



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Sam's
Address of food business:	26 Suffolk Square Norwich NR2 2AA
Date of inspection:	02/12/2021
Risk rating reference:	21/00421/FOOD
Premises reference:	19/00344/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving the local community with breakfast and lunch

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

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:

- dirty can opener
- badly worn, stained/mouldy chopping boards
- rolls of clingfilm and foil left on dirty cooker top

Unfit Food.

Contravention Unfit food was found on your premises. A packet of minced steak with a use by date of 29.11.2021

Recommendation Introduce a system for checking on a daily basis that foods in the fridge are not out of date. This applies to raw meat as well as ready to eat foods. Any out of date foods should be discarded.

Hand-washing

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

- baked beans and onion pieces were found in the hand wash basin in the kitchen
- hand wash basin and taps in WC lobby dirty
- caps to taps missing
- food handlers not washing hands after touching contaminated items (e.g. raw foods and rubbish)

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;

- the hand wash basin was being used for washing utensils/dishes and not available for hand washing

Temperature Control

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

- Food in the Bain Marie and in the hot cabinet was found at temperatures significantly less than 63°C (sausage roll 58°C, sausage 54°C)

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.

Your hot food temperature monitoring charts did not indicate the number of batches cooked. Some of the products on display were found to be below 63°C after 12 noon, it appeared they had been placed in the hot cabinet at 8:00am

Recommendation Your SFBB pack contains details of how to calibrate your probe thermometer so you can be sure it is giving the correct reading. Discard the probe if it deviates by more than +/- 1°C.

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- Open packets and bottles of sauces were not being labelled with date of opening
- a packet of raw minces steak was found in the fridge with a use by date of 29.11.2021

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 of opening to all packets and containers of sauces. Always follow the manufacturers instructions for use once opened.

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:

- hand contact surface (such as fridge handles, cooker knobs, light switches and sink taps)
- high level areas (such as ceilings, tops of window reveals, extraction grills and ceiling panels)
- walls and wall surfaces (such as tiles and cladding)
- floors under and behind kitchen units and equipment
- horizontal surfaces (such as worktops, shelving and ledges)

- difficult to reach corners (such as wall/floor junctions, hidden pipework and surfaces behind fixed equipment)
- cooker canopy and associated items (such as grease filters, grease runnels and extraction ducting)
- toilet and cubicle

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

- untreated mdf or wooden shelving under sink unit

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- internal surfaces of microwave oven
- bench mounted can opener
- chopping boards
- dishwasher
- chest freezer requires defrosting
- fridge
- refuse bin in kitchen

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:

- The sanitiser you use has a contact time of 5 minutes and is not suitable for use on surfaces that need to be brought back into use immediately.
- Dirty cleaning equipment

Recommendation: Source a sanitiser with a short contact time for regular cleaning. Thoroughly clean or renew your cleaning equipment

Information Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection. (There were tins of paint and boxes of screws stored in the kitchen including other items that are not in use including personal possessions (umbrella))

Maintenance

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

- white plastic sheeting above sink damaged/holed
- mastic sealant behind sink
- caps are missing from the taps exposing surfaces which are difficult to clean and disinfect
- larder style fridge in kitchen (rust to external surface, cracked plastic coating to shelf)

Pest Control

I was pleased to see that the premises was free of pests

Recommendation provide fly screens to openable windows and external doors in rooms in which food is prepared and handled.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. Your records are appropriate and generally maintained but some deficiencies were identified. 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

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.

Contravention You have chosen to use Safer Food Better Business as your food safety management system however there was evidence that it was not being implemented. Your records were not appropriate and did not demonstrate that control measures are effective. (temperature monitoring records, cleaning rota)

The cleaning rota only identified 6 pieces of equipment/areas needing a daily clean.

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
- **Maintenance** is poor
- **Staff hygiene** and training is inadequate
- **Waste** management is poor

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- management -staff training records (no evidence staff have been trained on food safety management system)
- management- cleaning schedule has not been completed (what when and how) little evidence that cleaning is being done regularly enough or properly)

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:

- cleaning
- stock control/labelling

Recommendation Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

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.

Contravention The waste bin in the kitchen has a broken swing lid

Training

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

- did not wash their hands after taking the cardboard out to the bin
- had false nails and were wearing jewelry
- were not monitoring the temperature of food in the bain marie

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

Legal Requirement Food manufacturers must now label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

Observation/information You state on your hot food temperature monitoring record that at 14:00hrs any food left in the hot cabinet is to be packaged and sold at half price. These foods are now pre-packed for direct sale. Ensure that you apply a label to these packets which states the ingredients and allergens present. The label should also include guidance for the reheating of the food.

Foods 'pre-packed for direct sale' are foods that you package and then sell on the same premises or local sites trading under the same name.

You can obtain more information from the Trading Standards website:

www.norfolk.gov.uk/abc