

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Rishi
Address of food business:	26 Mousehold Lane Norwich NR7 8HE
Date of inspection:	21/03/2018
Risk rating reference:	18/00412/FOOD
Premises reference:	10/00230/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Dry store, Cellar, Front of house
Records examined:	SFBB, Cleaning schedule, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian restaurant

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 bacteria or allergens or its physical contamination with dirt or foreign objects:

- greasy residue to internal surface of large plastic poppadom storage containers in dry store
- open/uncovered foods awaiting further cooking in main kitchen
- open/uncovered foods in walk in fridge
- open food underneath open window in main kitchen

Hand-washing

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

- no soap to dedicated wash hand basin in main kitchen

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.

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:

- floor in rear dry store
- wall/floor joint in rear dry store
- behind bulk freezers in rear dry store
- shelving in rear dry store
- area around metal trim where it meets lino had ingrained dirt in rear dry store room
- flooring behind large wash up sink in main kitchen
- flooring underneath door into walk in fridge had ingrained dirt.
- runners to walk in fridge has large build up of ingrained dirt
- base of door thresholds where they meet the floor had ingrained dirt
- on top of coat hook for hanging coats and jackets in rear dry store
- high level cleaning in rear dry store room as cobwebs could be seen
- flooring underneath wash hand basin in main kitchen
- patch of flooring under wash hand basin where no lino had been fitted
- wall/floor joint in main kitchen
- window in main kitchen
- beside and underneath equipment in main kitchen
- walls, floor and ceiling in upstairs WC
- walls, floor and ceiling in upstairs lobby area to staff WC

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

- flaking paint to chip board shelving in rear dry store room area. You need to seal/ treat the wood to leave a smooth impervious surface that is non-absorbant and easy to keep clean

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 surface to fridge door had residue with appearance of dried milk running down it.

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

Maintenance

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

- damaged/missing handles to bulk freezers in main kitchen and rear store room.
- damaged plaster to wall underneath wash hand to staff WC. This was raised in the last inspectors inspection report
- damaged plastic fly screen to rear exit door in rear store room
- damaged plastic fly screen to window in main kitchen
- damaged trim to window in main kitchen
- matter with appearance of mould growth to silicone seal to large wash up sink where it meets the wall in main kitchen

Facilities and Structural provision

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

- the window in the main kitchen was open during my inspection. If this is a regular occurrence for ventilation then you need to fit an easily removable and cleanable fly-screen to prevent access by pests.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. 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.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

Information As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situation at the next visit

Recommendation Choose Safer Food Better Business (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Recommendation MyHACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) www.myhaccp.food.gov.uk

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

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

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:

- staff training records

Contravention The following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- although you had a cleaning schedule given the areas where cleaning was

inadequate I do not believe it is being properly followed. You need to remind staff that your cleaning regime must be followed.

- I note you have decided to use the previous owner's copy of safer food better business. You need to audit the pack and update it with your own food safety practices and procedures. You then need to train your staff on following your written procedures and record this in the staff training record section.

Information I acknowledge you have recently taken over the business. You gave me your verbal assurance the standard of cleanliness and maintenance issues will improve. You informed me a contractor was in the process of giving you quotes to attend to many of the items which I raised with you and your manager during my inspection.

Traceability

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

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

Contravention You have not yet identified the allergens present 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

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up-front, clear sign-posting to where this information could be obtained must be provided.

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.

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