



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Chopstix Noodle Bar
Address of food business:	Unit 1 The Terrace Castle Mall Norwich NR1 3DD
Date of inspection:	21/06/2018
Risk rating reference:	18/00753/FOOD
Premises reference:	16/00321/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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 5 - a very good standard



### 1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

#### 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:

- washed up containers were stacked inside each other so they cannot air dry effectively which may lead to bacterial growth. Ensure containers can air dry.
- rice was seen replenished on top of old in the servery. (You advised this was because this employee doesn't normally undertake this task.)

**Observation** Contamination risks were generally well controlled.

**Observation** I was pleased you could demonstrate effective E.coli 0157 control 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.

**Observation** You date code and use within a satisfactory timescale.

#### Hand-washing

**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

**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.

**Observation** You have a digital probe and wipes.

#### Unfit food

**Contravention** The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- frozen noodles, with a best before date of 9.5.2018 were found in the freezer. You advised these were waiting to be returned and were old stock. Nevertheless these should have been removed from the site.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

#### Cleaning of Structure

**Observation** The kitchen had been well maintained and the standard of cleaning was exceptionally high.

#### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

## Cleaning Chemicals / Materials / Equipment and Methods

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

**Recommendation** That you only use disposable paper towels to wipe off sanitiser.

**Observation** Your sanitiser meets the recommended British Standards, and staff knew the correct contact time.

## Maintenance

**Observation** I was pleased to see the kitchen had recently been refurbished.

## Facilities and Structural provision

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

**Observation** Washing up was drying on the area of the sink meant to be for food only. This was as labelled by you, as being for food use only. You should follow your own policy.

**Recommendation** However, as the drainer area will be needed for drying washing up, it may be better to designate the sink nearest the drainer for washing up, and make the one with no drainer for food use.

## Pest Control

**Observation** You have a pest control contract which indicated there are no issues. Investigate why your Electric Fly Killer was not working.

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

## Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

**Observation** You are using Safer Food Better Business, with additional monitoring documents for chill, cook, hot hold, delivery, cleaning, probe calibration. REcords were well completed.

### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### 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.

**Observation** All staff had done Level 2.

### Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

### Allergens

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

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

## **HEALTH, SAFETY AND WELFARE**

### Matters of evident concern

**Contravention** The following matters were of immediate concern:

- there was no hot fat thermometer on site, as in the other unit, needed for the safe procedure for cooking chicken. Provide one, to reduce risk of burns.

