a particular dish and this is in the process of being updated.

**Information** You are also in the process of having new menu's printed with

allergen/dietary information on them for your customers

## **HEALTH, SAFETY AND WELFARE**

### **Matters of evident concern-electrical**

**Contravention** The following matters were of immediate concern:

- damaged electrical power socket in upstairs food storage room with exposed wires. This must be attended to urgently.