



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Furama
Address of food business:	101 Dereham Road Norwich NR2 4HT
Date of inspection:	21/06/2018
Risk rating reference:	18/00750/FOOD
Premises reference:	17/00133/FD_HS
Type of premises:	Cuisine - Chinese Takeaway
Areas inspected:	Main Kitchen, External store
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese 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
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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 or chemical contamination::

- ready-to-eat food i.e a roast duck portion was being stored directly on top of raw foods i.e egg mix in the Adexa fridge
- cracked container used to store raw onions
- food i.e bananas were being stored among cleaning materials (See photo below)



Bananas stored with cleaning materials

**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 and utensils for use of raw foods, preferably coloured red

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Legal Requirement** Cleaning chemicals should be stored in an area separate from food in sealed containers with clear instructions for use. This is to minimise the risk of contamination of food.

**Information** The FSA (visit [www.food.gov.uk](http://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. 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.

**Recommendation** I recommend that you store eggs in the fridge (this is a government recommendation)

### Hand-washing

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

- there was no towel to the towel dispenser

**Observation** the water to the wash hand basin took a long time to drain away

### 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:

- a food handler was seen not wearing clean protective overclothing (See photo below) You must ensure that all persons working in food handling areas wear suitable clean protective clothing



No protective overclothing being worn

## 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 following foods were being stored beyond their 'best before' dates:
  1. celery was dated 'best before' 12/6 and 15/6 (See photo below)
  2. 4 packets of leeks were dated 'best before' 18/6
  3. 9 bunches of spring onions were dated 'best before' 14/6
  4. 2 iceberg lettuce were dated 'best before' 15/6
- the lobby door and the door to the WC were left open. These doors must be kept closed at all times
- prawn crackers were being stored in a cardboard box under the servery counter. Do not use cardboard boxes to store foods as it cannot be cleaned, use clean lidded plastic containers

**Guidance** It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed it's 'best before' date could be of a reduced quality so you must check it is OK before you sell it.

**Observation** I was pleased to see that foods were covered in the fridges and freezers. However there were no dates on the containers of how long the food had been prepared

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.



Celery passed its 'best before' date



## **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:

- grouting to the floor tiles
- loose paper to the tiles above the stainless steel shelf (See photo below)



Loose paper to tiles

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following surfaces and equipment were dirty and/or could not be cleaned and require cleaning or discarding:

- around the top rim to the container storing rice
- seals to chest freezer in the storeroom
- red container storing cornflower in the storeroom
- electric fly killer

## Cleaning Chemicals / Materials / Equipment and Methods Maintenance

### Facilities and Structural provision

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

- a fly screen is needed to the rear door

### Pest Control

**Contravention** evidence of flies were seen in the kitchen. These pests carry food poisoning bacteria and can contaminate food and food surfaces that they land on. The door must either be kept closed and an alternative means of ventilation provided, or the door must be fitted with insect-proof screens which can easily be removed for cleaning

**Recommendation** ensure that the bulbs to the electric fly killer are changed regularly i.e every 12 months to ensure that it is working effectively.

## **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)**

### Training

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

**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)

### 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.

