



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Cheeky Smiles
Address of food business:	The Den 30 Peterkin Road Norwich NR4 6LQ
Date of inspection:	24/03/2022
Risk rating reference:	22/00220/FOOD
Premises reference:	18/00080/FD_HS
Type of premises:	Childrens nursery
Areas inspected:	Cellar, Storeroom, Main Kitchen, Other
Records examined:	SFBB, Temperature Control Records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Nursery serving 3 meals a day and snacks for up to 40 0 to 16 year olds

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	<b>5</b>	10	15	20	30
<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	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:

- some dry goods were open, and should be sealed or stored in containers once opened
- shell eggs were stored next to wrapped garlic bread

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued 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 handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods

- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

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

### Hand-washing

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

- equipment was seen draining to the side of the wash hand basin where it had been washed up

**Information** We have a handwashing demonstration kit which you might like to borrow in order to demonstrate the principles of correct handwashing to your staff. 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.

I suggest you label one sink clearly for hand washing, as they all look similar. In the other Kitchen the wash basin was a different style and more easily identifiable.

I also recommend that the soap and towel dispensers be located near the wash basin.

### Personal Hygiene

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

### Temperature Control

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

**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

**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)  
Only small amounts of perishable items are kept, as there is a set menu.

### Poor Practices

**Guidance** It is permitted to sell food after its best before date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is passed the best before date.

## **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/Structural Standards

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

- areas of the cellar store walls and floor

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

- some areas of the units in both Kitchens as old and deteriorating

### Cleaning of Equipment and Food Contact Surfaces

**Information** Please refer to [www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance](http://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance)

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

### Cleaning Chemicals / Materials / Equipment and Methods

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

**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.

**Guidance** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**Recommendation** Store items such as mops, buckets and rags in an area, room or cupboard separate from a food area.

**Observation** I was pleased to see that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces. Dettol is on the approved list. Nevertheless I recommend you buy a product which states the contact time and British Standard.

### Maintenance

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

- in both Kitchens some of the cupboards were in disrepair, due to them being old and domestic style.

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- since Covid you have altered your Kitchen use. You are using the Lakenham Kitchen, and the Tuckswood Kitchen is out of use. The Tuckswood Kitchen was previously used for food preparation, and is larger, and has a better wash basin/sink arrangement. The Lakenham Kitchen was previously for 'children use', but is now used for food preparation. In order to receive deliveries during Covid, you are using the cellar as a store.
- both Kitchens contain units that are domestic in style, and are showing signs of wear. One Kitchen should be designated for commercial food use, and some repairs carried out.
- you have advised that some maintenance/refurbishment is planned, with new commercial free standing units. I would recommend this be done in the Tuckswood Kitchen since it is larger. When this occurs, I understand use of the cellar will cease.

**Observation** You have a dishwasher. I suggest this be retained in any refurbishment.

### Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

### **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 generally working well. I was confident you had effective control over hazards to food. You were maintaining additional records.

**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 as well as the temperature of cooked/hot-held food 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. Despite maintaining some additional records the SFBB pack should be used fully:

- you were not completing the daily diary and should use this.
- you should record probe calibration - this can be done in the diary.

It is also recommended, for due diligence that you record any cook temperatures.

#### **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**

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available. All staff have done Level 2 training, and allergy awareness. Managers carry out food preparation.

#### 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 and customers.