



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Turtle Bay
Address of food business:	8 Swan Lane Norwich NR2 1HZ
Date of inspection:	11/12/2018
Risk rating reference:	18/01124/FOOD
Premises reference:	16/00065/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Preparation room, Front of house, Cellar
Records examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records, Third party audit
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant selling caribbean food

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 4 - a good standard



1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

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::

- black bits amongst the ice in cubed ice machine
- tools and other non food items were in the prep area
- glass cup in prep area

Contravention You had not protected articles and/or equipment used for ready-to-eat (RTE) food) from the contamination risk posed by raw food or its packing. In particular undertake the following work:

- date stickers for raw and ready to eat foods were not kept in their respective

areas i.e. stickers for raw foods were in the ready to eat area

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

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:

- pipework under hand wash basin in the pass
- underneath units in the pass (wall floor junction)
- dirt build up on extraction filters
- arms to dishwasher scaled
- trays in pot wash
- walls in raw prep area

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

- chipboard pallette used as shelf in raw prep area had not been sealed

Recommendation Remove non food items from raw prep area

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:

- scales in raw prep

- food container lids in raw prep area

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- socket in raw meat prep area damaged

Pest Control

Observation I was pleased to see that premises was proofed against the entry of pests and that pest control procedures were in place.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

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.

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your Food Safety Management system:

- non food preparation items including a glass cup were found in the prep area
- cleaning was not been carried out in accordance with the frequency required by your cleaning schedule

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.

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.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- sharp corner to the work surface in raw prep area
- damaged electrical socket in prep area