



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Happy View
Address of food business:	69A Ketts Hill Norwich NR1 4EX
Date of Inspection:	30/03/2017
Risk Rating Reference	17/00167/FOOD
Premises Reference	09400/0069/A/000
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Type of Premises:	Chinese Take away premises
Areas Inspected:	All
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Chinese take away

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 4 - a good standard



1. Food Hygiene and Safety

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

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:

- Ensure foods which are cooling or being stored are kept covered to the reduce the risk of exposure to contamination.
- Ensure sesame seeds and products containing sesame seeds are stored in containers without holes and are kept securely to prevent spillages - clean all spillages of seeds immediately and be aware of seeds contaminating cleaning equipment and being spread onto other foods/ working areas.

Information The use of glass in your food preparation area needs to be assessed as part of your food safety management.

Recommendation I recommend that separate refrigerators be provided for raw and cooked foods to reduce the risk of cross-contamination.

Observation I was pleased you could demonstrate effective E.coli 0157 control 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 sanitisers, and by controlling the risks posed by soily vegetables.

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

Personal Hygiene

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained. Ensure all staff are made aware of this legal requirement.

Observation I was pleased to see that standards of personal hygiene were high.

Observation I was pleased too see you have washing machine facilities on site to launder your work clothes and cloths.

Temperature Control

Legal Requirement Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible following the heat-processing stage, or final preparation stage if no heat process is applied, to a temperature which does not result in a risk to health.

Recommendation When cooling bulk quantities of food, break down into smaller batches to speed the cooling process.

Recommendation Ensure foods are covered and stored safely away from contamination during the cooling process.

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

- Tubs with no handles are being used in the; starch, sugar, msg, rice etc. for each container provide a scoop with a handle and store it hygienically when not in use to reduce the risk of cross-contamination.

Recommendation Ensure food is stored off the floor.

Recommendation Allow space around products in the store room to enable you to check for pests.

Recommendation Do not store unwanted/unused equipment as space is limited.

Observation You had colour-coded equipment on which to prepare food.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

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

- Hand contact surfaces
- Floors
- Shelving
- Walls
- Ceilings

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

- Damaged handle on freezer in rear store room
- Damaged shelving within fridge units.

Information Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

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.

Guidance In the cleaning products and equipment storage area, there is a drain cover, monitor this closely to ensure any risks are quickly identified if they arise.

Guidance Many of the storage areas outside of the kitchen are not suitable for storage of open food products, none were observed during the visit, ensure this good practice continues.

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:

- Some of the fridge shelving
- Fridge/freezer door handles
- The base of the upright fridge situated at the rear kitchen door requires repairing or covering.

Cleaning Chemicals / Materials / Equipment and Methods

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 Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

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.

Recommendation After thorough cleaning I recommend that equipment and utensils should be disinfected, to minimise the build up of bacteria.

Maintenance

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

- Some fridge shelving
- Freezer handle
- Bin lids on starch, rice storage containers damaged and require replacing to prevent any broken plastic pieces entering the ingredients.

Facilities and Structural provision

Recommendation Do not use cardboard on floor surfaces, as the floor cannot be kept clean. (The floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed).

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood, properly controlled, managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. There are some minor contraventions which require your attention.

(Score 5)

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Waste Food and other Refuse

Recommendation Use your discarded paper cloths to wipe away excess grease from frying pans and chip fryers before washing them.

Recommendation

- Dispose of food scraps in the bin before washing plates.
- Collect waste oil in an airtight container.
- Use a strainer in the sink plug hole to collect scraps. Empty scraps into the bin.
- Arrange for the oil to be collected by a licensed waste contractor.
- Install a grease trap which separates the fat from the waste water.
- Use enzyme dosing systems with special bacteria to reduce the fat.

Infection Control / Sickness / Exclusion Policy

Guidance 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.

Allergens

Observation You had identified the presence of allergens in your prepared food and had brought this to the attention of your customers.

Observation You had clearly shown the presence of allergens in your food on your menu.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.