

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Wang Cuisine
Address of food business:	99 Southwell Road Norwich NR1 3HT
Date of Inspection:	04/05/2016
Risk Rating Reference	16/00613/FOOD
Premises Reference	15/00292/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	Main Kitchen, Storeroom, External store, Yard
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Takeaway serving Chinese food

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.

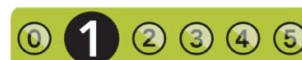
FOOD SAFETY

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	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.
(Score 10)

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:

- sacks of onions were being stored on the floor in the room off the wc lobby

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:

- you must have separate equipment and utensils to use for raw and ready-to-eat foods

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

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 (i.e. colour coded) and must be stored and washed separately.

Hand-washing

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

- there was no hand drying facilities at the wash hand basin
- the hot water took a long time to reach the wash hand basin. I was informed that there had been problems with the hot water in the last few days
- it was noted that the food handlers did not wash their hands before preparing or cooking foods

Contravention You must ensure that there is a supply of hot water provided at all times.

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:

- the chef was not wearing suitable and clean over-clothing. You must ensure that all people working in food handling areas wear suitable, clean and where appropriate, protective clothing
- butchers aprons worn by food handlers didn't cover their outdoor clothing, fibres from outdoor clothing could fall into the food

Temperature Control

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

- the chef had no knowledge of hot holding temperatures

I was pleased to see That rice was being hot held at 63.9°C

Recommendation I recommend that you purchase a probe thermometer to monitor temperatures of hot foods

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements;

was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- 3 bags of bean sprouts had a 'use by' date 16/10/16 on them
- cooked rice was being stored in a box with loose plastic edges covered with a tea-towel

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- carrots best before 9/10/16
- 2 x bags of carrots best before 16/10/16

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

- not monitoring fridge temperatures
- uncovered foods stored in the fridge
- no dates on prepped foods in the fridge
- no dates on food in fridge the Beko fridge
- the door to the wc lobby had been left open

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

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

- cobwebs to the gas meter
- the wc pan
- cobwebs to high areas in the wc
- floor edging in the storeroom
- pipes underneath the shelf where dried ingredients were stored
- window sills in lobby of the wc
- peeling paint to the wc lobby window
- the chest freezer needs defrosting
- the interior of microwave oven

Cleaning Chemicals / Materials / Equipment and Methods

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Recommendation Use disposable paper wipes for cleaning and mopping up spillages

Maintenance

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

- split seals to the stainless steel double-door fridge
- paper & cardboard to windows in Kitchen

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system.

Recommendation I recommend that you download a Mandarin Safer Food Better Business so your chef can understand it.

Food Hazard Identification and Control

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

- no food safety management system
- staff hygiene and training is inadequate
- food handlers didn't wash their hands before preparing food

Information You can download a Safer Food Better Business pack in Cantonese and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website: www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

Information Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage www.norwich.gov.uk

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- the daily diary and or four-weekly reviews
- the cleaning schedule
- your Suppliers and/or Contacts lists
- staff training records

Contravention The following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- your staff must be able to understand and implement your Safer Food Better Business pack

Waste Food and other Refuse

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

- there was a vast amount of waste accumulating in the yard which would attract rodents

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

- old cans of used oil were stored at rear of the premises

Information There are a number of companies that collect waste oil either at no charge or indeed pay you for it. When you find a company ensure that they are registered as a waste carrier and that they provide you with a waste transfer note.

Recommendation Your waste bins were overflowing. Either increase the capacity of the bins or arrange more frequent waste collections.

Training

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.

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

- staff were not washing their hands
- staff were not wearing suitable protective clothing

- staff were not monitoring temperatures of hot-held food
- there was no probe thermometer
- staff were not checking food and throwing out of date food away