



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Riverbank Chinese Buffet
Address of food business:	Unit 4A Wherry Road Norwich NR1 1WZ
Date of Inspection:	13/09/2017
Risk Rating Reference:	17/00552/FOOD
Premises Reference:	03/00113/FD_HS
Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Storeroom, Dry store, Front of house, Dining room, Preparation room, Servery
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	All you can eat chinese buffet

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 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 5 - a very 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

Recommendation To further improve food hygiene safety I would suggest the following: You label or write on the food containers the content details and the date of production or when the product must be used by, if you use a washable pen you will be able to wash it off and re-write for the next time you use the containers.

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicon board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised but they must be changed frequently and disposed of as they start to deteriorate.

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 sanitiser, and by controlling the risks posed by soily vegetables.

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

Hand-washing

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

Personal Hygiene

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

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

Unfit food

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

Recommendation Do not use t-towels to stabilise chopping boards, It was noted you had purchased silicon mats - these mats had degraded over time and had started to flake off plastic - dispose of old silicon mats and replace them as they degrade.

Observation Label food containers with content information and dates to enable your staff to keep track of stock.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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 I recommend you remove the tin foil you are using to prevent grease build ups, frequent cleaning is sufficient to prevent grease build up the use of tin foil is costly and unnecessary and is only acceptable if it is frequently changed.

Observation You currently have a wooden appearance floor inside the walk-in chiller - this is aged. I would suggest you clean and paint the floor with epoxy resin or refit with a more appropriate surfacing - epoxy resin is a non-slip paint which is hard wearing and will improve your ability to clean.

Observation Pay additional attention when cleaning your ice machine to ensure you remove all mildew and prevent any growth of mould.

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:

- Ensure you are correctly and efficiently cleaning out the ice machine to prevent build-ups of mildew or moulds.

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

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

Cleaning Chemicals / Materials / Equipment and Methods

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

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Observation You were awaiting a repair to your fridge motor - ensure staff are not exposed to dangerous parts and get the repair conducted as soon as possible so you are able to cover the vent and moving parts to equipment - a broken motor which is left may lead to further damage to the fridge - although the fridge is currently maintaining temperature, the longer it is left the more chance of the break down worsening.

Facilities and Structural provision

Observation You have a large kitchen and are keeping it clean, this will make food safety easier to maintain.

Pest Control

Observation You are employing a pest control contractor - this is wise considering the size of your premises and your close proximity to the river.

3. Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Type of Food Safety Management System Required

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on www.norwich.gov.uk/sfbb

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 monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Observation you have informed me due to the nature of your foods and the self-service buffet you inform customers of the risk of cross-contamination of allergens.

You informed me if a person has a severe allergy you would recommend they did not eat at your establishment because of the risk of cross-contamination, you also stated if a person had a less severe allergy you would prepare a separate dish of food cooked separately to ensure the dish was free from the stated allergens.

I noted you had a sign by the till to inform customers to discuss allergens with your staff.

Health and Safety

Matters of evident concern

Contravention The following matters were of immediate concern:

- Repair the fridge motor as soon as possible and replace the grill to prevent staff accessing dangerous parts - a motor which is not operating correctly could pose a fire risk.

Health and Safety Arrangements

Information You informed me you have your extraction system cleaned out every 6 months - this is good practice.

Gas Safety

You have your gas cooker linked to the ventilation system and it has an emergency cut off switch.

You informed me you have your extraction flue professionally cleaned every 6 months.

COSHH

You have a dedicated cupboard for the storage of cleaning equipment and chemicals away from where the food is prepared.