



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Spice Lounge
Address of food business:	8 - 10 Wensum Street Norwich NR3 1HR
Date of inspection:	19/06/2018
Risk rating reference:	18/00744/FOOD
Premises reference:	06/00173/FOOD
Type of premises:	Indian Restaurant
Areas inspected:	Main Kitchen, Storeroom, Dry store
Records examined:	Pest control report
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

Your Food Hygiene Rating is 1 - major improvement is necessary



Food Hygiene Rating Re-Scoring Visit

Date 4th September 2018

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below

Your Food Hygiene Rating is 4 – a good standard



I was pleased to see that you have complied with most of the contraventions that were brought to your attention in your inspection report

However you still need to address the following cleaning and maintenance issues

- The seals to the chest freezers were dirty and split, these need replacing
- the vegetable chest freezer needs defrosting
- The grill to the side of the ice cream chest freezer was dirty
- the kettle was dirty
- the flooring underneath the cooker had food debris to it

Management

The cleaning schedule in your 'Safer Food Better Business' pack was not filled in. You need to add all equipment and surfaces to your cleaning schedule and ensure that the staff follow it so that the premises is kept clean at all times

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.

1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and being 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 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

- raw foods i.e spiced lamb mince used for shami, sheek kebabs and keema dishes (Which requires cooking before being eaten) was being stored above and next to ready-to-eat foods i.e cooked prawns in the walk-in fridge
- uncovered foods were being stored in the walk-in fridge
- prepared onions were being stored in a dirty container on the floor in the walk-in fridge (See photo below)
- coloured chopping boards had visible mould to them and need to be replaced
- broken and cracked containers storing food in the walk-in fridge (See photo below)

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised



Onions stored in a dirty container



broken and cracked food containers

Hand-washing

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

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.

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

- the mop was being stored in the kitchen

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:

- mastic to the wash hand basin
- flooring underneath the cooking station
- rim to the shelving in the dried goods store (See photo below)
- flooring near the door to the storeroom (See photo below)
- air vent above the dishwasher (See photo below)
- wall in the dry goods store (See photo below)
- wall behind the dried goods containers i.e flour (See photo below)



Ridge to the shelf in the storeroom



Flooring near the door to the storeroom



Flooring



Air vent above the dishwasher

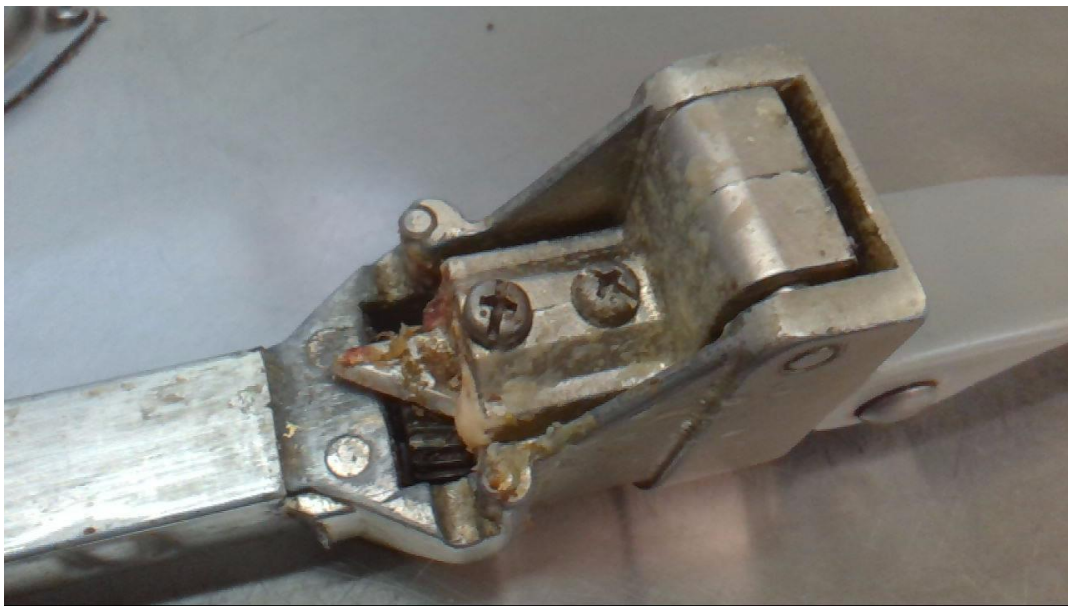
Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- container storing onions
- seals to the chest freezers
- kettle
- containers storing papadums
- the lids and the outside of the containers storing spices (See photo below)
- wheels to the cooker station
- coloured chopping boards were badly scored
- handle to the chest freezer (See photo below)
- side grill to the chest freezers
- blade to the table top can opener (See photo below)



Handle to the chest freezer



Blade to table top can opener



Lids and outside of containers storing spices

Cleaning Chemicals / Materials / Equipment and Methods

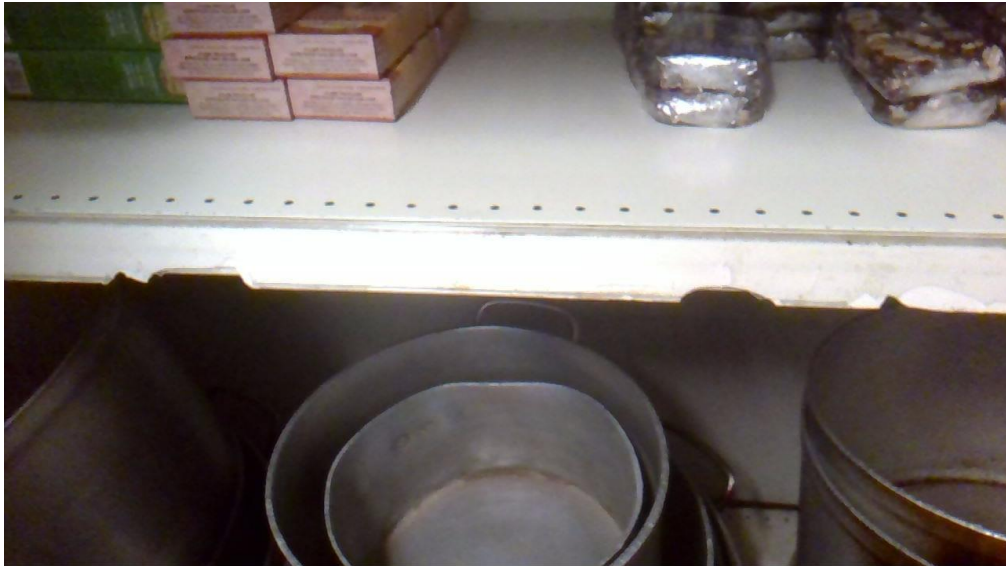
Observation I was pleased to see that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces. However the food handlers were unaware of the contact time of the sanitiser which was five minutes.

Recommend I recommend that you purchase a sanitiser with a less contact time i.e 30 seconds

Maintenance

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

- shelving in the rear storeroom (See photo below)
- handle broken to the chest freezer



Shelving to the shelf in the storeroom



Bottom of wall in storeroom



Wall behind the black containers

Facilities and Structural provision

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

- there were no fly screens to the open doors

Pest Control

Contravention Evidence of flies were seen in the room. These pests carry food poisoning bacteria and can contaminate food and food surfaces that they land on. Doors were left open and provided easy access for these pests. The doors must be either kept closed and an alternative means of ventilation provided, or must be fitted with insect-proof screens which can easily be removed for cleaning.

Observation You were advised by your pest control contractor to keep the doors closed on previous visits.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

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 The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

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
- Staff hygiene and training is inadequate

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:

- storing raw foods next to ready-to-eat foods
- storing foods in dirty containers
- storing foods in damaged containers
- storing foods uncovered

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.

Allergens

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