



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Roti
Address of food business:	Roti 19 Finkelgate Norwich NR1 3HF
Date of inspection:	11/12/2018
Risk rating reference:	18/01092/FOOD
Premises reference:	18/00278/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian Restaurant with 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 3 - a generally satisfactory standard



### 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::

- the same containers and utensils were being used for raw foods i.e meat and ready-to-eat foods i.e onion salad, mint sauce and chutneys in the walk-in fridge
- raw food i.e prawns were being stored next to ready-to-eat foods i.e cooked prawns on the draining board

**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 utensils for the use with raw food 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.

**Recommendation** Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

## Hand-washing

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

- the pipe to the wash hand basin was leaking
- there was no soap to the wash hand basin near the tandoor oven
- there was no hand washing facilities behind the bar, a staff member informed me that they used the disabled WC to wash their hands. Provide soap and hygienic towel to the sink behind the bar

## Personal Hygiene

**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
- food handler not wearing pp he put apron an

## 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.

## 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

- personal belongings i.e coats were being stored on the shelves above a food surface

**Legal requirement** in order to prevent contamination of foodstuffs, outdoor clothing and similar personal belongings must not be stored in a food room. A locker or similar cupboard would be a suitable means of storing these items

## **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:

- flooring in front of the True fridge
- mastick to the wash hand basin near the tandoor oven
- door leading out of the kitchen
- window above the washing up sink
- pipework and the lower wall behind the cooking station

- door surround

### 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:

- seals to True fridge
- interior to the rear cabinet to the True fridge
- interior bottom of the container where the tandoori skewers are stored
- interior to the drawers to the larder freezer
- top of the seals to the larder freezer
- blade to the table top can opener
- interior to the ceiling to the microwave
- food containers
- the coloured chopping boards were badly scoured and need replacing
- the handle to the stick blender

### Cleaning Chemicals / Materials / Equipment and Methods

**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:

- food handlers were unaware of the contact time of the sanitiser

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

**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.

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**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:

- broken drawers to the larder freezer were held together with tape

### **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. Some minor issues were identified relating to staff supervision and training. 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

**Information** Your Safer Food Better Business pack needs auditing and updating to reflect your procedures

#### Food Hazard Identification and Control

**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:

- the same containers and utensils used for raw and ready-to-eat foods

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

- cleaning and sanitation are poor

#### 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 cleaning schedule
- Staff training records
- needs auditing
- staff training records as old members of staff still in
- the leaking pipe had not been recorded in your pack

**Contravention** The following are examples of where your documented procedures said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do::

- it states in your pack that chefs uniforms are worn in the kitchen. Butchers aprons were being worn at the time of my visit

**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.

#### 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.

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

#### Allergens in food

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.