



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Canton Chinese Restaurant
Address of food business:	129 Thorpe Road, Norwich NR1 1TR
<b>Date of Re-rating Inspection:</b>	06/09/2017
Risk Rating Reference	16/00193/FOOD
Premises Reference	16900/0129/0/000
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Yard
Records Examined:	SFBB, Cleaning schedule, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal but revisit planned to ensure work completed
General Description of business	Chinese restaurant and takeaway serving the local community and employing standards catering practices

**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

**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	<b>15</b>	20	25
Structure and Cleaning	0	5	10	<b>15</b>	20	25
Confidence in management & control systems	0	5	<b>10</b>	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	<b>15</b>	20	-
<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0

Your new food hygiene rating is 4 – a good standard



This space is reserved for the results of your Re-rating Inspection:

Matters you attended to that improved your food hygiene rating are listed below

- Deep clean of main kitchen carried out
- Refresher training for staff on your food safety procedures and personal hygiene updated. This was recorded in your Safer Food Better Business pack
- Works to prevent build-up of grease to outside drainage
- Works to repair damage to roof
- Damaged thrown away containers replaced
- Dedicated containers for raw meat
- Knife holder cleaned
- Soap and paper towels at wash hand basin
- Underside of chopping board cleaned and mat purchased
- Rice hot held in rice cooker above 63 degrees Celsius
- I took your verbal assurance you will fit the metal splashguard to the wash hand basin at your earliest opportunity.

The following items/areas still need attention:

- Blown plaster in downstairs cellar

- High level cleaning in downstairs cellar.
- Base of trim to fridge doors in main kitchen
- Need to keep foods covered in main kitchen, especially near wash hand basin.
- Two plastic containers placed directly onto the surface of ready to eat foods i.e. cabbage and cooked mushrooms. Any potential contaminants on base of containers may transfer to surface of the food.

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. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. 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** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- the electric fly killer catch tray needed emptying
- open food was immediately adjacent to the wash-hand basin and could easily be splashed with dirty water
- open container of cleaning powder (soda) under the double sinks
- the chip frying basket was broken
- the magnetic knife holder was caked in old congealed food
- food containers were of a poor quality and most were cracked and split

**Legal Requirement** Cleaning chemicals should be stored in an area separate from food in sealed containers with clear instructions for use. This is to minimise the risk of contamination of food.

Dirty knife holder

Open food next to the wash-hand basin

Broken and defective food container

**Contravention** The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- similar (shared) containers used for raw meat and ready-to-eat (RTE) foods.

**Contravention** You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods and did not have a dishwasher. Undertake the following work:

- use separate and easily identifiable containers for raw meats and ready to eat foods like cooked chicken

**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
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

Visit [www.food.gov.uk](http://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 80°C for 15 seconds) between uses.

**Guidance** If heat disinfection or a dishwasher 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.

**Observation** I was pleased to see you had a separate area for preparing raw meat

### Hand-washing

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

- no soap by wash-hand basin
- wash-hand basin used to drain foods

**Legal Requirement** Wash hand basins must be provided with soap and hygienic hand drying facilities.

### 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:

- a food handler was wearing a chain bangle

- overalls were rather dirty given that cooking had just commenced

**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:

- there was a large amount of ingredients in open tubs out of temperature control
- the rice held in your rice cooker was not held above 63°C

**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.

**Guidance** The cold chain is not to be interrupted. However, limited periods outside temperature control are permitted, to accommodate the practicalities of handling during preparation, transport, storage, display and service of food, provided that it does not result in a risk to health.

**Legal requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours. At the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

**Recommendation** Your SFBB pack contains details of how to calibrate your probe thermometer so you can be sure it is giving the correct reading. Discard the probe if it deviates by more than +/- 1 degree C

**Observation** I was pleased to see you had an infrared thermometer and that your sauces were held at 70° C

### 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

- you were not date coding foods and I was unable to tell when a food had been prepared or when it had to be used.

## **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. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the

premises. Improvements are needed in hand and/or equipment washing facilities. 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 structural items were dirty and require more frequent and thorough cleaning:

- wall floor junctions
- door thresholds at the base of door jambs
- exposed pipework
- the electric fly killer was covered in dead insects stuck to the grills
- hand contact surfaces like handles and knobs and switches
- the floor round the legs of units had a thick accumulation of grease
- high level cleaning - the ceiling was stained yellow with grease

**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.

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- the exterior and interior surfaces of the microwave oven
- the underside of the yellow cutting board was badly mildewed
- the non-slip silicone mat and work top were dirty with food debris

### 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 such as E.coli 0157 between surfaces:

- the table top and silicone board mat on which the yellow board had been placed was incrustated with old food debris around the board indicating the board had not been moved to clean underneath it for some time

The underside of the yellow board

### Maintenance

**Recommendation** The kitchen was tired and in need of redecoration.

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Although you had a documented system you were not applying your procedures in practice. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### **Food Hazard Identification and Control**

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

- Cleaning and sanitation are poor
- Staff hygiene and training is inadequate
- Plant and/or equipment is poor

**Contravention** The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- Bacteria growing on food - cooked rice was held at temperatures which could lead to the growth of bacteria
- Cross contamination - the same type of container was used for both raw and cooked food (I accepted that cooked meat was to be cooked again but nevertheless this represented poor practice)
- Physical contamination - from dirty surfaces, poor quality containers and damaged equipment

**Information** Before implementing a food safety management (FSM) system like Safer Food Better Business etc., basic good hygiene conditions and practices called prerequisites must be in place. Only then will your FSM system be effective in ensuring the preparation of safe food.

#### **Waste Food and other Refuse**

**Contravention** The following evidence suggested you were failing to dispose of fats, oils and grease appropriately:

- there was a large amount of grease in the outside gully. Try and prevent fats, oils and grease going down the drains by wiping excess grease from woks etc. before washing them

#### **Training**

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

- food handlers appeared to have a poor appreciation of food hazards
- their protective clothing was not sufficiently clean
- they had not washed their hands at a basin with soap

**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

**Legal Requirement** Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

## Allergens

**Contravention** You have not yet identified the allergens present in the food you prepare.

**Contravention** You have not properly informed your customers about the presence of allergens in the food you prepare.

**Contravention** You have not warned your customers about the potential for cross-contamination with allergens.

**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](http://www.norfolk.gov.uk/abc)

**Legal Requirement** Food manufacturers must now label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

**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 up-front, clear sign-posting 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.

**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.

**Recommendation** Add allergy information to your menu