

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Lucky Tandoori
Address of food business:	105 Dereham Road, Norwich, NR2 4HT
Date of Inspection:	04/04/2017
Risk Rating Reference	17/00183/FOOD
Premises Reference	04910/0105/0/000
<hr/>	
Type of Premises:	Premises requiring review
Areas Inspected:	Main Kitchen, Storeroom
Records Examined:	SFBB, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Indian takeaway, serving the local community

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



Your revised Food Hygiene Rating is 3 – a generally satisfactory standard



Food Hygiene Rating Re-Scoring Visit

Date: 24 August 2017

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

1. Food Hygiene and Safety

- Raw foods i.e King prawns were being stored next to ready-to-eat cooked chicken and cooked prawns foods in the Atosa fridge

2. Structure and Cleaning

- the door to the WC was left open. You must keep the WC door closed at all times

Observation I was pleased to see that the premises had been cleaned

3. Confidence In Management

- It states in your Safer Food Better Business pack that you only use cooked prawns,

- these were being stored directly next to raw king prawns
- Prawns are a Crustacea which are one of the 14 allergens and must be stored away from other foods

Information The 14 allergens are:

cereals containing gluten

- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

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::

- the use of the same cling film used for raw foods and ready-to-eat foods

Recommendation To further improve food hygiene safety I would suggest the following:

- you purchase another cling film to use specifically for raw foods

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:

- purchase separate identifiable equipment and utensils for the use of raw foods and ready-to-eat foods

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

Observation Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat

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:

- a food handler was wearing a dirty jumper with a bibbed apron folded in half

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

Temperature Control

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

a large amount of cooked food i.e curry sauce was being stored at ambient temperature you informed me that it had been cooling down for 2 hours

Observation Food had not been protected from bacterial **growth** during chilled storage/hot holding/display for sale/ preparation/ defrosting and reheating

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.

Poor Practices

Observation 3 iceberg lettuce stored in the upstairs larder fridge were past their best before date. The best before date is when the manufacturer guarantees the quality of that product. I recommend you do not use food that is beyond the best before date and you check your goods regularly to ensure efficient stock rotation

Guidance It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is OK before you sell it.

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:

- flooring to the dry store upstairs storing the coconut flour and other dried ingredients
- flooring to the storeroom upstairs
- walls to the upstairs storeroom
- shelves to the wall above the stainless steel table
- wall behind the Atos fridge
- pipework underneath the wash hand basin
- cobwebs were seen to the open window in the upstairs storeroom
- cobwebs were seen to high areas in the upstairs storeroom

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:

- the door to the hot cupboard storing poppadoms
- the electric socket and plug to the hot cupboard
- the seals to the Atosa fridge
- the chest freezer upstairs needs defrosting
- the blade to the table top can opener
- the lid to the chest freezer upstairs
- the seals to the glass door fridge upstairs
- plastic containers used for storing poppadoms

Maintenance

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

- the top of the cold tap to the wash hand basin was being held together with string

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- No fly screen to the open window upstairs in the storeroom

Recommendation All openable windows in food storage or preparation rooms should be provided with easy to clean fly proof screens or kept closed.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. You have a varying track record. 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

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Food Hazard Identification and Control

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:

- Using the same containers for ready-to-eat foods or storing raw foods

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:

- Cross-contamination
- Cleaning

- Chilling
- Cooking

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 you Food Safety management system is working as it should:

- your Safer Food Better Business pack needs to be filled in. A re-visit is planned for 2 weeks time

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.