



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Dessert Lounge Norwich
Address of food business:	6 Aylsham Crescent Norwich NR3 2RZ
Date of inspection:	25/07/2022
Risk rating reference:	22/00410/FOOD
Premises reference:	22/00167/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Takeaway

**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
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	2	1	0

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 and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

#### Contamination risks

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- food was not covered in fridges
- the underside of stacked containers in contact with open food below
- poor cleaning of the premises
- food allergens not suitably controlled
- re-using containers used for raw chicken

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption,

injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Recommendation** Provide separate equipment and utensils for raw and ready to eat foods, which can be easily identified (colour coded) and stored and washed separately.

**Recommendation** Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

**Information** The FSA 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 soil contaminated vegetables.

Visit: [www.food.gov.uk](http://www.food.gov.uk) for more information

**Contravention** You could not demonstrate effective heat or chemical disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods:

- you do not have a dishwasher and you are not using an adequate heat disinfection step after washing up equipment and utensils

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°C for 15 seconds) between uses.

**Guidance** If adequate heat disinfection (such as a dishwasher or plunge sink) is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately

### Hand-washing

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

- wash hand basin took a long time to drain away

### 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:

- best hand-washing practices were not observed
- protective clothing not worn

**Legal requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

**Information** Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food

### Temperature Control

**Information** Sauces were noted stored at room temperature. The manufacturer's recommendation is that such products are refrigerated once open

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

### 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:

- food i.e carrot cake was being stored beyond 'best before' date of 23/7
- food i.e chocolate fudge cake was being stored beyond 'best before' date of 13/7
- food i.e strawberries were being stored beyond 'best before' date of 21/7
- mint was being stored beyond 'best before' date of 20/7
- white roll best before 21/7 and 22/7

**Guidance** It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it.

## **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:

- flooring/wall junctions
- flooring underneath equipment
- wash hand basin

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

- mdf or chipboard shelves
- bare mdf to counter in servery
- untreated wooden doors

### Cleaning of Equipment and Food Contact Surfaces

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

- shelving to stainless steel tables
- worktops
- food storage containers
- fridge and freezer seals
- hand contact surfaces
- handles to fridges
- interior bottom to fridges
- handle/door to microwave
- interior to microwave
- legs and wheels to equipment
- ice cream machine

### 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:

- scourer was badly worn

### Maintenance

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

- electric fly killer

### Facilities and Structural provision

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

- the drainage to the wash hand basin is deficient

### **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; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### **Type of Food Safety Management System Required**

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers

#### **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

**Contravention** The control methods you have put in place at the following critical control points are not sufficient:

- methods of control at critical points

**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** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- cleaning schedule
- suppliers list
- contacts list
- staff SFBB training records

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

- food allergies
- personal hygiene/handwashing

#### **Traceability**

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

## Training

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

- standard of cleaning was poor, the premises had not been cleaned from the previous trading day, you informed me that you were too tired as it had been very busy
- food handlers were not wearing protective clothing
- food handlers were not sufficiently knowledgeable about food safety procedures

**Legal requirement** all areas where food is prepared and stored must be clean and capable of being kept clean. This is so that pests are not attracted into your premises and the risk of food being contaminated by dirt is minimised

## Allergens

**Contravention** You are failing to manage allergens properly::

- you are not informing customers about the risk of cross contamination with allergens
- no allergen information on hazelnut and chocolate sauce pots

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- be sure you know exactly what your allergens are
- convey this information to your customers accurately and consistently

**Legal requirement** The allergen labelling requirements for prepacked for direct sale (PPDS) food have changed. Any business that produces PPDS food is required to label the food and the ingredients list with the 14 allergens required to be declared by law emphasised within it

**Recommendation** for information or advice about prepacked food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email : [trading.standards@norfolk.gov.uk](mailto:trading.standards@norfolk.gov.uk)

**Information** Prepacked for direct sale (PPDS) food, is food that is packaged at the same place it is offered or sold to consumers, and is in this packaging before it is ordered or selected by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging

**Information** Prepacked for direct sale (PPDS) food can include the following:

- sandwiches and bakery products which are packed on site before a consumer selects or orders them
- fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salad and pasta pots
- burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- food provided in schools, care homes or hospitals and other similar settings will also require labelling