



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cactus Cafe
Address of food business:	102 Magdalen Street Norwich NR3 1JD
Date of inspection:	14/12/2022
Risk rating reference:	22/00701/FOOD
Premises reference:	14/00344/FD_HS
Type of premises:	Cafe
Areas inspected:	Main Kitchen
Records examined:	SFBB and daily diary
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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)**

Hand-washing

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

Recommendation To improve personal hygiene I suggest:

Temperature Control

Observation: You are currently using a meat probe to check the core temperature of chicken breasts. This type of thermometer is not very accurate and is not designed for such small joints/pieces of meat.

Recommendation: Obtain a probe thermometer to check the core temperature of hot and cold foods.

It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Observation: Only one of your independent fridge thermometers appeared to be working, ensure you regularly check that each thermometer is working correctly and is accurately reflecting the air temperature within the fridges. There is no legal requirement to use a suitable probe thermometer providing you employ other methods for ensuring the food you serve has been properly cooked.

Unfit food

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

Recommendation. Use a permanent marker pen to write the date of freezing /defrosting on the packets of ready to eat foods such as smoked salmon, sliced ham.

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

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

- edging strip to shelf above food preparation bench
- wicker waste bin

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

The former 'beer cellar' is cluttered with items that are no longer needed. This area requires sorting and cleaning.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following pieces of equipment require a more frequent clean:

- larder freezer in former beer cellar
- door seals to fridges and freezers

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

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

- evidence of past problem with a water leak to ceiling near cooking equipment, requires redecorating.
- damaged paint work to wood work in kitchen
- damaged door to larder freezer

Observation You are generally maintaining the premises in good condition. you are planning to redecorate the kitchen between Christmas 2022 and the New Year.

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

Information You use Safer Food Better Business as your food safety management system, your daily records are incomplete and this has resulted in the poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Proving Your Arrangements are Working Well

Contravention Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place. Your daily record sheets were not kept up to date. You can obtain download new diary pages from the FSA website:
www.food.gov.uk/business-industry/caterers/sfbb

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.

Allergens

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

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