

Public Protection (food & safety)**Food Premises Inspection Report**

Name of Business:	Thai On The River
Address of food business:	Thai On The River, Riverside.Norwich.NR1 1EE
Date of Inspection:	31/01/2017
Risk Rating Reference	17/00035/FOOD
Premises Reference	15/00167/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	All
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal Letter
General Description of business	Restaurant

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
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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:

- Red and yellow chopping boards in very poor condition and were found on top of the waste bin .
- A number of the containers used for food storage were not up to adequate standard (cleanliness and physical condition) and could result in contamination

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.

Information The FSA (visit www.food.gov.uk for more information) 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 hand washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitizers
- and by controlling the risks posed by soily vegetables.

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.

Hand-washing

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

- A sink has been designated for Hand Washing. Other items were found in the sink, Ideally there should be a separate wash hand basin. If a sink is to be used it must not be used for anything else.
- The paper towel dispenser was empty and should be ready for use at all times (this should be part of your opening check each day)

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food: Large amount of frozen chicken was being thawed in the sink out of temperature control.

Legal Requirement The thawing of food is to be undertaken in such a way as to minimise the risk of growth of pathogenic microorganisms or the formation of toxins in the foods. During thawing, foods are to be subjected to temperatures that would not result in a risk to health.

Recommendation Check the core temperature of cooked and reheated foods, particularly larger items such as joints of meat, to ensure that it reaches 75°C for 30 seconds (or equivalent). This can be helpful in addition to visual checks of the food to determine whether it is properly cooked.

Observation No monitoring of Food Temperature Hot or cold is being undertaken.

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. 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:

Kitchen Store Room

- Sticky external surfaces to food bins eg Rice
- All surfaces (shelves,ceiling,walls and floor)
- Dead flies in insectocutor tray

Rear Storage off kitchen

- Fridge surfaces
- external surfaces to food bins
- All surfaces (Walls, floor and ceiling) not up to food hygiene standards
- electrical switch

Main Kitchen

- Chest freezer,middle freezer,Right hand and left hand upright fridge,Plate Storage under preparation table
- Steps to rear store
- Microwave oven
- Plugs
- Small Fridge in hallway of kitchen

- Staff WC

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

- Boat surfaces in the kitchen are difficult to clean, suitable covering would make this a lot easier
- Remove foil cover to shelves in kitchen. If these cannot be cleaned they should be suitably covered,

Recommendation I would strongly recommend that you de-clutter the kitchen to help keep it clean

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:

- You do not have any Anti Bacterial Sanitiser in the Kitchen so are not undertaking a 'Two Stage Cleaning '

Information Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

Guidance Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Maintenance

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

- Damaged floor covering in Kitchen and Staff WC
- External Condition of the vessel
- Kitchen store room - Light bulb needs replacing to enable proper cleaning
- Fridge in rear storage room of kitchen - rusty top surface and damaged door seal
- Damaged lid and seal to small chest freezer ,plus no handle
- Mastic seal to double sink

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. Some staff not suitably supervised instructed and/or trained in food hygiene. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

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

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:

- You have not identified the 'Use by dates' for food produced in your kitchen

Contravention The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- 'Safe methods' have not been filled in

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- The daily diary and or four-weekly reviews
- The cleaning schedule
- Your Suppliers and/or Contacts lists
- Staff training records

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

Training

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

- Knowledge of SFBB very poor. I would suggest that the manageress undertake an appropriate course

Allergens

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

Matters of evident concern

Contravention The following matters were of immediate concern:

- Could not provide recent Electrical certificate