

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Chopstix
Address of food business:	308 The Dining Terrace Chapelfield Norwich NR2 1SY
Date of inspection:	21/06/2018
Risk rating reference:	18/00754/FOOD
Premises reference:	11/00347/FD_HS
Type of premises:	Restaurant or cafe
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:	Take away

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

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:

- staff seen replenishing the hot display of noodles by tipping fresh stock on top of old. This has been brought to your attention before.
- spare WC cubicle being used to store not only packaging but food, such as containers of sauce, packets of dried chilli, tubs of curry paste, packets of sesame seeds. No food should be stored in a toilet compartment.
- 2 large packs of blue roll were stacked directly on top of the toilet seat, without the lid closed. Stagnant water was present beneath. (These had been moved when photos were taken.)
- open dry goods were seen in the kitchen, such as garlic flakes, sesame seeds. Seal or decant into sealed containers for storage.

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.

Recommendation Either cease using the W.C compartment as a food store (providing storage in the kitchen area) or, remove the toilet and cap the drain to remove the potential source of contamination.

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 hand washing, 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 only cook pre frozen diced chicken meat. No other raw meat is used. Stock is dated coded and used within a satisfactory period.

Hand-washing

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

- the tap to one kitchen wash basin was defective and could not easily be used. Please investigate and make good.

Information Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide 'E.coli - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

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:

- waste bin in W.C full, and had not been emptied for some time.
- the hot tap to preparation area wash hand basin was difficult to turn off as mentioned above.

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

Observation Staff wear uniform, changed into at work.

Temperature Control

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

- opened containers of noodle sauce, BBQ concentrate and sweet and sour concentrate say once opened to keep in fridge. These were not. You advised that these were mislabelled and they do not require refrigeration. Please could you send evidence of this.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Guidance Take care probe thermometers do not cause cross contamination. Make sure they are kept clean and disinfected with probe wipes before and after each use

Observation Some items on the hot display were held above 63°C and some were found to be under 63°C. You check and record temperatures regularly, and are aware of the need to remove products not held sufficiently hot after 2 hours.

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

- Both W.C doors open, so that no ventilated space was present between the toilets and the food preparation area.
- torn plastic chair in kitchen should be removed from this area.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- remove paper taped to preparation area wall, investigate beneath and make good
- repair the split open junction to the Altro type sheet floor in the preparation area
- repair coving coming away at the wall/floor junction in preparation area.

Information Cleaning terms:

Detergent: is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Dilution rate: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Disinfectant: is a chemical that kills bacteria

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:

- Essential supply your sanitiser. However Dettol is also being used, which it should not be as not Company policy. This may be confusing, and you should follow Company policy.
- kitchen staff did not know the correct 30 second contact time.

Information Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

Maintenance

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

- floor and coving in preparation area.

Facilities and Structural provision

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

- one kitchen light 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 generally 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 10)**

Type of Food Safety Management System Required

Observation You have a SFBB/food safety management system in place and records were being kept to prove your systems can work. However no account appears to have been taken regarding the use of a toilet compartment as a food store and the significant risks of contamination.

Food Hazard Identification and Control

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

- Staff hygiene and training is inadequate
- The layout of the kitchen is poor and not conducive to good food hygiene practices and preventing cross contamination.

Proving Your Arrangements are Working Well

Observation You are using SFBB, with an additional safe method sheet compiled for cooking of frozen cubed chicken. The Manager confirmed staff are following this procedure.

Records for chill, frozen, hot hold, cook, and cleaning were viewed and were well completed. Temperatures appear satisfactory. Records were also seen for deliveries, and record of probe calibration.

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 'Highfield' training.

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.