



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lotus House
Address of food business:	Lotus House 16 Bishop Bridge Road Norwich NR1 4ET
Date of inspection:	31/07/2018
Risk rating reference:	18/00813/FOOD
Premises reference:	16/00298/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom, Basement, Yard
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Formal
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.

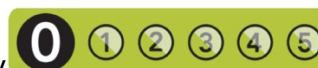
FOOD SAFETY

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 0 - urgent improvement is necessary



Food Hygiene Rating Re-scoring Visit

Date: 20th 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.



Inspector notes:

Observation The Contraventions found during the original inspection had been addressed with a few exceptions.

Contravention Cleaning has improved but there are some areas which still require your attention:

- walls and floors behind and under the wok range and washing up area
- the extraction canopy

Contravention Some maintenance is still required:

- ceiling in the store room
- rusty microwave
- seals to freezer

Contravention You had a new copy of the SFBB pack in English and had not filled it in. You must record your procedures in the SFBB pack and ensure that food handlers are able to understand your food safety management system by providing the information in an accessible language e.g. Mandarin.

Contravention You had not filled in the cleaning schedule to the SFBB pack. It is essential that you identify all of the items that you need to clean, the frequency and method of cleaning, and that you adhere to it.

Contravention You have not identified the allergens in the foods that you sell.

1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. You are failing to apply some of the controls needed to prevent cross-contamination. 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:

- Food handlers did not understand what allergens are or their controls. There is a particular risk of allergen contamination during cooking as the same ladle is used to add various sauces and seasonings, including soy sauce and black bean sauce, which both contained gluten and soya.
- Open tubs of food in the freezer had not been covered.
- Tubs of food in the freezer were stacked so that the bottom of one tub was in contact with the food in the tub below.

Hand-washing

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

- No means to hygienically dry hands. Provide disposable paper towels or blue roll.

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.

Observation Batches of cooked food e.g. pork, chicken etc. is left to cool for 3 hours at room temperature before being refrigerated. Food must be cooled as quickly as possible and ideally refrigerated within 90 minute.

Unfit food

Observation I was pleased to see open or prepared foods are dated and kept for a maximum of 2 days.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are poor and there is major non-compliance with legal requirements which have led to significant risks to food safety. Major improvements are needed in the standard of repair and maintenance of the

premises. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Information I will revisit the premises in one week to check that you have carried out all necessary cleaning to bring the premises up to an acceptable standard.

Cleaning of Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- skirting and low level areas including doors
- floor under counters
- walls particularly under wok range
- walls and pipework under wash up area
- hand rail to stairs
- flooring in kitchen and under counters
- stairs leading to basement
- toilet and wash hand basin
- wash hand basin in kitchen, mastic and grouting
- old oil tins and discarded items stored in the rear yard
- electric fly killer

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:

- lid to cool box used to transport takeaways
- tub used to hold packaged ingredients under the central workbench
- exterior of tubes sticky
- legs to workbenches
- old bit of worktop in the storeroom
- seals to chest freezer in the store room off the kitchen
- seal to upright fridge in kitchen
- black bin used to store loose food
- shelf underneath the work range
- inside microwave
- tubs used to store food

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:

- antibacterial spray is not being used to clean food preparation surfaces and hand contact points.

Information Ensure you use an anti-bacterial spray or 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.

Guidance You should be following a two-stage cleaning method. Wash surfaces with hot soapy water or sanitiser to remove visible dirt and food debris. Then spray the surface with sanitiser or anti-bacterial spray to disinfect it. To ensure the sanitiser or anti-bacterial spray is effective, it must be left for the manufacturer's recommended contact time.

Maintenance

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

- flooring to the store room
- metal bowl containers damaged
- lid to grey bin used to store food split
- split seals to chest freezer in the store room off the kitchen
- unfinished concrete to store room ceiling
- damaged nosing of step down to the store room off of the kitchen
- protective covering to shelves in fridge peeled off
- microwave door rusty on the inside
- lids from cans used to repair floor behind servery counter

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. Some staff not suitably supervised instructed and/or trained in food hygiene. 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 You currently do not have a food safety management system or what you have in place is not suitable. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system:

- You currently have an old copy of SFBB left by the previous business owner. Ideally you should get a new copy of the SFBB pack and record your food safety management systems or at the very minimum you should review the pack and update it to reflect how you intend to operate.
- No cleaning schedule available.
- No records of checks made e.g. temperature monitoring

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
- Maintenance is poor

Training

Contravention The following evidence indicated that there was a training need:

- None of the food handlers or the manager had knowledge of allergen identification or control. They must be given suitable information, instruction, training and supervision. Free allergen training is available from the Food Standards Agency.
- Cleaning and sanitation are poor.
- As you had not recorded your food safety management system e.g. SFBB, food handlers had not been properly trained in your systems

Waste Food and other Refuse

Contravention The following evidence indicated that waste food was not being disposed of appropriately:

- Several old tins of oil stored in the rear yard

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 gastro-intestinal illness should stay away from work until symptom-free for 48 hours.

Allergens

Contravention You have not yet identified the allergens present in the food you prepare and you have not warned your customers about the potential for cross-contamination with allergens.

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts

- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Information Further information about allergens and free online training is available from www.food.gov.uk/business-guidance/allergen-guidance-for-industry

HEALTH AND SAFETY

Matters of evident concern

Contravention Burnt out plug socket in kitchen indicates a problem with an unsafe electrical system. You were also unable to provide an electrical inspection report to demonstrate that the electrical system is being maintained. Unsafe electrical systems can cause injury or death by means of electric shock, electrical burns, fire or explosions. Electrical systems must be maintained to prevent danger, so far as is reasonably practicable. You should therefore arrange for the electrical system to be inspected and tested by a competent person as soon as possible. You must also take any action necessary to ensure the system does not give rise to danger.

Contravention The nosing (edge) of the step leading down to the store room off of the kitchen is damaged which could cause someone to slip, trip or fall. This must be repaired as soon as possible.

Contravention As an employer you have a duty to ensure that the gas fittings (installation pipework, gas appliances or flue) are maintained in a safe condition so as to prevent injury to any person. Unsafe gas fittings could result in carbon monoxide poisoning, fire or explosion. You could not provide any evidence of this e.g. a gas safety certificate. You must have the gas fittings inspected as a matter of urgency and arrange for any necessary works to be completed to ensure it is safe. Any person employed to carry out work on the gas fitting must be registered with the Gas Safe Register and be competent to work on commercial catering and the appliances that are installed.