

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	New Island
Address of food business:	60 Sandy Lane Norwich NR1 2NR
Date of inspection:	16/11/2017
Risk rating reference:	17/00722/FOOD
Premises reference:	17/00272/FD_HS
Type of premises:	Cuisine - Chinese Takeaway
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Cleaning schedule, Temperature control records, Training certificates / records
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 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 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 general risk of cross-contamination with dirt, chemicals, bacteria or allergens:

- food i.e. cooked meats were stored in non food grade bags in the Whirlpool fridge
- an open can of coconut milk was stored in the Whirlpool fridge, once opened the contents of canned foods should be stored in clean plastic containers
- containers of prepared foods were being stored directly touching on top of each other in the Whirlpool fridge - see photo
- raw foods i.e. prawns were being stored next to ready-to-eat foods i.e. cooked prawns in the 2 door Polar 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 foods i.e whisked eggs and prawns were being stored next to ready-to-eat food i.e cooked beef
- the same containers and utensils were being used for raw foods and ready-to-eat foods

Contravention You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat foods and did not have a dishwasher. Undertake the following work:

- purchase separate containers and utensils for the use of raw and ready-to-eat foods, preferably colour coded i.e red

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 soily vegetables.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and ready-to-eat 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 ready-to-eat foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

Observation I was pleased to see that the chopping boards were stored in a rack

Hand-washing

Contravention The following evidence indicated hand-washing was not suitably managed:

- the water in the wash hand basin took a long time to drain away making hand washing awkward

Information Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide 'E.coli - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

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:

- food handlers were seen not wearing protective over clothing in the kitchen on my arrival

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 noodles were being left to cool at ambient temperature
you need to cool cooked foods within 90 minutes

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

Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers

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:

- a packet of tomatoes were beyond their 'best before' date of 22/10/17, however these were thrown away in my presence

- a packet of tomatoes with a 'best before' date of 13/11/17
- 2 iceberg lettuces with a 'best before date of 7/11/17
- 1 iceberg lettuce with a 'best before date of 12/11/17
- 1 cucumber with a 'best before' date of 6/11/17
- 1 cucumber with a 'best before' date of 7/11/17
- 8 cucumbers with a 'best before' date of 14/11/17
- celery with a 'best before' date of 14/11/17
- uncovered food was being stored in the fridges had no date labels of when it had been prepared
- food i.e chips were being stored above the load line in the small chest freezer which were starting to defrost. Food should not be stacked above the load lines as it may defrost

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

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.

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:

- lower sections to the walls throughout the premises
- the door to the WC
- the skirting boards in the WC
- the interior to the extraction unit

Contravention

Cardboard cannot be properly cleaned. Do not use it to cover the floor or shelves of work surfaces in food rooms

- cardboard was being used on the shelf to the wok station

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 seals to the Bosch fridge
- the seals to the 2 door Polar fridge
- the scoop in the sugar container - you need to add this to your cleaning schedule
- the can in the rice was rusty, I was pleased to see that this was thrown away
- the seals to the Lec fridge

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:

- your sanitiser does not conform to British standards

Information Proper cleaning and disinfection is essential to prevent 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.

Maintenance

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

- the lid to the small chest freezer was damaged and not attached to the freezer
- split seals to the Lec fridge

Facilities and Structural provision

Contravention

Filters were missing from their position in the extraction canopy. Appropriate filters must be installed immediately to reduce nuisance from odours and avoid grease accumulation in inaccessible parts of the ducting.

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. 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 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
- using the same containers and utensils for use with raw and ready-to-eat foods

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- the daily diary and or four-weekly reviews
- staff training records
- cross-contamination i.e using the same containers for raw and ready-to-eat foods
- not working to your cleaning schedule

- the cleaning schedule needs more information to include all equipment in the kitchen

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 a registered waste carrier.

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

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 Allergens have been identified.