



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Muffin Break
Address of food business:	48 Castle Mall Norwich NR1 3DD
Date of inspection:	11/03/2020
Risk rating reference:	20/00126/FOOD
Premises reference:	20/00077/FD_HS
Type of premises:	Cafe
Areas inspected:	Main Kitchen, Servery, Storeroom
Records examined:	Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving sandwiches

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: 29 September 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 4 – a good standard



Observation I was pleased to see the following:

- The premises had been cleaned to a good standard
- Food was stored covered in the fridges
- A food safety management system is available and on site

Contravention The following items require attention:

- Food containers had old labels and dates on them i.e the label stated egg mayonnaise 'Use by' 30/8 when chopped salmon was being stored in the container
- Uncovered food i.e berries were being stored in the upright freezer. A Sign on the freezer states. All foods must be covered and dated
- Flooring behind and under equipment was dirty
- Seals to fridges and freezers were split
- Lids to food containers in the storeroom were dirty
- Electric fly killer was sited on the floor

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 1 - major improvement is necessary



1. Food Hygiene & Safety

Contamination risks

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- container of meat stored in direct contact with container of ready to eat food
- red chopping board which should normally be used for raw meat was being used for cooked meat products
- red chopping board which should normally be used for raw meat was in direct contact with the green chopping board used for ready to eat vegetables/salad products

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:

- uncovered containers of food in freezers

Hand-washing

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

- the wash hand basin in the preparation room was obstructed
- equipment was seen draining in the wash hand basin at the serving counter
- wash hand basins were dirty
- no means for hygienically drying hands was available at the wash hand basins

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.

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

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:

- staff were not wearing suitable protective clothing
- staff were wearing their protective clothing on their way to work

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.

Unfit food

Contravention The following food was unfit (and was destroyed in my presence) because it was past its use by date:

- bag of baby spinach
- container of pastrami
- containers of roasted red pepper hummus

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- open packet of mozzarella cheese dried out
- containers of salad leaves decomposing
- packet of basil wilted
- grated cheddar mouldy

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.

2. Structure and Cleaning

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- floor wall junctions
- behind and under equipment
- wash hand basin

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- fridge shelving
- interior of fridges and freezers
- microwave
- can opener
- containers used to store flour

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- you are not using the 2-stage cleaning technique
- sanitiser was said to be in a bottle labelled heavy duty degreaser

Information Surfaces should be cleaned with hot soapy water so that they look visibly clean. They should then be disinfected using antibacterial spray or sanitiser.

Maintenance

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

- damaged freezer
- freezers need defrosting

3. Confidence in Management & Control Systems

Food Safety Management System

Contravention You do not have a documented food safety management system available on site. As a consequence you could not demonstrate an effective system for managing food safety hazards.

Legal Requirement You need to have a documented food safety management system that identifies the hazards to food and sets out how you will manage these hazards. A system such as Safer Food Better Business for caterers would be suitable for your business. You can download or print a copy from the Food Standards Agency website www.food.gov.uk/business-guidance/safer-food-better-business

Contravention Record sheets had not been properly completed since early January.

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 and sanitation are poor
- stock management is poor
- handwashing is not well managed
- risks of cross contamination

Proving Your Arrangements are Working Well

Contravention The following are needed in order to demonstrate your food safety management system is working:

- daily records
- temperature records
- cleaning schedule
- probe calibration records

Training

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

- manager did not understand what a documented food safety management system was or what it was for
- were using food that was passed its USE BY date
- were using poor food storage practices
- were not aware of the food safety management system
- did not know how long to stay off work after illness
- were not cleaning properly
- were not keeping appropriate records
- were not following good personal hygiene practices

Recommendation Managers and supervisors should complete a Level 3 / intermediate food hygiene and safety course. This should preferably be a taught course though online courses are available.

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness.

Information Staff that report these diseases must not work with food until they are 48 symptom free.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.