



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Mousehold Hub
Address of food business:	22 Mousehold Avenue, Norwich, NR3 4RS
Date of inspection:	22/11/2019
Risk rating reference:	19/00804/FOOD
Premises reference:	18/00270/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Cleaning schedule, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe and other associated activities such as childrens clubs,.

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 5 - a very 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:

- eggs were stored at the top of the fridge. As raw store beneath and not next to ready to eat foods.
- ensure aprons are not stored next to outdoor coats.

Guidance The FSA (visit 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.

Please ensure you familiarise yourself with this.

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately. You have a table for raw meat handling, but as this is large it is used for other tasks after cleaning. As discussed it would be good practice to designate another work top entirely for raw meat handling, such as the small one.

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

You have no complex equipment; you have a dishwasher.

Hand-washing

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

Information View the video on good handwashing technique at <https://www.youtube.com/watch?v=Vylx2K2vhKI>

Information We have a hand washing demonstration kit which you might like to borrow in order to demonstrate the principles of correct hand washing to your staff and childrens clubs. Contact the Duty Officer on 01603 212747 for more information.

Recommendation 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 was well managed.

Personal Hygiene

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

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

Observation I was pleased to see that standards of personal hygiene were high for staff working in the cafe Kitchen. However it is understood that other volunteer groups

also use the Kitchen for the preparation of open high risk foods. Please ensure that they are also wearing adequate washable over clothing.

Temperature Control

Recommendation You can place a food mimic in your fridges. These can be probed to get a more realistic idea of the actual temperature of the foods in the fridge (some businesses use a lemon/ block of lard)

Recommendation Get some fridge thermometers. It is not sufficient to monitor using digital readouts as these are not always accurate.

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. You have a probe thermometer and wipes, were aware of critical temperatures, monitor and record.

Ensure that when other clubs prepare food, the same level of monitoring and recording is carried out. High risk food is prepared and needs the same level of control as when the cafe operates, and for your own due diligence.

Unfit food

Information High risk items bear a 'use by' date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is rice which should not be kept longer than 24 hours)

Observation As the cafe only trades for 3 days, date coding will become more relevant when opening hours are extended.

You also accept donations of low risk foods. You appeared aware of the risks associated with this, and controls.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and

procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning of Structure

Observation The kitchen had been well maintained and the standard of cleaning was excellent.

Cleaning of Equipment and Food Contact Surfaces

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

Cleaning Chemicals / Materials / Equipment and Methods

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Observation Please investigate whether the dry store shelves require sealing to facilitate cleaning.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises. The Kitchen has screens, and you have a Electric Fly Killer.

3. Confidence in Management

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

Type of Food Safety Management System Required

Observation You are using SFBB, which was available on site and working well for the Cafe.

Following our discussion at the time of inspection, when it came to light that a number of other catering activities take place within the same kitchen, such as Messy club with 2 course hot lunch on a Saturday, and holiday clubs, I can confirm that it is satisfactory to only have one premises record on our system, as these are all Church run. Although some of these are volunteer lead, rather than the employed chef in place for the cafe, some activities are high risk and are served to vulnerable groups. Therefore you should ensure that ideally the same high standards and systems are in place across the board. I would recommend someone be appointed to oversee that there is some continuity in place. One SFBB pack will suffice, providing it is followed and covers the other areas e.g. cook temperature record also maintained by clubs.

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

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

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

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Infection Control / Sickness / Exclusion Policy

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

Allergens

Observation You had a sign displayed, and had a written assessment sheet. However you must also ensure this is in place for the other activities.