

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Harriets Cafe Tea Rooms
Address of food business:	38 London Street Norwich NR2 1LD
Date of Re rating inspection:	10/09/2019
Risk rating reference:	19/00622/FOOD
Premises reference:	15/00103/FD_HS
Type of premises:	Restaurant Cafe
Areas inspected:	All
Records examined:	FSMS, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Tea room with large cooked food menu 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
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 3 - a generally satisfactory standard



Result of your re-rating inspection carried out on Tuesday 10th September 2019

Your new Food Hygiene Rating is 5-a very good standard



Matters that you attended to that improved your rating:

- Carried out deep clean to upstairs kitchen
- Fitted new metal shelf to wash up unit
- Repaired damaged coving/floor near dumb water and door threshold. New patch to be installed to floor in centre of kitchen
- Installed new wash hand basin with hot and cold water supply to downstairs kitchen
- Implemented new day dot system to aid stock rotation system. Retrained/refresher training for all staff on your companies food safety practises and procedures.

Contraventions noted on day of re-rating inspection:

- Red (raw meat) knife on ready to eat chopping board (yellow). I am satisfied this was a training issue and not a food safety risk.
- Sash window would not close properly above dough mixer allowing access by flying pests.
- Damaged wall/floor coving under sash window near main cooking ranges.

- Staff who handle or prepare open foods were not wearing hats contrary to your written food safety management system.

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:

- numerous chopping boards were badly scored and need replacing
- uncovered foods in main fridge's
- package of salad was sited directly on top of fresh ready to eat salad in cold-well
- open containers of ingredients near open window in upstairs kitchen

Hand-washing

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

- there was no hot water supply to the dedicated wash hand basin to downstairs main kitchen where customers hot drinks are prepared

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Unfit food

Contravention The following food was unfit because it was either; past its use by date; did not conform to food safety requirements;

- a carton of milk was found with a 'Use by' date of 10th August 2019. This was 4 working days passed the manufacturers shelf life.
- a packet of ready to eat salad was found passed the manufacturers stipulated 'Use by' date
- large numbers of prepared foods were found passed their indicated shelf life according to your own stock rotation labelling system. I found 4 different methods of labelling prepared and opened foods/drinks. To avoid confusion you must implement one easy to follow labelling system and ensure all staff are trained and follow it correctly.

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
- walls particularly behind food preparation surfaces
- hand contact surfaces such as light switches and door handles
- on top of paper roll dispensers and soap dispensers
- wall beside down stairs wash hand basin in coffee preparation kitchen
- window frames in main upstairs kitchen
- cobwebs was seen to walls in main upstairs kitchen

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- hand contact surfaces

Maintenance

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

- floor surface in main kitchen had exposed wood patches. These created dirt traps and difficult to keep clean
- damaged flooring into main kitchen at the threshold. Hazard tape was covering the damage.
- damaged display panel to bulk freezer in main upstairs kitchen
- black plastic trim to wall/ floor joints under dumb waiters in main kitchen was coming away from the wall

Pest Control

Legal Requirement Adequate procedures must be in place to control pests. Adequate procedures are also to be in place to prevent domestic animals from having access to places where food is prepared, handled or stored.

3. Confidence in Management

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

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.

Recommendation MyHACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) www.myhaccp.food.gov.uk

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website www.norwich.gov.uk/sfbb

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:

- maintenance recording
- cleaning schedule
- no staff training records were available
- when checking your temperature control recording sheets I found numerous written recordings which I could not understand. There were records that indicated fridge temperatures were 30°C on certain days. You must ensure that any written records that your critical control limits have been met i.e. fridge's must be below 5°C are clear. You must also ensure staff are trained on how to report if fridge temperatures have gone above your critical limits. (I do not believe fridge temperatures were as high as recorded but an administrative error with a decimal point being omitted)
- I found large amounts of operational checks as part of checklists for front of house and kitchen staff to follow i.e clean high chairs or ensure kitchen is clean etc. However, there was no obvious stipulation on what, when and where to clean and with what chemical methods. You need to implement a cleaning schedule that lists all equipment, surfaces etc to ensure all areas are cleaned and or disinfected.

- I also noted as a check to be signed off on your checklist to ensure hot, cold and paper towels were available that day. These were signed off as 'yes' on the record sheets, however this is incorrect as there was no hot water supply to the dedicated wash hand basin in the downstairs kitchen.
- when going through the checklists some were not relevant i.e. foods are hot held to correct temperature. You do not hot hold foods but staff were still signing off this measure had been done.
- there was also no set method of stock control using a day dot or labelling system. You need to devise one simple clear system for staff to follow. I found 4 different labelling methods in use. If you wish to use a labelling system have a clear system i.e. write a production date and have a clear shelf life labelling system i.e. 2 days then dispose.

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 foods were found passed manufactures 'Use by' date as well as large numbers of prepared foods passed your own labelling I do not believe staff are fully aware of what an 'opening' and 'closing check' entails according to your own checklists.
- you must ensure all written recording on log sheets are clear and legible as they are used as written evidence that critical limits i.e. chilled temperatures have been met

Observation I was pleased to note that the 'sous chef' on the day of my inspection recognised immediately the food safety contraventions when I showed them to him. He disposed of out of date food straight away and spoke with staff to ensure breakdowns found will not happen again. He was also knowledgeable on food safety matters

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.