

Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	Shah Zahan Indian Take Away
Address of food business:	84 Waterloo Road Norwich NR3 1EW
Date of Inspection:	07/04/2016
Risk Rating Reference	16/00264/FOOD
Inspection Reference	EH16/2347
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Type of Premises:	Food take away premises
Areas Inspected:	Main kitchen, Storeroom, External store
Records Examined:	SFBB, Temperature control records, Pest control report, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction

The report has been divided into the three areas which you are scored against: food hygiene and safety procedures, structural requirements and 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 on the next page. You can use the table to see where you have done well and where improvements can be made.

Sections identifying health and safety and public health concerns may be included at the end of the report, these do not form part of your food hygiene rating.

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 **(Contraventions)**. 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 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 **(Observation)**, useful information **(Information)** and recommend good practice **(Recommendation)**.

Disclaimer

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:

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 0 - urgent improvement is necessary



A re-rating inspection was carried out on the 24th August 2016

Your Food Hygiene Rating is 4 – a good standard



I was pleased to see

- raw foods were kept separate from ready-to-eat foods
- all foods were covered and date labelled in the fridges
- food handlers were wearing clean protective aprons and hats
- the premises was very clean
- staff had been trained
- your 'Safer Food Better Business' pack had been filled in and was being implemented

However I would recommend that you add the cleaning of the electric fly killer to your cleaning schedule

General description of the business

Indian takeaway and delivery serving the local community

FOOD SAFETY

1. Food Hygiene

Summary:

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

The following items exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects. **(Contravention)**

- Cooked foods ie prawns were being stored next to and under raw foods ie raw chicken, raw prawns and raw lamb
- Food was being stored uncovered in the fridges
- Open foods were being stored around the premises
- Containers storing food were very dirty
- Tea towels were being used to hold stable the chopping boards this could cause a cross-contamination issue. Use silicone board mats to stabilise your cutting boards
- A container of uncovered raw chicken was being stored on the floor in the storeroom

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

- There was no sanitiser on the premises

Personal Hygiene

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.

(Contravention)

- Tea towels were being used as aprons

Temperature Control

Food was not protected from bacterial growth during preparation; **(Contravention)**

- A vast amount of food was being stored at ambient temperature. Try and keep only small quantities at room temperature, that will be used within a couple of hours.
- Rice was being stored at ambient temperatures. If rice is being pre-cooked, it must thereafter be cooled as quickly as possible to 8 ° or below, and maintained at this temperature during storage. This is important to minimise the risk of spore-forming bacteria causing a risk of food poisoning.

Poor Practices

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

- Uncovered foods stored in the fridges
- Uncovered foods stored around the premises
- Foods were being stored with no date labels of when they were produced

Recommendations

To further improve standards I recommend the following **(Recommendation)**:

- You date label your foods to enable good stock rotation
- You purchase a probe thermometer to monitor and record food temperatures

Good Practice

I was pleased to see that **(Observation)**:

- There was hot water and soap to the wash hand basin and that paper blue towel was available
- Hot food was being stored at correct temperatures in the hot cupboard
- Poppadoms were being stored in a lidded container
- Fridges and freezers were running at correct temperatures
- You have a temperature log book that is up to date. However I recommend that you purchase an independent thermometer for your fridges to record temperatures as these are more reliable than the digital display units

2. Structure and Cleaning

Summary:

The structure facilities and standard of cleaning and maintenance are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. Major improvements are needed in the standard of repair and maintenance of the premises. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely. (Score 20)

Cleaning of Structure

The following structural items were dirty and require more frequent and thorough cleaning**(Contravention)**;

- Walls to the premises
- Ceiling had food debris to it
- Flooring
- Washing up sink
- Pipework under and next to the washing up sink
- Mastic behind the washing up sink
- The wooden shelf near the washing up sink
- Skirting boards
- Skirting boards underneath the wash hand basin
- Light switches
- Electric sockets
- Window frame and surround
- Surround to rear door

Cleaning of Equipment and Food Contact Surfaces

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

- Seals to Tefcold fridge
- Interior to the Electronic food had food debris to it
- Containers storing food
- Interior roof of microwave
- Handle to microwave
- Wooden shelf above microwave
- Side of upright freezer
- Plastic container storing utensils
- Plastic containers on the washing up sink
- Yellow chopping boards need replacing

- Lids to flour/rice/sugar containers in the outside storeroom
- Shelves to outside storeroom
- Seals to freezer in outside storeroom
- A dirty apron was seen hanging in the storeroom
- Container storing ginger in the outside store

Cleaning Chemicals / Materials / Equipment and Methods

The following evidence demonstrated that cleaning materials equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces **(Contravention)**

- There was no sanitiser on the premises. However I was pleased to see that a staff member went to get some
- Mops were left to dry against the wall at the rear of the premises

Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide 'E.coli - What you must do to keep surfaces clean' for practical

Maintenance

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

- The edge to the wooden shelf above the washing up sink needs to be sealed to leave a smooth surface that can be cleaned
- Mastic behind the washing up sink needs replacing
- Handle to the chest freezer needs repairing
- Shelves to the Electronic fridge need replacing as there was visible rust to them
- Pipework behind and next to the washing up sink was being held together with string
- Holes to the wall next to the washing up sink
- Black stool was badly cracked and in need of repair

Recommendations

To further improve standards I recommend the following **(Recommendation)**:

- That you include a deep clean of your premises
- The insect screen to the backdoor was held up with cling film. In order to maintain effective insect proofing this must be kept down at all times whilst the back door is open

Good Practice

I was pleased to see that **(Observation)**:
You had an electric fly killer

Confidence in Management

Summary:

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. (Score 20)

Food Hazard Identification and Control

The following pre-requisite have not been met and prove your Food Safety Management System is ineffective **(Contravention)**

- Cleaning
- Maintenance
- Cross-contamination
- Stock control and labelling
- Training
- Personal hygiene

The following matters demonstrated that you have not identified hazards to food or the methods of control at critical points of your operation **(Contravention)**

- Raw foods being stored above and next to cooked foods

Proving Your Arrangements are Working Well

The following matters are needed in order to demonstrate your Food Safety Management System is working as it should **(Contravention)**

- Your safe methods in your Safer Food Better Business pack were not being followed in practice. Ensure that the safe methods listed in your pack are followed at all times in your business
- The four weekly reviews had not been acted on. The 4-weekly review page must be properly completed and signed. Examples include
 - Summarising the activities within the period
 - Identifying recurring problems
 - Taking appropriate action to address these problems
 - Changing safe methods to avoid similar problems in future
 - Identifying and meeting training staff instruction needs

Waste Food and other Refuse

The following evidence indicated that waste food was not being disposed of appropriately using an approved waste collector **(Contravention)**

- An accumulation of waste was seen to the rear of the premises. Remove all rubbish or materials as this provides harborage for pests

Training

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

- In your SFBB pack it states all staff have been taught to keep raw foods below ready-to-eat foods and covered with cling film, this was not the case

Recommendations

To further improve standards I recommend the following **(Recommendation)**:

- You had filled in staff training in your pack however during the inspection it was apparent that staff had not been trained in the safe methods relevant to your business and commensurate with their work activities
- All staff must be trained in the safe methods relevant to your business and commensurate with their work activities

Allergens

The following evidence indicated that you have not identified all the allergens in the food you sell **(Contravention)**

Legislation requires food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must be made known to consumers. There are also changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website; www.norfolk.gov.uk/abc

