



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Royal Plaza Restaurant And Take-away
Address of food business:	9 Earlham House Shops Earlham Road Norwich NR2 3PD
Date of inspection:	22/11/2017
Risk rating reference:	17/00732/FOOD
Premises reference:	14/00169/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese restaurant /take-away

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(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:

- raw foods i.e duck eggs were being stored above ready-to-eat foods i.e cooked chicken breast in the fridge
- food i.e celery and radish was being stored uncovered in the fridge
- uncovered food was being stored in the Samsung freezer
- food containers were being stored inside each other directly in contact with the food
- using used containers with old film around the edges.

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration.

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:

- you could not demonstrate what coloured board was used to prepare raw meat
- the same containers were being used for raw meat and ready-to-eat foods i.e cooked meats.

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 containers and utensils for use with raw foods and ready-to-eat foods, preferably coloured red for use with raw foods.

Contravention You had not protected articles and/or equipment used for (RTE) ready-to-eat food from the contamination risk posed by raw food or its packing. In particular undertake the following; purchase separate containers and utensils for use for raw meat/foods.

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.

Hand-washing

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

- a food handler was seen not washing their hands after returning into the kitchen from outside.

Contravention the wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- after using the toilet;
- after handling rubbish;
- after smoking;
- after taking a break;
- after handling raw food
- at no time did I see food handlers washing their hands.

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

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 aprons were dirty.

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

Observation the delivery driver came into the kitchen wearing no protective over clothing:

- the waitress came into the kitchen to serve rice without washing her hands and was not wearing clean protective over clothing, all persons entering a food room must be provided with clean protective over clothing. Provide clean aprons for your waiting staff if they need to enter the kitchen.

Legal Requirement Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats/aprons for visitors.

Temperature Control

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

- a large amount of food i.e cooked pork and tripe was left out at ambient temperature, I was informed that it had been left to cool at ambient temperature for 4 hrs the temperature of the pork was reading 32°C and the temperature of the tripe was reading 35°C.

This slows down the cooling process and presents ideal conditions for food poisoning bacteria to grow. Hot food which is to be cooled before storage or sale must be cooled as quickly as possible before being placed in the fridge preferably within 90 minutes.

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.

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:

- bean sprouts had a 'use by' date of 18/11/17

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 was being stored in a cardboard box in the Hotpoint fridge
- carrots were beyond their 'best before' date of 17/11/17 and 18/11/17
- 2 heads of Broccoli were passed its 'best before' date of 14/11/17
- leeks were passed their 'best before' date of 16/11/17, 20/11/17, and 21/11/17
- celery was passed its 'best before' date of 20/11/17
- 5 packets of tomatoes were passed their 'best before' dates of 14/11/17
- bare wood was being used in the Hotpoint fridge
- old date labels were being left on food containers in the fridges making stock control difficult
- there were no dates on the prepared foods of when it had been prepared
- an open can of luncheon meat was being stored in fridge no 3, once food has been opened it should be stored in clean lidded plastic containers
- personal belongings were being stored among food i.e bags in the dry storeroom. Please provide lockers or lidded plastic containers for personal belongings.

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 behind the stainless steel table
- the wall behind the washing up sink
- the flooring underneath the stainless steel tables and the washing up sink
- the flooring underneath the wok station
- the flooring underneath the equipment throughout the kitchen.

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 Hotpoint fridge
- the seals to the Zanussi fridge

- the seals to the Samsung freezer
- the seals to the Zanussi fridge numbered 4
- the electric fly killer in the washing up area
- the grid to the rear bottom of the Samsung freezer
- the rear of the Samsung freezer.

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 did not conform to British Standards and the contact time was 5 minutes, purchase a sanitiser with a less contact time i.e 30 seconds.

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 manufacture.

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 handle was missing to the Hotpoint Fridge.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 10)**

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
- Staff training records

Observation a staff member informed me that they recorded the temperature of the food that they took home at the end of the night.

Recommendation. It is good practice to check the core temperature of cooked and reheated foods to ensure they reach required cooking temperatures (75°C for 30 seconds or an equivalent time/temperature combination).

Observation you were recording temperatures of hot food in your temperature record book however you were doing this 3 times a day at 12.00.

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

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

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

- staff were unaware of the need to cool food down within 90 minutes
- storage of food in the fridges re cross-contamination
- cleaning standards were poor
- lack of recording of hot food temperatures

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 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. 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.

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.