



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Espresso Cafe
Address of food business:	Amelia House 12 St Georges Street Norwich NR3 4PE
Date of inspection:	17/10/2019
Risk rating reference:	19/00733/FOOD
Premises reference:	07/00102/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Front of house, Other
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe also undertaking outside catering as approximately 50% of its business.

**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 Hygiene Rating Re-Scoring Visit**

Date: 28.1.2020

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



Inspectors notes:

**Food hygiene and safety-** You have carried out the majority of items raised at the last inspection.

Wash hand provision for outside catering has now been considered and will be assessed on a case by case basis, and hired if necessary.

Critical temperatures such as hot holding are now being monitored and recorded. You have increased monitoring of fridges and freezers. And have altered your sandwich handling practices.

You have instigated a new procedure for monitoring temperatures associated with outside events, and recording these. New score - 5.

**Structure and cleaning-** Cleaning and maintenance was good. New score – 5.

**Confidence in management-** You have created an additional Haccp for outside catering, with monitoring and recording. A specific event assessment and record sheet has been created to link with this.

The Haccp appears to cover bacterial risks and monitoring, but would benefit by specifying corrective actions, and covering hazards, risks and controls from physical and chemical contamination. It should also cover allergens.

New score – 5.

## **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.

<b>Compliance Area</b>	<b>You Score</b>					
Food Hygiene and Safety	0	5	<b>10</b>	15	20	25
Structure and Cleaning	0	<b>5</b>	10	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30

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

<b>Your Rating is</b>	5	4	<b>3</b>	2	1	0
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Your Food Hygiene Rating is 3 - a generally satisfactory standard



## **1. Food Hygiene and Safety**

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

### Contamination risks

**Contravention** The following exposed ready-to-eat food and or its packaging to the risk of contamination;

- bare wooden crates are used to display unwrapped sandwiches on directly. You sanitise the crates, but these will not be easy to wash due to their size and composition. Therefore ensure some barrier is placed between these and the food such as paper sheeting or plastic trays.
- a loose nail was found on the work top in ground floor side room. This had been removed from the pin board. Given the proximity to open food in this area please review the location of the pin board. ( I recommend it be removed from this area, and pins be replaced by large coloured magnets that can easily be seen in food.)
- cleaning brooms kept in ground floor side room where smoothies are made.
- uncovered eclairs in freezer in Kitchen
- non food grade card board boxes in freezer in Kitchen, together with open food. Boxes were in disrepair, and could also not be effectively cleaned.

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Legal Requirement** Cleaning chemicals should be stored in an area separate from food so that they cannot contaminate the food. They should be stored in sealed containers with clear usage instructions.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued new guidance on controlling E.coli 0157 through:

- \* the complete separation of raw and ready-to-eat food
- \* the correct use of wash-hand basins and thorough hand washing
- \* having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- \* through 2-stage cleaning and the correct use of sanitisers
- \* and by controlling the risks posed by soily vegetables.

Although we discussed practices, you were not aware of this , and should familiarise yourself, and make any necessary changes.

**Recommendation** Store non dairy mayonnaise away from dairy products. They were stored together.

### Hand-washing

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

- you had not considered this adequately in terms of some outside catering venues, and had not been ensuring facilities were always provided. You must consider this before each event taking into account the nature of the venue (for example onsite kitchen versus marquee in field) and the nature of your food preparation.

As discussed whenever any open food is handled hand wash facilities will be needed. Sanitiser alone is insufficient. At a minimum a bowl, with soap and towels and a water dispenser with warm water will suffice. However given the amount of outside catering you do I strongly suggest you investigate commercially designed portable units, that can be pre filled, and collect foul water.

**Legal Requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

**Recommendation** Provide non-hand operated taps for hand washing e.g. knee operated or motion sensors.

After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands.

**Observation** I was pleased to see hand washing on site was well managed.

### 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:

- food handlers in the servery had not tied their hair back (until I arrived.)
- staff were wearing pullovers beneath aprons in the servery, and handling open food
- staff in the servery were wearing nail varnish.

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

## Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- no evidence on servery paperwork of any monitoring of the temperature of soup and chilli being hot held for over two hours. Staff appeared uncertain about this practice.
- temperatures of chillers and freezers are only monitored once per day which is inadequate
- it appears you have not considered transportation and storage of high risk items such as prepared salads which are taken to outside catering. You are not carrying out any monitoring of temperatures of food in cool boxes or on site chillers. Whilst I have no evidence that these temperatures are unsatisfactory, you cannot demonstrate this either. Please monitor. (You are recommended to record.) Temperatures will vary depending upon amount of food/external temperatures etc. If you identify problems, you must review your methods of transportation.
- not all high risk deliveries are temperature checked. You should aim to check all.

**Legal Requirement** If you rely on selling hot food (displayed under 63 °C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours have elapsed.

**Legal Requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

**Observation/Recommendation** the four hour rule is an exemption under the temperature control legislation, that must be shown by you to be managed. Products may be displayed for a single once only period of up to four hours and then discarded or kept under refrigeration until sold. Your current system means that a huge amount of product is displayed, and if left is refrigerated. This is not the intent for the exemption and should be managed better. ( I would advise that smaller amounts be displayed, whilst the rest stays under refrigeration, and that you replenish. That left over from the last replenishment could then be refrigerated.)

**Observation** Ensure all monitoring is of product temperature, not digital readout.

You are advised to log that you calibrate your probe.

You are advised to keep comprehensive temperature control records, proving checks, particularly when catering for larger numbers.

## **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:

- Kitchen ceiling
- miscellaneous areas of the ground floor such as socket tops.
- walls to dry store and ground floor side room
- high level cobwebs in dry store.

**Recommendation** That a higher grade finish than the painted wall be provided behind the work top in the ground floor side room.

### Cleaning of Equipment and Food Contact Surfaces

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

- ice machine inside.

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to note that your sanitiser met the recommended British Standard, and that you were aware of the contact time and correct cleaning methods.

### Maintenance

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

- generally paint work to kitchen, dry store woodwork chipped and worn
- split door seals to fridge.

### Facilities and Structural provision

**Observation** I was pleased to note you have a dishwasher.

### Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place. You have screens, Electric Fly Killers and a contract.

## **3. Confidence in Management**

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

**Contravention** The food safety management system you have in place is not suitable given the food risks associated with your business. Implement a bespoke HACCP system covering higher risk activities not covered in simpler systems such as Safer Food Better Business.:

- it does not incorporate some critical steps and controls concerning outside catering which I have been advised is half your business. Please review the document. An additional Haccp sheet could be inserted with regard to this.

**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.

### Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- cleaning
- staff hygiene is inadequate

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- outside catering temperature control and hand washing
- hot holding

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

### Proving Your Arrangements are Working Well

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

- Daily Diary- closing checks often not completed/carried out
- not all foods were date coded, like a decanted apple sauce in the ground floor room
- some foods that had been opened had not been date coded
- your policy on length of time to keep cakes is unclear, and not in line with the 48 hours you allow other items. Some are kept for 7 days.

**Observation** You are operating two date coding systems in the Kitchen, one with dates when made and the other when to dispose. It is advisable for all staff to be familiar with one system, which should be the one outlined in your Management system. The use of two systems is unclear, and will likely lead to mistakes.



It is also advisable for the servery to operate the same systems as the Kitchen as it is part of your business.

**Recommendation** For due diligence I would suggest you formalise and increase record keeping and evidence of monitoring for outside events.

### Traceability

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

### 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

**Observation** All key staff have done level 2, but some are in need of refresher training. This is recommended every three years.

### Infection Control / Sickness / Exclusion Policy

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

### Allergens

**Contravention** You are failing to manage allergens properly:

- you do not have a system for informing customers about the presence of allergens in the food you prepare. Your sign to alert customers was missing in the servery
- servery staff could not find the allergen sheet that is normally kept there
- you are not providing any allergen information to go with outside catering orders/events. This food must be fully assessed and the information provided with the food. This could be in the form of a matrix document, highlighted as present, or by individual platter labels.

**Legal Requirement** Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512 .

## **HEALTH, SAFETY AND WELFARE**

### **Matters of evident concern**

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

- loose handrail to staircase to first floor
- broken and missing guard to meat slicer. You verbally agreed not to use this until replaced and to contact me when this has been repaired.