

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Baby Buddha Tea House
Address of food business:	139 Ber Street Norwich NR1 3EY
Date of inspection:	22/03/2018
Risk rating reference:	18/00491/FOOD
Premises reference:	08/00335/FD_HS
Type of premises:	Restaurant
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 specialising in Dim Sum

### **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:

- frayed and dirty oven gloves
- dirty oven cloth left on food preparation surface
- cutting boards propped up to dry behind taps
- the yellow cutting boards were badly scored and stained
- uncovered dim sum in the freezer
- plastic food containers were split and shedding plastic bits that might contaminate food

**Contravention** You had not protected articles and/or equipment used for ready-to-eat (RTE) food) from the contamination risk posed by raw food or its packing. In particular undertake the following work:

- follow the colour code convention for cutting boards used for raw meat (red)

**Recommendation** Obtain a wall chart reminding food handlers of the correct colour board to use for specific food items. This information should also be in the front section of your SFBB pack when it is eventually found or replaced.

### Hand-washing

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

- staff were encouraged to dry hands on a tea towel instead of the disposable paper towelling which was available. The tea towel, although clean, was wet.

### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high. Food handlers wore hats.

### 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. Your records indicated you had diligently monitored temperatures in the recent past (although not for the last two weeks).

### 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

- old and dirty cloths were not being replaced
- knives were stored in a very dirty and split plastic container (removed in my presence)

## **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 wall junction in the pot wash area
- high level cleaning in the pot wash 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:

- the yellow cutting board - see contamination risks

#### Cleaning Chemicals / Materials / Equipment and Methods

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

**Observation** cleaning was acceptable in the pantry and the cooking areas. However standards of cleaning were poorer in the wash up and meat preparation area. Pay more attention to cleaning this room.

#### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

#### Pest Control

**Recommendation** Keep the electric fly killer on now the weather is getting warmer.

**Observation** I was please to see the back door had been screened against the entry of insect 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. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management

system. 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:

- you were not adhering to the proper colour convention for your cutting boards. Yellow boards, which should be used for preparing cooked meat, were stored behind taps where raw meat was being washed. They appeared to have been used for cutting raw meat and were stained despite having apparently just been cleaned.

**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
- Chilling
- Cooking
- the section on Management was also missing. All the Safe methods are believed to have recently been thrown away by accident.

### 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
- Your Suppliers and/or Contacts lists
- Staff training records

**Observation** Staff had stopped noting down temperatures of fridges 13 days previously. There were no Daily diary entries from the 8th March and Opening and Closing checks had not been recorded. Nevertheless there was good evidence records had been kept up to this point. A good Food hygiene rating depends on you keeping your records current and reviewing them regularly.

**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.

**Legal Requirement** You must have a documented food safety management system in place

**Recommendation** Obtain a new SFBB pack, complete the sections and implement it fully.

## Training

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

- poor practices including not using the appropriate cutting board and not completing temperature records
- staff not using the SFBB pack as it was intended (the daily diary had not been completed for the last two weeks)
- food handlers had a poor understanding of English and I was doubtful they could completely understand the written instructions in the SFBB pack.

**Recommendation** Consider obtaining the Cantonese version of the SFBB pack which your staff might find easier to use and understand.

**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.

**Legal Requirement** Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

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

## Infection Control / Sickness / Exclusion Policy

**Contravention** The following evidence suggested there was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness:

- the front section of the SFBB pack was missing meaning your Fitness to work policy was also missing

**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

**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.

**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.

**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

**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

**Information** You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)