



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:	23/01/2024
Risk rating reference:	24/00046/FOOD
Premises reference:	22/00167/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Servery, Storeroom
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant

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** .

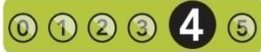
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 13 March 2024

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. However the following contraventions need attention

Structure and Cleaning

Contravention The following items require attention:

- Cobwebs seen to extraction canopy and fluorescent light
- Seals to fridges dirty
- Light switch dirty
- Wheels to equipment dirty

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean

Recommendation Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean

Confidence in Management

Contravention I was pleased to see that you had a 'Safer Food Better Business':

- Your food safety management system must be available on site so that your staff can refer to procedures and record checks daily **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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Contamination risks

Contravention Food was not protected from general sources of contamination:

- cutting boards were badly scored and need replacing
- plastic spoons stored in dried ingredients
- dirty utensils stored in prepared sauces
- food was not covered in fridges and freezers

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.:

- burger spatula

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.

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 for more information

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.

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.

Legal Requirement Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats/aprons for visitors.

Hand-washing

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

- staff were not seen washing their hands when I visited
- no water to dedicated wash hand basin. You informed me that this had been disconnected as it was leaking and that you were waiting for a plumber. However there were other sinks where hand washing could be achieved

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning 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.

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:

- staff were not wearing suitable protective clothing

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

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

Legal Requirement 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

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

- cold foods were being stored above 8°C i.e 21°C
- cold foods, for service, were being kept above 8°C for over 4 hours i.e 18.9°C
- foods were not being stored at the temperature directed by the manufacturer
- the bench-top service chiller was not keeping the food below 8°C

Legal Requirement If you rely on selling cold food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

Guidance 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.

Guidance All food products should be stored in accordance with the manufacturer instructions.

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

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

Unfit food

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

- buttermilk stored beyond 'Use by' date of 12/1
- open packets of frankfurters stored beyond 'Use by' dates of 26/10/23 and 19/1
- 3 packets of beef burger mix were being stored beyond its 'Use by' date of 14/1

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

- uncovered sliced meat stored in an uncovered container in fridge with no date of when opened

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)

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:

- open uncovered packet of cooked pepperoni with no date of when opened on it
- uncovered containers of raw meat stored in the bottom of fridge with no date of when it was put there
- storing food i.e hazlenuts beyond the 'Best before' date of 6/23
- storing food i.e strawberries beyond the 'Best before' date of 20/1 and 22/1
- storing food i.e chocolate brownies beyond the 'Best before' date of 29/12/23
- open bag of batter stored on shelf. Once opened food which is to be stored should be transferred to clean plastic lidded containers designed for the storage of food

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed it's '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 all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 15)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- flooring behind and under equipment
- floor/wall junctions
- walls particularly behind food preparation surfaces
- spillage to flooring in storeroom
- grouting to floor tiles

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

- untreated mdf or wooden shelving to servery
- untreated mdf or wooden frame to doorway
- gaps to bare wall

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- food containers i.e sauce, mayonnaise and cream bottles
- chairs
- footstool
- interior to microwave
- door to microwave
- shelving underneath microwave
- interior bottom to fridges
- doors to fridges
- griddle
- cling film dispenser
- bin
- wheels to equipment
- chemical containers
- filters to extraction canopy
- area to lid to table top chiller storing chocolate

Cleaning Chemicals / Materials / Equipment and Methods

Observation Food handler unaware of contact time of sanitizer

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Maintenance

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

- fridge 3 was running at temperatures above 20°C
- spatula used on griddle
- split seals to undercounter fridge
- split seals to upright fridge
- lid to table top fridge storing chocolate and dessert toppings
- tray missing to electric fly killer

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- filters were missing from their position in the canopy. Appropriate filters must be installed immediately to reduce nuisance from odours and avoid grease accumulation in inaccessible parts of the ducting

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

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

- the Safer Food better Business pack you were using belonged to a premises called 'Smokehouse'

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:

- cleaning and sanitation are poor
- staff hygiene is inadequate
- staff training is inadequate

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food
- bacteria surviving in cooked food
- cross-contamination

Proving Your Arrangements are Working Well

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

- daily diary. You therefore had no written evidence that you were following any of the Safe Methods or any other written procedures nor provide/show any appropriate records to demonstrate control measures are effective such as temperature records i.e cooking or chilled food temperatures etc.
- cleaning schedule

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency 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.

Training

Contravention The following evidence indicated there was a staff training need:

- standard of cleaning was poor
- 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
- food handlers did not exhibit a high enough standard of strong cleanliness

Legal requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: www.norwich.gov.uk

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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

Allergens

Contravention You are failing to manage allergens properly:

- you are not informing customers about the risk of cross contamination with allergens
- you do not have a system for informing customers about the presence of allergens in the food you prepare
- 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, i.e. individual portions of cakes and pots of sauces. The label must include the name of the food and an ingredients list with the 14 allergens emphasised

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. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens
- takeaway foods that are placed into containers and sold at the same premises
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

Information Foods 'pre-packed for direct sale' are foods that you package and then sell on the same premises or local sites trading under the same name (e.g. sandwiches or salad boxes)

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

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

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 sittings will also require labelling
- pots served with takeaways such as garlic mayonnaise (egg, mustard), houmous (sesame), coleslaw (egg, mustard) mint yoghurt (milk), soy sauce (soy)

Information food which is not prepacked for direct sale (PPDS) is any food that is not in packaging or is packaged after being ordered by the consumer. These are types of non-prepacked food and do not require a label with name, ingredients and allergens emphasised. Allergen information must still be provided but this can be done through other means, including orally

Information The Food Standards Agency run free allergen courses at <https://allergytraining.food.gov.uk/>