



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Ciscoes Pan Asian And Sushi
Address of food business:	25 Ber Street Norwich NR1 3EU
Date of inspection:	19/11/2018
Risk rating reference:	18/01001/FOOD
Premises reference:	18/00228/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pan Asian And Sushi

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 Hygiene Rating Re-Scoring Visit

Date: 14 January 2019

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

Your Food Hygiene Rating is 4 – a good standard



Observation I was pleased to see the following

- The wash hand basin was fully equipped with adequate supplies and in regular use
- Clean aprons were being worn by food handlers
- Fridges were running at correct temperatures and being recorded
- The kitchen and equipment had undergone a deep clean

Contravention

- Chopping boards were still being stored outside in the rear open yard in a bleach solution
- Split seals to the Adexa fridge and the undercounter fridge in the servery kitchen
- Wall and pipework behind the food preparation sink in the servery kitchen
- Mastic to the washing up sink needs replacing
- The cold tap to the wash hand basin was loose
- Bare plaster to the walls in the cellar need painting
- The contacts and suppliers list in your SFBB need to be filled in

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 I recommend that you provide a wash hand basin in the servery kitchen

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 1 - major improvement is necessary



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::

- a bag storing spring roll pastry had visible mould on it in the fridge

Observation I was pleased to see that contamination risks were controlled

Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat

Hand-washing

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

- there was no towel to the towel dispenser to the wash hand basin, I was offered an oven cloth to dry my hands
- the hand wash basin was obstructed by cleaning products

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:

- food handlers were seen wearing dirty over clothing
- a food handler was seen wearing a watch and a wrist band. Staff should not wear jewellery that could present a risk of contamination

Legal requirement All persons in food handling areas must wear suitable, clean protective clothing

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

Temperature Control

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

- fresh crab was being stored at 10°C in the servery kitchen

Recommendation tomato sauce was being stored at room temperature. The manufacturer's recommendation is that such products are refrigerated once opened

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- chicken was being stored past its 'use by' date of 18/11

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

- there was no date stating when the oysters should be used by
- there were no dates stating when prepared foods should be used, a food handler was unaware of how long prepared food was kept
- oysters were being stored in an uncovered open plywood box in the fridge
- a ready-to-eat food i.e mango dessert was being stored next to raw food in the freezer

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

Information oysters should be stored with the curved side facing down, in a deep bowl (to prevent leaks) covered with a damp clean cloth away from open foods at a temperature between 4 - 8°C

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:

- door leading into the kitchen
- door leading into the rear yard
- flooring around the legs to the stainless steel tables in the servery
- stairs leading down to storeroom
- skirting boards in the kitchen

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:

- stainless steel table surface in front of the microwave
- interior to the bottom to the Adexa fridge
- interior bottom to the fridge numbered 4
- interior door to the fridge numbered 4
- interior door to the stainless steel fridge storing drinks, fish and raw meat
- split seals to the fridge storing drinks, fish and raw meat
- tray storing raw meat in the under-counter fridge in the servery kitchen

- underneath the towel and soap dispensers
- stainless steel shelf underneath the washing up sink
- wall behind the washing up sink
- chopping boards were being stored outside in an uncovered bleach solution in the rear yard
- mirror to the wall above the washing up sink
- build up of ice to the sushi and the raw meat fridge in the servery kitchen
- hand contact areas.
- underneath the towel dispenser in the servery kitchen
- underneath the towel dispenser above the rice cooker
- seals to the stainless steel fridges in the servery kitchen
- flooring around the area where the knife box is stored

Contravention Touch points are dirty, thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build-up of bacteria

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

Maintenance

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

- handle missing to the fridge numbered 4
- split seals to the stainless steel fridges in the servery kitchen
- bare plaster walls to the downstairs storeroom, this is not suitable in a room where food is stored. The walls should be covered with a surface that is impervious, non-absorbent and washable
- damage to the ceiling in the downstairs storeroom

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. You have a varying track record. 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

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Information As a matter of urgency contact the Duty officer on 01603 212747 to arrange a time when you can bring your Food safety management documents to our offices.

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 the premise is in need of a deep clean

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:

- storing of oysters
- storing foods beyond their 'use by' date
- ineffective and inadequate stock control and turnover as there were no dates on prepared foods, unclear policy on how long to store prepared foods

Proving Your Arrangements are Working Well

Recommendation Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

Waste Food and other Refuse

Recommendation Your waste bins were overflowing. Either increase the capacity of the bins or arrange more frequent waste collections

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 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.