

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Shanghai Court
Address of food business:	53 St Leonards Road, Norwich, NR1 4JW
Date of Inspection:	21/06/2017
Risk Rating Reference	17/00375/FOOD
Premises Reference	12/00284/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	Kitchen and storeroom
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Chinese takeaway

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

Food Information Regulations 2014

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 Hygiene Rating Re-Scoring Visit

Date: 22nd 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.

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors Notes:

On my original inspection you informed me that you were using different containers for raw food and ready to eat food and that you distinguished these with stickers - green for raw and brown for ready to eat. On this visit the containers had been mixed up - risking cross contamination.

More attention is needed to the cleaning of the dry food storage containers in particular the edges and the handles

Used far from the deep fat fryers was being stored in containers in the W.C. compartment.

The door to the W.C. was open - keep this closed at all times.

Add the microwaves to your cleaning schedule.

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 2 - 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 15)

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 or chemical contamination:

- raw food was being stored amongst ready-to-eat foods in the walk-in fridge

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- raw meat i.e pork, chicken and duck was being stored above ready-to-eat foods i.e cooked noodles in the walk-in 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 separate utensils for 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.

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 handwashing
- 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 soiled 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 use.

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.

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:

- wonton noodles with a use by date of 3.6.17
- iceberg lettuce with a use by date of 11.6.17
- 3 iceberg lettuce with a use by date of 20.6.17
- 6 broccoli with a use by date of 12.6.17

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

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

- food i.e cabbages and aubergines were passed their 'best before' date in the walk-in fridge
- the door to the lobby to the wc was left open
- the door to the wc had been left open, these doors should be kept closed at all times
- cooked soya was being stored in a saucepan in the walk-in fridge
- food i.e bamboo shoots, pineapple pieces and water chestnuts were being stored in their open tins in the walk-in fridge

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. You must also inform your customers the product is passed its 'best before'.

Contravention once open, canned food which is to be stored should be transferred to plastic covered containers, designed for the storage of food, to prevent chemical contamination of the 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:

- the flooring under the cooker
- the pipework under the wash hand basin
- the wash hand basin
- the taps to the wash hand basin
- the flooring underneath the stainless steel table
- the rear door leading into the preparation room
- the flooring underneath the chest freezer

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 containers storing the wonton noodles in the walk in fridge
- the large white plastic container on the top of the raw duck in the walk-in fridge
- the lids to the plastic containers in the walk-in fridge
- the icebox storing the raw chicken in the walk-in fridge
- the pink lidded container storing sauce in the walk-in fridge
- the container storing the onions and the potatoes on the wooden palette
- the wooden palette which the onions and potato container was stored on
- the seals to the chest freezer
- the handle to the chest freezer
- the containers storing the dried ingredients
- the plastic jars storing the dried ingredients
- around the rim to the top of the chest freezer
- the seal to the interior of walk-in fridge
- the flooring to the interior of the walk-in fridge
- the seals to the under counter Gram fridges
- the ridges to the doors of the Gram fridges

Cleaning Chemicals / Materials / Equipment and Methods

Contravention cardboard was being used on the floor. Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms:

Contravention Touch points are dirty.. thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build up of bacteria:

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.

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.

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.

Maintenance

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

- handle to the chest freezer
- electric light killer

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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

Proving Your Arrangements are Working Well

Hazards identified and appropriate controls in place (bacterial growth, survival and cross-contamination)

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 and ready-to-eat foods together in the walk-in fridge
- storing out of date food

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 cleaning schedule

Recommendation Labelling perishable food with the date is must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

Training

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

- stock control was poor
- cleaning of the premises was poor

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

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

Allergens in food

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