



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Captain Americas Hamburger Heaven
Address of food business:	4 Exchange Street Norwich NR2 1AT
Date of inspection:	16/11/2021
Risk rating reference:	21/00349/FOOD
Premises reference:	05880/0004/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant 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
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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)**

#### Hand-washing

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

- equipment was seen draining in the wash hand basin

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

### 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
- high level cleaning

**Contravention** The following items could not be effectively cleaned and must be covered or made non-absorbent:

- mdf or chipboard shelves
- chipped dented wooden architrave

## Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals

## Maintenance

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

- wall surfaces
- floor surfaces
- splits or holes in flooring
- broken windows

## **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. Your staff are suitably supervised and trained. Your records are appropriate and generally maintained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

## Proving Your Arrangements are Working Well

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

- training records/supplier lists
- chilling down hot food / freezing / defrosting
- you need to audit your pack regularly and record any charges.

## Traceability

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

## Training

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

## **HEALTH, SAFETY AND WELFARE.**

### Slips Trips and Falls

**Contravention** The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- steep winding stairs to upper levels and a low handrail. You need to carry out a risk assessment of these stairs.