

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:	18/02/2025
Risk rating reference:	25/00144/FOOD
Premises reference:	22/00167/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery, Main Kitchen
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 Hygiene Rating Re-Scoring Visit

Date: 02.04.2025

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.

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 3 - a generally satisfactory standard



Inspector's notes:

Food Hygiene and Safety

Some improvements made.

- Spoons were not stored in food containers
- Foods were being covered and stored appropriately
- Staff food not found in fridges
- Separate food room now being used to prepare raw meat – no evidence of areas being used for both raw and ready to eat preparation
- Coloured utensils found to be in use for appropriate food preparation tasks
- Staff now wearing appropriate protective clothing when preparing food
- Open sauces found to be stored correctly and appropriately labelled
- Probes now being calibrated regularly, evidenced by records
- Date labelling procedure much improved

Structure and Cleaning

Some improvements made.

- Evidence of more frequent low-level cleaning – behind and under equipment.
- Hot and cold water now supplied to double sink as well as hand wash basin.
- Some structural repairs carried out – absorbent surfaces in food preparation areas now covered

Confidence in Management

Although some records have been improved, lapses in diary entries, no food hygiene training for most staff, and persistent maintenance issues have resulted in an unimproved score for Confidence in Management.

- Pre-packed for direct sale items now labelled appropriately
- Probe calibration and fridge temperature records good
- Detailed allergen matrix now in use
- Food business now registered

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.

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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 2 - 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. There are significant lapses in safe food handling practices and procedures. **(Score 15)**

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:

- spoons were left in food, sometimes laying in the food
- several uncovered food items were seen, including the garlic mayonnaise which was loosely covered with cling film and had dried out
- open dry goods - seal or decant into lidded containers, but ensure you retain batch codes
- outer cardboard boxes stored with ready to eat foods in fridges. These boxes are likely to be dirty
- half eaten boxes of staff food in the cake chiller
- raw meat is prepared on the worktop where milkshake machines are located. Although I was told these were not in use, no raw meat should be prepared here as it is too close to these machines
- the same style of utensils are used for raw and cooked burger handling when cooking.

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:

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

Guidance The FSA (visit 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 hand washing
- 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.

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:

- the wash hand basin was out of use when I arrived. Water had been switched off. This was because of a leak. You only had a single sink available and this is not adequate. You reinstated the water supply to the wash hand basin while I was there.

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

Information If not used properly gloves are 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.

Guidance 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

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating 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:

- protective clothing was insufficient to cover everyday clothes. Aprons were not covering the sleeves of the hoodie worn beneath, which is worn from home.

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

Temperature Control

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

- Louisiana hot buffalo sauce, was opened, and stored at ambient temperature. The label says that once opened it should be stored in the fridge. You have many bottles of different sauce. Please check storage instructions.
- frozen raw chicken was being defrosted at room temperature.
- you do not calibrate your probe thermometer to check it is working correctly.
- you were only checking temperatures of fridges and freezers with digital readouts.

Information Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. I recommend that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk. I recommend that you defrost the food in a container

Information All food products should be stored in accordance with the manufacturer instructions. For example, I found sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open.

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 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.

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Recommendation You can place a food mimic in your fridges. These can be probed to get a more realistic idea of the actual temperature of the foods in the fridge. Some businesses use a suitably labelled lemon, a jelly or a block of lard.

Observation I was pleased you were aware of critical temperatures for cooking and storage. Twice daily checks are made. You had a probe thermometer and wipes.

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 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

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

- although you were date coding some food like raw meat, many items like cakes and sauces were unlabelled to show when they were opened or defrosted. The manufacturers give guidance on how long the food should be open before throwing away. You should follow this.
- review the length of time you keep perishable foods that you have made such as the garlic mayonnaise. A week is too long. Please see guidance above.
- chocolate fudge cake was seen with a BB date of 25.1.25. You claimed this had been frozen but there was no evidence to support this.

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You

must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance 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)**

Cleaning of Structure

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

- around and under equipment feet
- shelves

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

- walls were incomplete stud partitioning and require completion
- there were gaps in walls filled with rough foam
- some small areas of the floor were cracked in places

Recommendation Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Information personal items such as phones radios in the kitchen must be kept clean and stored so that they do not contaminate the food.

Cleaning Chemicals / Materials / Equipment and Methods

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

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.

Observation I was pleased to see that the premises was kept generally clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- no light has been provided to the side store and should be to allow effective cleaning

- you only have a single sink in use as there was no water supply to the larger double sink that is there.

Pest Control

Observation There is no evidence of pest activity on the premises.

3. Confidence in Management

There are some satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention. **(Score 10)**

Food Business Operator

Contravention This had changed since the last visit, although the same person is involved in the business. Please submit a up to date food business registration form using this link: <https://www.norwich.gov.uk/foodbusinessregistration>

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. You have most controls in place and are using the pack well, but some practices need improvement.

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
- services and facilities are inadequate
- staff hygiene is inadequate
- staff training is inadequate
- the premises structure is unsuitable

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. Such as a good structure and a wash hand basin.

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- cross contamination / physical or chemical contamination
- food allergies

- maintenance / pest control
- personal hygiene / handwashing

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

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

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

- you work in the business but employ several staff. Only one person has done level 3 food hygiene training. No other formal training has been done. They have been working longer than 3 months and carry out all tasks.
- staff are inadequately trained about allergens and the matrix you have prepared. It is insufficient that they ring you to check.

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.

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

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 the equivalent CIEH course are on our website: www.norwich.gov.uk

Allergens

Contravention You are failing to manage allergens properly:

- staff were inadequately trained about allergens
- many small pots of sauce (pre packed for direct sale) were completely unlabelled.

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

Guidance Prepacked for direct sale or PPDS 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. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.