



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Yo!
Address of food business:	403 Chapelfield Plain Chapelfield Norwich NR2 1SZ
Date of inspection:	04/12/2018
Risk rating reference:	18/01080/FOOD
Premises reference:	10/00285/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Sushi 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

Your Food Hygiene Rating is 3 – a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and being 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::

- spoon left in the tofu container
- black used hair net left near cleaned glasses and plates - observed twice
- shelving with clean dishes too close to wash hand basin. Risk of splashing.
- food stored on top of another container of food in the fridge in the kitchen
- raw fish container above the soy sauce in the fridge in the kitchen
- bowls used to scoop the normal rice covered with cling film (physical contamination)
- staff drinks seen on work tops multiple times in the kitchen
- cling film used on sushi rolling mats; staff advised this is only changed once a day

- kitchen equipment tongs with loose broken coloured plastic
- cutting boards for other tasks stored under the designated raw preparation area
- staff handled raw prawns and ready to eat cabbage with bare hands. Although hands were washed in between you should be aiming to reduce hand contact where possible where food is ready to eat.
- chocolate brownies in the external box stored on preparation area worktop
- food in cardboard boxes stored in the fridges with open ready to eat foods. Boxes like this can be dirty.
- bowls were used to scoop out normal rice. In brief the handled part of the bowl can next time end up in the rice causing contamination. (I recommend a spoon or other handled utensil be used.)

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 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.

Recommendation To further improve food hygiene safety I would suggest the following:

- The Nigiri rice machine used for sushi rice is only stripped down fully once per day. You have shown evidence of the temperature stability of this rice, but nevertheless given the length of production and the busyness of the premises I strongly recommend this be done more frequently.

Hand-washing

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

- staff were not aware to turn off taps with a paper towel
- staff were seen sanitising their gloves - the use of gloves needs careful management.

Information The food and safety section has a handwashing kit which you might like to borrow in order to demonstrate the principles of correct handwashing to your pupils/staff. Contact the Duty Officer on 01603 212747 for more information.

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997.

This information should be available on the product label or may be obtained from the supplier or manufacturer.

Observation 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.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

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

- floor in a bottle store
- store room floor
- upstairs corridor floors and walls
- wash hand basin taps in wash up
- floor under the main sink in the wash up area
- floor in the kitchen next to the rice machine is split.

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

- rough and uneven concrete floor in store room . Painted surface worn.

Information Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

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.

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:

- hand contact points - fridge door
- inside fridge no 2
- wash up area - shelving used for clean dishes
- hand contact points
- fridge door in the main kitchen

Observation You had colour-coded equipment on which to prepare food.

Cleaning Chemicals / Materials / Equipment and Methods

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.

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: the floor in the main preparation area is 'saggy', and you need to investigate the sub floor. I understand this will be looked into when the premises is refurbished.

Pest Control

Observation Pest control measures were good.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well in some areas. You need to apply better systems in other areas to have 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.

Food Hazard Identification and Control

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

- Cleaning is poor
- Maintenance is 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:

- as listed under contamination above.

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.

However the member of staff seen was unsure on the contact time of your sanitiser.

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.