



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Caffe Nero
Address of food business:	20 Gentlemans Walk Norwich NR2 1NA
Date of inspection:	09/10/2019
Risk rating reference:	19/00731/FOOD
Premises reference:	06580/0020/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	Preparation room, Servery, Storeroom, Front of house, Back of house
Records examined:	Temperature control records, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving hot drinks prepackaged and open foods

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	<b>5</b>	10	15	20	30

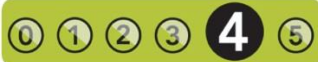
  

<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-

<b>Your Rating is</b>	5	<b>4</b>	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)**

### 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 handler wearing stud earrings

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

### Hand-washing

**Observation** Disposable hand towels were available but had not been put in the dispenser, ensure this is refilled.

### 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:

- walls particularly behind food preparation surfaces
- hand contact surfaces such as light switches and door handles
- wash hand basins
- seals to fridges and freezers

**Observation** The bake-off room looks very tired and needs attention.

## Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items in contact with food were dirty and must be cleaned:

- interior fridges and freezers
- ice machine

## Maintenance

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

- provide self closer to the disabled WC as it opens directly into the cafe

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

## Type of Food Safety Management System Required

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

## 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:

- cleaning schedule
- review your cleaning schedule and increase frequency of cleaning if items are frequently visibly dirty. Supervisors should be checking that cleaning tasks have been completed and to the required standard, action should be taken to address any issues.

## Waste Food and other Refuse

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

## Training

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

- food handler wearing jewellery

## 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.

## 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.

## **HEALTH, SAFETY AND WELFARE**

### Matters of evident concern

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

- Review fire escape route, the floor boarding has quite large gaps which could cause a person to trip or get their foot stuck delaying their exit in an emergency. The railing preventing access to a flat roof had been moved so that access was open. It was unclear whether there was sufficient lighting for the external escape route.