



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Makers House
Address of food business:	2 - 4 St Benedicts Street Norwich NR2 4AG
Date of inspection:	25/03/2022
Risk rating reference:	22/00226/FOOD
Premises reference:	19/00341/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Prep Room, Bars
Records examined:	Cleaning Schedule, SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe bistro with bar and catering

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures. The contraventions require your attention. **(Score 10)**

Contamination risks

Contravention The following matters present a potential risk of cross-contamination:

- storage containers are used for both raw and ready to eat foods without appropriate heat disinfection or full dishwasher cycle
- there was inadequate separation of raw and ready to eat food in chiller unit 1 and the walk in chiller. Packaging of raw meat can be contaminated with harmful bacteria and should therefore also be separated from ready to eat food.
- the chemical product I was presented with for cleaning and disinfecting worktops was a general cleaner and degreaser

Information If the same food storage containers are used for both raw food and ready to eat food at separate times, they should be heat disinfected (eg in a sterilising sink with water at or above 82°C or a steam cleaner) or put through a full dishwasher cycle

between uses. If heat disinfection or a dishwasher is not available, then food storage containers should not be shared and you will need to provide separate identifiable containers for raw and ready to eat food.

Information To ensure adequate separation within storage raw food must be stored below ready-to-eat food unless other measures are in place eg storage dividers.

Observation Following a discussion about the difference between chemical products for cleaning and disinfection, I was later presented with a sanitiser spray.

Guidance Further information and guidance about how to prevent cross-contamination is available from the Food Standards Agency at www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance

Hand-washing

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

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

Temperature Control

Contravention The temperature of chilled foods in chiller 1 varied depending on the section of the chiller and some of them were over the legal limit of 8°C. Carry out additional monitoring and take action as necessary.

Unfit food

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

- condiments were past the manufacturer's recommended shelf life for use after opening

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Observation The standard of visible cleaning was exceptionally high.

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:

- an appropriate cleaning chemical was not identified for disinfecting worktops and other areas where there may be a risk of cross-contamination such as sinks, taps, handles and other hand contact points

Information A 2-stage cleaning process must be followed to ensure effective cleaning and disinfection. Stage 1 - clean the surface with an appropriate detergent (or sanitiser) to remove any dirt, grease, food or other matter. Stage 2 - once the surface is visibly clean, disinfect (or sanitise) the surface in accordance with the manufacturer's instructions.

Information A sanitiser is a two-in-one product that acts as a detergent and a disinfectant. If you use a sanitiser, make sure you use it twice, in two stages. First to clean and remove dirt, grease, food or other matter and then to disinfect.

Information When using a chemical disinfectant / sanitiser, it is important to follow the manufacturer's instructions carefully, these can usually be found on the product label. There will be specific instructions on how to use it, including the dilution rate, and the contact time. Disinfectants / sanitisers may be rendered ineffective if you do not follow the manufacturer's instructions.

Information Disposable single-use cloths or blue paper roll should be used at Stage 2 disinfection (if required) to prevent cross-contamination.

Information To ensure the disinfectant / sanitiser is effective against bacteria such as E.coli O157, it must comply with the following standards BS EN 1276:2009 or BS EN 13697:2001. This information can usually be found on the product label or by contacting the manufacturer.

Maintenance

Observation You are maintaining the premises in 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

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention. **(Score 10)**

Type of Food Safety Management System Required

Observation You are using Safer Food Better Business as your documented food safety management system.

Contravention The cleaning schedule did not include all of the areas or items which require cleaning.

Food Hazard Identification and Control

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

- Cooking section - 'ready to eat food'

Proving Your Arrangements are Working Well

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

- Cross contamination section - 'personal hygiene'
- Cross contamination section - 'separating foods'

Contravention You are not keeping the following records up to date:

- supplier list
- daily diary
- 4-weekly checks

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

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

Traceability

Observation Your records were such that food could 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

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

- food handlers were unaware of correct storage of raw and ready to eat food
- an appropriate chemical was not identified for disinfecting worktops
- there was a lack of awareness of the 2 stage cleaning process
- some foods had passed their assigned date
- food handlers did not know how long to stay off work following gastrointestinal illness

Infection Control / Sickness / Exclusion Policy

Information 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

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 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.