



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                      |  |
|--------------------------------------|--|
| Name of business:                    | Jin Gong   |
| Address of food business:            | 282 Aylsham Road<br>Norwich<br>NR3 2RG                   |
| <b>Date of Re-Rating inspection:</b> | <b>27.6.2018</b>   |
| Risk rating reference:               | 18/00260/FOOD  |
| Premises reference:                  | 04/00208/FD_HS   |
| Type of premises:                    | Food take away premises                                  |
| Areas inspected:                     | Main Kitchen, External store, Dry store, Front of house  |
| Records examined:                    | SFBB, Cleaning schedule, Training certificates / records |
| Details of samples procured:         | None   |
| Summary of action taken:             | Informal   |
| General description of business:     | Chinese take away with delivery service                  |

**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   |
| <b>Your Total score</b>                    | 0 - 15    | 20 | 25 - 30 | <b>35 - 40</b> | 45 - 50 | > 50 |
| <b>Your Worst score</b>                    | 5         | 10 | 10      | <b>15</b>      | 20      | -    |
| <b>Your Rating is</b>                      | 5         | 4  | 3       | <b>2</b>       | 1       | 0    |

Following a re-rating inspection your new food hygiene rating is as follows:

3 – a generally satisfactory standard



### **The following matters still require attention**

- Numerous uncovered foods in main kitchen
- You did not have clearly designated containers for storing raw meat and ready to eat foods
- Structural and maintenance issues
- Cleanliness in rear exterior store
- Pest proofing to rear door

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 10)**

### 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:

- uncovered foods in fridge's and freezers
- uncovered foods in main kitchen i.e. chips, battered chicken balls, cut and prepared salad items
- you were not aware of the 14 allergens that are legally required to be controlled

**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 did not have clearly designated containers for storing raw meat 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 (RTE) foods and did not have a dishwasher. Undertake the following work:

- purchase or designate clearly identifiable containers for storing raw and ready to eat 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.

**Information** The FSA (visit [www.food.gov.uk](http://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 hand washing
- 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 RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

### 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:

- the dedicated wash hand basin was obstructed by a large plastic bin

### 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

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

- you had no labelling system to aid stock rotation. Cooked foods were found in freezers with date labelling.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. 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)**

### Cleaning of Structure

**Contravention** The following structural items were dirty and require more frequent and thorough cleaning:

- walls, floors and shelving in main kitchen

- light sockets and switches
- wall/floor joints throughout premises
- electrical cabling to equipment
- many surfaces were sticky and greasy to touch in main kitchen. This indicates your cleaning is not being carried out effectively. You have an extraction system which was working at the time of my inspection. You must ensure that it is operating all times you are cooking to prevent build up of grease.
- window in rear food storage area.
- high level cleaning in staff WC as cobwebs could be seen.
- pipes to extraction system in main kitchen
- flooring in rear store room

**Contravention** The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- cardboard to floor in rear store room.
- exposed chipboard to melamine shelving due to missing trim.
- rough/uneven concrete floor in rear storage area

#### 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:

- internal surfaces of fridge's and freezers
- seals to fridge's and freezers

#### 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** 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:

- rust and bubbling paint was seen to the base of fridge's and freezers both internal and external surfaces
- damaged seals to bulk freezers and fridge's throughout premises
- missing/damaged handles to numerous fridge and freezers
- both external and internal windows had flaking paint

### Facilities and Structural provision

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

- the rear door was open during my inspection. If this is a regular occurrence for ventilation or to allow easy access to rear exterior store room you need to fit an easy to clean fly screen. i.e., made of mesh or metal chain to prevent access by pests

**Legal Requirement** All food preparation and storage areas must have adequate ventilation either by natural or mechanical means. This is to reduce high humidity, room temperature, cooking odours and airborne particles.

### Pest Control

**Contravention** The rear door was ill fitting allowing pests access to the premises. The door or frame must be adapted to prevent access:

## **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. Some minor issues were identified relating to staff supervision and training. 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 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:

- cross-contamination
- cleaning. You need to list all areas and items within your business to ensure it is clean. Some areas had not been listed to be cleaned i.e. rear store room, skirting etc. By listing all item/areas that require cleaning will ensure all areas and equipment kept clean

## Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and prove your food safety management system is ineffective:

- cleaning is poor
- maintenance is poor

**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:

- you were using the same containers for storing raw and ready to eat containers.

## Proving Your Arrangements are Working Well

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

- the cleaning schedule
- staff training records
- cleaning was not adequate
- maintenance was poor. You had numerous damaged and rusting equipment i.e. damaged seals and handles.

**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.

## Traceability

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

## Training

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

- standard of cleanliness required improvement/attention as surfaces were greasy and sticky to touch in main kitchen. I acknowledge you had antibacterial spray and blue disposal cloths but staff must clean all parts of the kitchen not just surfaces you use regularly use

**Observation/Recommendation** I acknowledge that you have received food hygiene training as certificates were displayed on the wall. But these are dated 2003. You need to undertake refresher training.

**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

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

**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](http://www.norwich.gov.uk)

### Infection Control / Sickness / Exclusion Policy

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

### Allergens

**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](http://www.norfolk.gov.uk/abc)

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

**Recommendation** Add allergy information to your menu