

**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |  |
|----------------------------------|--|
| Name of business:                | Rasa's Cafe                            |
| Address of food business:        | 31 Earlham West Centre Norwich NR5 8AD |
| Date of inspection:              | 27/02/2023                             |
| Risk rating reference:           | 23/00185/FOOD                          |
| Premises reference:              | 18/00180/FD_HS                         |
| Type of premises:                | Restaurant or cafe                     |
| Areas inspected:                 | Main Kitchen, Servery                  |
| Records examined:                | Temperature Control Records            |
| Details of samples procured:     | None                                   |
| Summary of action taken:         | Informal                               |
| General description of business: | Café 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 Hygiene Rating Re-Scoring Visit**

Date: 9 May 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 4 – a good standard



Inspectors notes:

**Observation** I was pleased to see that most of the contraventions had been addressed

- food handlers were wearing suitable protective clothing
- complete separation of raw and ready-to-eat foods
- hot water was available

**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 day or 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 cooked rice which should not be kept longer than 24 hours)

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

**Contravention** The following items need attention:

- flooring to washing up area very worn
- handle to upright freezer numbered 3 broken and needs repair

**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:

- daily diary
- additional checks
- four-weekly reviews
- cleaning schedule
- suppliers list
- contacts list
- staff SFBB training records
- prove-it records
- opening and closing checks

## **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 |   |    |    |    |    |
|--|-----------|---|----|----|----|----|
|  | 0         | 5 | 10 | 15 | 20 | 25 |
| 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 | 25 - 30 | <b>35 - 40</b> | 45 - 50   | > 50 |
| <b>Your Worst score</b> | 5      | 10 | 10      | 15             | <b>20</b> | -    |

|                       |   |   |   |   |          |   |
|-----------------------|---|---|---|---|----------|---|
| <b>Your Rating is</b> | 5 | 4 | 3 | 2 | <b>1</b> | 0 |
|-----------------------|---|---|---|---|----------|---|

Your Food Hygiene Rating is 1 - major improvement is necessary



## 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:

- raw meat was being stored next to ready-to-eat foods on food surfaces
- uncovered foods stored in the fridge
- uncovered foods were being stored too near the wash hand basin, splash water from hand washing could contaminate the food
- same utensils used for raw and ready-to-eat foods
- the underside of stacked containers containing ribs in contact with open food below

**Recommendation** Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised.

**Recommendation** do not use wooden utensils as these cannot be properly cleaned

**Contravention** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- knives
- tongs
- wooden spatulas

**Contravention** You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.:

- cutlery stored within splash range of washing up sink

**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.

**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.

**Guidance** Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a worktop where preparation of raw foods is undertaken as this could lead to cross-contamination.

**Recommendation** Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

### Hand-washing

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

- no means for hygienically drying hands was available
- staff were not seen washing their hands when I visited
- there was no hot water to the designated wash hand basin as the electric water heater was unplugged
- using gloves without suitable procedures to ensure they remain hygienic

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

**Legal Requirement** The way gloves are used in your premises was unhygienic and likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

**Information** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

**Information** Handwashing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

**Recommendation** After washing hands food handlers should turn the taps off using paper towel to prevent them from recontaminating their hands

## 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:

- food handlers were wearing jewellery
- staff were not using the wash-hand basin regularly
- staff were not wearing suitable protective clothing

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

### Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- cooked rice was being left in the danger zone (8-63°C) for long periods of time
- uncovered foods i.e ribs were being stored at ambient temperatures
- high risk food i.e raw meat was not being defrosted in the fridge

**Legal requirement** Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

**Recommendation** Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers

**Information** Frozen raw meat was being defrosted at room temperature in a manner that caused concern. You must have a method for defrosting meat so that food safety is maintained. This method must be covered by your food safety management review. Safe methods can include defrosting in a designated fridge.

### Unfit food

**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 cooked rice which should not be kept longer than 24 hours)

### Poor Practices

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- prepared foods were being stored beyond the recommended 2 days after the day of production

## **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 structural items were dirty and require more frequent and thorough cleaning:

- floor/wall junctions
- walls behind equipment
- ceiling
- hand contact surface (such as fridge handles, cooker knobs, light switches and sink taps)

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

- microwave
- interior to cutlery tray
- tea towel underneath brown cutting board
- build-up of ice to chest freezer
- filters to extraction canopy
- wheels to equipment

### Cleaning of Equipment and Food Contact Surfaces

**Recommendation** Remove protective film from side to fridge for easier cleaning

### Cleaning Chemicals / Materials / Equipment and Methods

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

**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.

**Guidance** Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697.

### Maintenance

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

- leak to washing up sink
- flooring very worn in washing up area

### 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**

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

### 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.

**Contravention** The following pre-requisites have not been met and prove your food safety management system is ineffective:

- staff hygiene and training is inadequate

### Food Hazard Identification and Control

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

- methods of control at critical points

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

- Chilling
- Cleaning
- Cooking
- Cross-contamination



### Proving Your Arrangements are Working Well

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

- 4-weekly checks
- chilling / chilled storage / display of chilled food
- chilling down hot food / freezing / defrosting
- cloths / cross contamination
- cross contamination/ physical or chemical contamination
- daily diary
- food allergies
- personal hygiene / handwashing
- training records / supplier lists

### Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

### Training

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

- did not appreciate allergen risks
- did not know the critical temperature for cooking foods
- were not aware of the food safety management system
- were using poor cross contamination practices
- food handlers were not wearing sufficient protective clothing
- food handlers were not sufficiently knowledgeable about food hygiene
- food handlers were exhibiting poor food hygiene practices
- there were no records to indicate food handlers had been trained to an appropriate level

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

### Allergens

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

- you have not identified the allergens present in the food you prepare
- you have not adequately labelled the foods you are prepacking for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

**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