



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Nourish
Address of food business:	81B Grove Road Norwich NR1 3RT
Date of Re-rating inspection:	15.03.2023
Risk rating reference:	23/00161/FOOD
Premises reference:	20/00035/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, SFBB, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Small cafe serving local community

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

Food Hygiene Rating Re-Scoring Visit

Date:15/3/2023

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes:

Food Hygiene and Safety-new score 5.
All areas outlined have been attended to.

Contravention: uncovered boiled eggs had base of another food container placed directly on top to them.

Structure and Cleanliness-new score 5.
Cleaning/maintenance is much improved. Numerous parts of the building had been repaired/decorated to a much better fit and finish.

Contravention: pest proofing required to rear wood doors.

Contravention: damaged worn/flooring in main shop and rear covered space

Confidence in Management-new score 5.

The Safer Food Better Business pack (SFBB) and your HACCP documentation were made available.

Contravention: your food safety management system (HACCP) requires auditing. It was difficult to follow with large numbers of daily recording sheets to complete. It needs to be simplified. As you employ SFBB with supplemental food safety procedures it needs to be clearer for staff to follow and be able to navigate to ensure you are selling safe food.

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, foreign objects or chemicals:

- cobwebs were seen above food preparation areas behind main counter
- worn chopping boards
- given the poor condition and cleanliness of the rear passage area covered by wood beams and clear plastic corrugated sheeting it is not a suitable room to store uncovered /cooling foodstuffs i.e. chocolate cake

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- milk was found past its 'Use by' date in your fridge

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Information High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

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:

- around equipment feet
- behind and under equipment
- ceiling
- floor/wall junctions
- high level cleaning
- staff w.c
- panelling beneath large coffee making area
- splashed walls near large coffee making area and wash hand basin

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

- uneven/rough concrete flooring in rear covered yard
- cut ends of plastic coated shelving in the counter area

Observation/recommendation That you consider a deep clean and redecorate the main kitchen, covered rear yard area and staff w.c. to a lighter colour. This should improve being able to see when surfaces become visibly dirty. During my visit it was quite dark in the main counter/kitchen area. You informed me you preferred natural light to work in, however I did find this area a little dark to navigate given the low level of lighting. When an overhead bulk light was switched on I was able to see more clearly when moving around your kitchen.

Maintenance

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

- coving loose at wall/floor junction
- wall surfaces damaged
- paint work worn or peeling
- rust to base of fridge
- the staff w.c. was in poor condition with large patches of mould growth to ceiling
- floor behind main counter

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient storage space for cooling cooked or prepared foods

Legal Requirement All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- the external door to rear covered yard area accessing the staff w.c.. When closed a gap was seen around where the locking mechanism was located

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. 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

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

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:

- maintenance is poor

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- daily diary
- maintenance / pest control

Training

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

- did not fully understand opening and closing checks to be used as part of implementing Safer Food Better Business (SFBB) pack. If you have alternative written recording methods to ensure you are carrying out either Safer Food Better Business or your own additional food safety practises and procedures they must be kept on the premises when you are trading.
- were using milk passed its USE BY date

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.