



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The House Authentic Thai Cuisine
Address of food business:	Ground Floor 2 Queens Road Norwich NR1 3PR
Date of inspection:	28/03/2018
Risk rating reference:	18/00574/FOOD
Premises reference:	12/00232/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Dry store, Storeroom, Preparation room
Records examined:	SFBB, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	thai restaurant serving local community

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 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:

- chopping boards- behind taps dirty cloth on chopping board storage rack, boards touching

Hand-washing

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

- the drainage pipe to the whb was blocked
- towel dispenser dirty
- staff not seen to wash hands

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 drain pipe to the washbasin was blocked
- the towel dispenser was dirty

Temperature Control

Contravention A quantity of cooked rice was left out at room temperature. To prevent toxins forming in the cooked rice, you are advised to either keep it hot (above 63°C) or cool it as quickly as possible and store it at or below 8°C prior to being reheated for sale:

- The rice had been cooked during the previous evening session and left in the rice cooker overnight, then the rice cooker switched on to warm the rice for the lunchtime session. Rice at 40°C

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health. Cooked rice should be cooled as quickly as possible (under running cold water), stored in a fridge at less than 8°C and used within 24hrs.

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

- rice left overnight in rice cooker

Any left over rice at the end of service should be thrown away, the slow cooling of the rice could result in the survival and growth of pathogenic microorganisms

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 under equipment
- walls under and behind equipment/sinks
- pipework beneath sinks/wash hand basin
- fridge door seal

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

- the ceiling in the main food preparation area has a rippled artex type finish making it difficult to clean
- the low wooden shelf under the dishwasher

Cardboard

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

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:

- rice in cooker

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

- **Cleaning** and sanitation are poor
- **Maintenance** is poor (blocked drain to hand wash basin)
- **Staff hygiene** and training is inadequate

Proving Your Arrangements are Working Well

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

- the cleaning schedule/rota is not being followed

Contravention You are not working to the following safe methods in your Food Safety Management system:

- You are not carrying out a weekly deep clean of the premises in accordance with the 'extra checks sheet' in your SFBB pack
- You do not appear to have a probe thermometer (not found at time of inspection) and are therefore not calibrating it weekly as per your 'Extra checks sheet' in the SFBB pack and are not keeping a record.
- You are not using a probe thermometer to check high risk foods have been properly cooked/reheated (rice) contrary to your procedures in the SFBB pack

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

- the cleaning schedule/rota was not being followed
- the hand wash basin was not in use and gloves were being worn
- staff were not following the procedures in the SFBB pack.