



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Erpingham House
Address of food business:	Erpingham House 22 Tombland Norwich NR3 1RF
Date of inspection:	10/03/2022
Risk rating reference:	22/00175/FOOD
Premises reference:	18/00090/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	Pest Control Report, SFBB, Training Certificates/records, Temperature Control Records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Vegan restaurant

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 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)**

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:

- the full catch tray under the electric fly killer - this requires emptying of flies
- glass from the broken bulb in the chest freezer (see Health, safety and welfare matters below)

Guidance Ensure the electric fly killer is listed as an item to clean in your written cleaning schedule so it is not missed in the future.

Recommendation Store the brown cutting board separately from the boards used for ready to eat foods

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

Hand-washing

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

- there was no hot water to the wash hand basin
- the water pressure was low and the poor flow of water was such that hands could not be washed effectively.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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.

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

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

Cleaning Chemicals / Materials / Equipment and Methods

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

Contravention The following indicated that the premises had not been maintained sufficiently to ensure good food hygiene practices:

- there was no hot water to the wash hand basin
- the water pressure to the wash hand basin was low and the poor flow of water was such that hands could not be washed effectively

Recommendation I noted there was hot water available to the other sinks on the premises. You should designate one sink for hand washing whilst repairs to the wash hand basin are made.

Observation Under-counter fridge door seals will need replacing soon as some had split slightly and become difficult to keep clean

Observation Generally you are maintaining the premises in a good condition.

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

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 Your SFBB/food safety management system was in place and working well. I was generally confident you had effective control over hazards to food.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers and could demonstrate effective systems for controlling bacterial growth and survival.

Proving Your Arrangements are Working Well

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

- daily diary (the entry for the day before was missing)
- 4-weekly checks had lapsed (use the 4 weekly review to highlight persistent problems like the wash hand basin hot water)
- SFBB training records were missing for the two newest members of staff

Complete the SFBB training records for the two newest food handlers. Keep the 4 weekly reviews up to date and fill in the daily diary on the day; not the day after.

Contravention The problem with the wash hand basin was known about but no record exists in the SFBB pack highlighting the issue and giving a timescale for repairs to be made. Recording problems in your Daily diary and on the 4-weekly review and then

acting to correct matters is integral to the proper use of your food safety management system. You must record issues which may affect food safety and act sooner to remedy any problem.

Traceability

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

Training

Recommendation Food hygiene refresher training for any food handler whose food hygiene qualification is more than three years old.

Recommendation A Level 3 Award in Food Safety in Catering or its equivalent would be appropriate for those food handlers in a supervisory role.

Information Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Infection Control / Sickness / Exclusion Policy

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

Allergens

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

Observation You had clearly shown the presence of allergens in your food on your menu.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff.

Recommendation Provide a poster or sign highlighting the presence of allergy information on menus and encouraging customers to seek advice about the food allergens in the food you sell.

Information Where there is a real risk of cross-contamination with allergens on the premises, this too should be brought to the attention of customers.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern and must be remedied immediately:

- The bulb to the chest freezer had broken in the socket exposing live terminals and broken glass. Replace the broken bulb taking care to isolate the appliance from the mains before doing so. If possible replace the missing bulb cover to help prevent breakages in the future.