



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bengal Palace
Address of food business:	61 Magpie Road Norwich NR3 1JG
Date of inspection:	30/05/2018
Risk rating reference:	18/00698/FOOD
Premises reference:	16/00273/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB, Cleaning schedule, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian takeaway

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 physical contamination with dirt or foreign objects::

- open uncovered chicken was being left to cool at ambient temperature in the rear storeroom
- raw foods i.e prawns were being stored next to ready-to-eat foods i.e prawns in the Bosch fridge

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 for use with raw foods i.e meat preferably coloured red

Information The FSA (visit 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 handwashing
- 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.

Guidance If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

Hand-washing

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

- the water took along time to drain away to the wash hand basin which you should investigate
- a food handler was seen using a tea towel to dry their hands after washing them. Hand drying facilities, ideally disposable paper towels should be separate to items used to dry equipment.

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

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

- a prepared chicken dish had been left to cool for 5 hours at ambient temperature.

Legal Requirement Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible following the heat-processing stage, or final preparation stage if no heat process is applied, to a temperature which does not result in a risk to health.

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.

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 date labels were being left on prepared foods in the fridge making stock rotation very confusing. Ensure the old date labels are removed before using the containers (See photo below)

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:

- cobwebs were seen to the wall behind the boiler
- light switch in the store room
- cobwebs were seen to the wall and the ceiling in the WC

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking 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:

- food containers storing naan dough in the Polar fridge
- seals to the Polar fridge
- interior bottom to the small chest freezer
- containers storing spices in the rear storeroom
- shelf to the Bosch fridge
- seals to the Bosch fridge
- container storing the tandoori paste (See photo below)
- containers storing flour, coconut and rice
- mops were being stored outside in the lean-to on the ground (See photo below)
- cool boxes

Cleaning Chemicals / Materials / Equipment and Methods

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

- food handler was unaware of contact time of the sanitiser i.e 60 seconds

Maintenance

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

- split seals to the Polar fridge
- split seals to Bosch fridge
- rust to the interior bottom of the Bosch fridge cabinet
- mastic behind the washing up sink needs replacing (See photo below)
- peeling paint to the walls to the WC (See photo below)
- ceiling in the storeroom

Observation I was pleased to see door that the garage door had been pest proofed
I was pleased to see that the outside slope to the storeroom which was extremely slippery had been replaced with steps

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:

- cooling prepared foods for 5 hours
- using the same containers for raw and ready-to-eat foods

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 diary had lapsed since 13/5

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

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. However you need to retrain your staff on your procedures in your SFBB pack i.e how to cool food down quickly, cross-contamination i.e storing raw foods next to ready-to-eat foods and cleaning

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

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.