

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Shanghai Court
Address of food business:	53 St Leonards Road Norwich NR1 4JW
Date of Inspection:	17/05/2016
Risk Rating Reference	16/00305/FOOD
Inspection Reference	12/00284/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	Main kitchen, Storeroom
Records Examined:	SFBB
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 4 - a good standard



Appealing your rating

- Discuss the rating with the inspector
- Enter your appeal within 14 days of this notification
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

This space is reserved for your **Right of Reply**

- You have a 'right to reply'. This allows you to explain what improvements you have made or to explain the standards we found at the time of this inspection.
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

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

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

<u>General description of the business</u>
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Chinese takeaway serving Chinese cuisine to the local community

FOOD SAFETY

1. Food Hygiene

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

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):**

- foods ie noodles were being stored covered with tea towels in the walk in chiller, these must be stored in plastic lidded containers
- loose plastic to the edges of the plastic containers stored under the washing up sink

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):**

- raw chicken was being stored above cooked chicken in the walk in chiller

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)

- a food handler was seen with a butchers apron folded in half exposing their jumper, fibres from which could drop off into food. Suitable clothing like a chef's white jacket should be worn in food handling areas

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):**

- food, ie bean sprouts, was being stored in an open can on the shelf of the stainless steel table in front of the wok
- food, ie vegetable strips, were being stored in an open can in the Gram fridge. Once opened, canned food which is to be stored should be transferred into plastic covered containers, designed for the storage of food, to prevent chemical contamination of the food

- food in the chest freezer (with the taped handle) was stacked above the load line. Food should not be stacked above load lines as it may defrost

Recommendations

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

- to ensure the effectiveness of temperature monitoring, probe thermometers should be calibrated at least monthly. This can be done by inserting the probe into water which is boiling actively. The temperature should be 100°. Most probe thermometers have a variability allowance of +/- 1° which is acceptable.

Good Practice

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

- the wash hand basin was fully equipped with hot water, soap and hygienic hand drying facilities
- the fridges and freezers were running at correct temperatures
- raw food was being stored at the bottom of the gram fridge
- you had a probe thermometer for raw foods and another for cooked foods

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- flooring particularly under and behind equipment needs more attention
- the floor behind food containers in the store room
- pipes behind the bin

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 freezer
- seals to the chest freezer with the taped handle. There was ice around the inside top
- seals to the Gram freezer
- Seals to the Gram fridges
- the bowl storing sesame seeds in the store room

Maintenance

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

- the tape used to cover the split seal to the Gram freezer had come loose. The seal needs replacing.

Good Practice

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

- you clean the filters to the extraction canopy weekly
- your sanitiser conformed to British standards BS EN 1276: 1997

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. 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

The following safe methods have not been written down in your 'Safer Food Better Business' pack **(Contravention)**

- as you are cooking live crabs you need to add this process to your pack i.e. how they are stored and how they are cooked, chilled etc

Proving Your Arrangements are Working Well

The following management sections in your SFBB pack were not being used or the records were missing **(Contravention):**

- the diary had lapsed since the 5.5.2016 you must fill the diary in every day
- only the example page of the cleaning schedule had been filled in, you must fill in the cleaning schedule included in your 'Safer Food Better Business' pack. Include all the equipment you clean, how you clean it, what chemicals are used to clean it, and what safety precautions you need to take when cleaning (like wearing gloves)

Infection Control / Sickness / Exclusion Policy

Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours. **(Information)**

Recommendations

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

- you monitor and record fridge temperatures in the diary section of your 'Safer Food Better Business' pack using your probe thermometer. Digital display units are unreliable
- that you enroll on a level 2 hygiene course. These courses are now being held monthly at City Hall. Please ring 01603 212747 for more information. You are of course free to use other training providers. You can find a list of accredited local trainers using www.cieh.org

Good Practice

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

- you were using 'Safer Food Better Business' as your food safety management system