

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	New Wokaholic
Address of food business:	28 Dereham Road, Norwich, NR2 4AZ
Date of Inspection:	21/04/2017
Risk Rating Reference	17/00220/FOOD
Premises Reference	17/00082/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	Main Kitchen, Storeroom, Servery
Records Examined:	Temperature control records, SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Chinese/Fish and chip 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 3 - a generally satisfactory standard



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 risk of chemical contamination::

- an open can of roe was being stored in the Liebherr fridge. Once opened, canned food which is to be stored, should be transferred to plastic lidded containers designed for the storage of food to prevent chemical contamination
- ready-to-eat foods i.e an open packet of ham was. being stored directly on top of raw foods i.e an open packet of bacon in the Liebherr fridge

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 different containers for use of ready-to-eat foods and raw foods, preferably colour coded

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 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.

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) 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

Hand-washing

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

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:

- it was noted that the food handlers polo shirt was dirty
 - it was noted that the food handlers trainers were dirty
- You must ensure that all persons working in food handling areas wear suitable, clean and where appropriate, protective clothing

Recommendation I recommend that food handlers wear a head covering

Temperature Control

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

- a steak and kidney pie was being held in the hot display cabinet at 46°C. Food which is being cooked or reheated and is intended to be sold hot, must be held at or above 63°C

Legal Requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service on

display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

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:

- an open packet of sweet and crusty salad had a 'use by' date of 16/4/17 in the Liebherr fridge
- a packet of sweet and crusty salad had a 'use by' date of 16/4/17 in the Liebherr fridge
- 2 iceberg lettuce had a 'best before' date of 18/4/17 in the Liebherr fridge
- a packet of tomatoes had a 'best before' date of 18/4/17 in the Liebherr fridge

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

Poor Practices

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.

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- keeping food past its 'use by' date
- food not labelled in the fridges
- food was being covered by loose white paper in the fridges. Use lidded plastic containers for storing food in the fridges clearly labelled with the date
- old dates were still visible on the plastic containers in the fridges causing confusion of when the food should be used. Make sure old dates are removed from the containers
- gloves were not changed the whole time during the inspection. You must ensure that gloves are changed between tasks, such as handling raw and ready-to-eat foods or equipment and to wash hands between changes
- an open jar of Yeo's singapore chilli sauce was being stored on the shelf at ambient temperature. The manufacturer's recommendation is that such products are refrigerated once open

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:

- the wall where the potatoes are stored
- the floor was very greasy and slippery
- the flooring under the deep fat fryers
- the flooring under the washing up sink
- the edges to the flooring around the kitchen
- the shelf above the chilli sauce in the storeroom
- the flooring in front of the Electronic fridge
- cobwebs were seen to high areas in the wc
- the flooring near the step leading into the kitchen from the survey
- the drain cover in the storeroom
- the flooring behind the vegetables in the walk in fridge
- the lid to the table top fridge

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.

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

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 table top can opener
- the container storing sugar
- the jug in the sugar container
- the container storing potato whitener
- the ladle in the potato whitener
- the seals to the redundant 2 door stainless steel fridge
- the interior ceiling to the microwave
- the terry towel in the wc
- the containers storing the fish batter mix
- seals to the Liebherr fridge
- the seals to the under counter freezer

- interior to the under counter freezer needs cleaning and defrosting

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.

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:

- broken tile to the floor near the step in front of the walk in freezer
- cracked tiles to flooring in the storeroom
- split seals to the Electronic fridge
- lid to the container storing msg was cracked
- split seals to Liebherr fridge
- split seals to the under counter freezer
- floor/wall junction behind the washing up sink

Facilities and Structural provision

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

- the wc door opened into a room where prawn crackers were being stored. Food should not be stored in the wc lobby

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. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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.

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:

- storing raw foods next to ready-to-eat foods
- out of date 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:

- Cleaning

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 diary had lapsed since 18/4/17 you must start your diary again immediately this is an essential part of your food safety system
- The cleaning schedule
- Your Suppliers and/or Contacts lists
- Staff training records

Training

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

- cross-contamination

- hot holding temperatures
- cleaning through-out the premises

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility. Booking details for this course are on our website: www.norwich.gov.uk

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 gastrointestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Contravention You have not yet identified the allergens present in the food you prepare.:

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.:

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

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens.
- take-away foods that are placed into containers and sold at the same premises.
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up-front, clear sign-posting to where this information could be obtained must be provided.

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.

Recommendation Add allergy information to your menu

Matters of evident concern

Contravention The following matters were of immediate concern:

- the floor in the Kitchen was very greasy causing a slipping hazard.

Recommendation

If you cannot keep the floor clean I recommend that your staff wear safety shoes