



Public Protection (food & safety)

Food Premises Inspection Report

| | |
|----------------------------------|--|
| Name of business: | Home Cafe |
| Address of food business: | 102 Thorpe Road Norwich NR1 1BA |
| Date of inspection: | 19/08/2025 |
| Risk rating reference: | 25/00705/FOOD |
| Premises reference: | 13/00169/FD_HS |
| Type of premises: | Restaurant or cafe |
| Areas inspected: | All |
| Records examined: | None |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Cafe in residential area busy passing trade and regulars |

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 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.

(10)

Handwashing

Contravention The following indicated that handwashing was not suitably managed:

- the drainage to the wash hand basin was inadequate
- staff were not seen washing their hands when I visited
- no soap was available

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:

- best hand-washing practices were not observed
- staff were not using the wash-hand basin regularly instead to practice of using gloves, this alone is not a suitable replacement for regular effective hand washing.

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands, not used to store dirty clothes. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

Temperature Control

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

- greek style cheese stored at 9.4°C
- foods were not being stored at the temperature directed by the manufacturer
- food temperatures were not being monitored
- cold foods were being stored above 8°C

Legal Requirement Cooked sliced ham stored in a salad chiller at 9.4°C
Sun dried tomatoes once opened stored at ambient

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:

- Storage of ready to eat foods out of temperature range above 8°C

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. **(10)**

Cleaning of Structure

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

- wash hand basin
- high level cleaning above the solid top griddle
- extraction canopy
- ceiling
- behind and under all equipment
- around equipment feet

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

- walls due to the cladding having become deformed from the heat of the griddle

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Damaged Logik under counter fridge. Due to corrosion at the base of the door
- fridge and freezer handles
- fridge and freezer seals

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- the cleaning equipment was dirty a number of 5 litre containers were dirty with an accumulation of grease and dirt.

Maintenance

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

- freezer lids were damaged and broken and cannot be easily cleaned

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. **(20)**

Type of Food Safety Management System Required

Contravention You did not have a food safety management system available.

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence, you could not demonstrate an effective system for managing food safety hazards.

- No available or monitoring records. Staff on duty were not familiar with the pack and were not able to demonstrate an understanding of the requirements. Implement Safer Food Better Business or an equivalent food safety management system.

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:

- waste management is poor
- staff training is inadequate
- maintenance is poor
- cleaning and sanitation are poor

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

- bacteria growing on food

Proving Your Arrangements are Working Well

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

- Cross-contamination
- Cooking
- Cleaning
- Chilling

Traceability

Legal Requirement No identifying stock control although only one cooking atov

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- staff that report these diseases must not work with food until they are 48 symptom free, when asked staff were not aware.
- staff must be trained to report these diseases

Waste Food and other Refuse

Contravention The following evidence indicated that waste food was not being disposed of appropriately:

- the external bin was so full the lid could not be closed, this will attract pests and vermin

Training

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

- were not washing their hands often enough
- were not aware of the food safety management system
- Unaware of the allergens contained in the foods for sale
- Unsure of the temperature hot foods must be stored at once cooked when kept in a hot cabinet.
- Did not have any food safety training in line with their job role.

Allergens

Contravention You are failing to manage allergens properly:

- 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. this included sandwiches with various fillings, a range of salads and a variety of cakes
- You have not identified the allergens present in the food you prepare

Legal Requirement A range of sandwiches prepared on site without full labelling.

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

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

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.

Stock Control Management

There was a lack of control of the prepacked foods on display for sale in that a large quantity were passed their 'best before' date alongside those that were in date. However, foods marked with best-before dates may be sold after their marked dates, provided that they remain of good quality and are fit for human consumption. In these

circumstances retailers should ensure that customers know that the date has expired before they make the decision to buy. The manufacturer is responsible for the quality of the product until the stated best-before date; if the retailer chooses to sell the product after the stated date, the retailer must then take responsibility for the quality of the product. Clearly displaying the product, reducing the price and explaining why must be done.