

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Cafe Malabar
Address of food business:	41 Magdalen Street Norwich NR3 1LQ
Date of inspection:	08/08/2018
Risk rating reference:	18/00823/FOOD
Premises reference:	16/00366/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Main Kitchen
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:	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
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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** 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 equipment for use with raw meat, 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.

**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.

**Guidance** 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.

### Hand-washing

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

- there was no hot water to the wash hand basin

**Legal Requirement** Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

**Contravention** the wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food

**Information** Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

### 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

- potatoes were being stored with visible roots to them
- uncovered food stored in chest the freezer
- uncovered food stored in the fridge
- uncovered can of tomato puree was being stored in the fridge, once opened canned foods should be transferred to a clean plastic lidded container
- leeks and celery were being stored beyond their 'best before' dates of 3/7, 5/7 and 30/7
- 2 cucumbers were beyond their 'best before' date of 2/8
- raw meat i.e lamb was being defrosted at ambient temperature. This practice encourages the growth of food poisoning bacteria. I recommend that you thaw in covered containers in the refrigerator
- mop and bucket was being stored in the kitchen. Please store in an area separate from a food preparation room so that the risk of food contamination is minimised
- unclear policy on how long to keep perishable foods as your date coding was inadequate. Use day dots

**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.

**Recommendation** The best before date is the date until which the manufacturer of the food guarantees the quality of the product I recommend you do not use food that is beyond the best before date and you check your goods regularly

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. 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)**

### **Cleaning of Structure**

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

- flooring in the dried goods storeroom
- walls to the dried goods storeroom as cobwebs and spiders were seen
- shelving in the dried goods storeroom

- light switch in the dried goods storeroom
- door to the dried goods storeroom
- flooring underneath equipment
- flooring underneath the washing up sink
- pipework to the wash hand basin
- bottom to the door

### 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:

- containers and the lids
- containers to the dried goods i.e spices, rice, flour in the storeroom
- around the rim to the interior top to the chest freezer
- interior ceiling to the microwave
- extension lead
- seals to fridge numbered 3
- interior to fridge numbered 3
- interior to fridge numbered 2
- interior to fridge numbered 1
- dirty water in the mop bucket
- legs to the washing up sink unit
- underneath the top shelf to the gantry/pass
- door runner to the hot cupboard
- door handle to the upright freezer
- bin
- mop and bucket

### 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:

- very worn sponge scourers, these were thrown away in my presence

**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.

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

## Maintenance

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

- handle missing to the freezer
- split seals to fridge numbered 1
- split seals to fridge numbered 2
- tap indicator to cold tap to the wash hand basin was missing
- chopping boards need replacing as they were badly worn
- mastick to the washing up sink

## **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)**

### 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

**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:

- Stock control system

**Contravention** The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- Cleaning

### Proving Your Arrangements are Working Well

**Contravention** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The daily diary and or four-weekly reviews
- Staff training records
- training needs updating
- 4 weekly reviews
- closing checks box had been ticked for that day. Only tick the boxes when the checks for the day have been completed

**Information** your cleaning schedule needs more information on your methods of cleaning. You need to add all of your equipment to your cleaning schedule

### 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.

### 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

**Legal Requirement** Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**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** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

**Recommendation** Add allergy information to your menu