



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Happy House
Address of food business:	10 Bowthorpe Main Centre Wendene Norwich NR5 9HA
Date of inspection:	27/02/2019
Risk rating reference:	19/00152/FOOD
Premises reference:	18/00303/FD_HS
Type of premises:	Catering
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Takeaway

**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** .

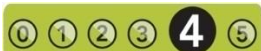
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

## **Food Hygiene Rating Re-Scoring Visit**

Date:

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 revised Food Hygiene Rating is 4 – a good standard



**Food Hygiene and Safety-** Score improved from 15 to 5

**Observation** I was pleased to see the following:

- You have implemented better temperature control procedures and understand the critical temperatures for safe food preparation and storage.
- The food storage practices that had been identified to cause a contamination risk have been ceased. You now store food in cleanable plastic tubs.
- You now have and are using appropriate soap and cleaning chemicals.

**Contravention** The following requires your attention:

- Dirty cloths hanging directly over open food
- Your protective clothing does not cover the long sleeves that your staff were wearing. Either implement a short sleeves only policy or introduce protective clothing with long sleeves.

**Structure and Cleaning-** Score improved from 10 to 5

**Observation** I was pleased to see the following:

- General cleanliness had improved
- Temporary fixes were in place for some maintenance issues

**Contravention** The following requires your attention:

- Deep cleaning still needs to be improved behind and under equipment.
- Some maintenance issues remain e.g the magnetic knife strip

**Confidence in Management-** Score improved from 20 to 10

**Observation** I was pleased to see the following:

- Better implementation of your food safety management system.

**Contravention** The following requires your attention

- You need to be able to inform your customers about the allergen content of every food item you serve. You cannot just say that they may contain allergens. An allergen matrix chart would be ideal for you to be able to quickly refer to the allergen content of any particular meal when asked.

## **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	<b>15</b>	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	10	15	<b>20</b>	30

<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	<b>45 - 50</b>	> 50
<b>Your Worst score</b>	5	10	10	15	<b>20</b>	-

<b>Your Rating is</b>	5	4	3	2	<b>1</b>	0
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Your Food Hygiene Rating is 1 - major 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. 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** The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with food borne bacteria from raw meat or unwashed fruits and vegetables::

- cardboard box on work top
- chipboard table not for food use, but within the Kitchen. It was dirty and cannot be cleaned.
- filthy cardboard box for storing bags rice crackers
- reusing old raisin bags to line boxes for ready to eat deep fried battered balls
- old cardboard box that had contained cooked chicken on work top near open food
- worn and loose white plastic to chip tongs
- fabric cloths under chop boards
- dirty cardboard on shelving in storeroom near open rice
- polystyrene box lined with newspaper to keep orders warm.
- loose foil covering equipment such as the cooker.

**Contravention** You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately:

**Contravention** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- dishes
- other equipment

**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.

**Guidance** 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 hand washing
- \* 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** Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

**Observation** You had colour coded boards and a rack.

### Hand-washing

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

- no soap was available.

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

**Information** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

**Information** Handwashing is required:

- \* before handling ready-to-eat food

- \* after touching raw food and its packaging, including unwashed fruit and vegetables
- \* after a break/smoking
- \* after going to the toilet
- \* after cleaning
- \* after removing waste
- \* after blowing your nose

## 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:

- staff who prepare food were not wearing suitable protective clothing.

**Legal Requirement** You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

**Legal Requirement** 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

**Guidance** 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

**Recommendation** To further improve personal hygiene I suggest:

- washable over clothing that fully covers clothes worn beneath be worn by staff.

## Temperature Control

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

- defrosting cooked meat at room temperature which will allow bacteria to grow.

- cooked noodles, 13.9 degrees, at room temperature. These had been cooling for 3 hours.
- a delivery of frozen pork was defrosting at room temperature and had been there about 4 hours
- cooked products being kept at room temperature for longer than the once only 4 hours exemption
- spring rolls and pork balls left cooling at room temperature for nearly 3 hours.
- large tray of cooked rice cooling at room temperature for nearly 3 hours.
- rice held hot in the rice cooker was at less than 63 degrees C but had been there for longer than 2 hours. You were not monitoring these temperatures.

**Legal Requirement** Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

**Legal Requirement** The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food provided that it does not result in a risk to health.

**Legal Requirement** If you rely on selling hot food (displayed under 63 °C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours have elapsed.

**Legal Requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

**Information** Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. It is therefore recommended that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk e.g. defrost foods in a container.

**Information** All food products should be stored in accordance with the manufacturer instructions. For example sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

**Recommendation** The core temperature of cooked and reheated foods should reach 75° C for 30 seconds or an equivalent time and temperature combination.

**Recommendation** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75degrees C for 30 seconds or an equivalent time/temperature combination (e.g. 80degrees C for 10 seconds).

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

**Observation** The chef was aware of correct chiller and freezer temperatures. Also the correct cook temperature.

You have a independent thermometer for checking temperatures.

### Poor Practices

**Contravention** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- coats, medicines and general clutter was seen near the rice cooking area
- miscellaneous matter was seen above the rice cooker
- eggs were stored at room temperature. (Ideally store in a fridge.)
- freezing raw meat, some with use by dates, with no additional dates to show when frozen/defrosted.

**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 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 (an exception is rice which should not be kept longer than 24 hours)

## **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 items were dirty and require more frequent and thorough cleaning:

- floor joint
- tap tops to sink and wash hand basin
- floor under wok range
- shelving in store
- floor by rear door
- rear door

**Information** A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

**Information** Disinfectant: is a chemical that kills bacteria

**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 dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

**Recommendation** Improve your housekeeping .

**Recommendation** Remove redundant items and equipment from food rooms.

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned::

- food storage containers
- inside microwave worn and rusted paintband
- split and dirty seal to fridge
- dirty food delivery bags

### 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 between surfaces:

- you did not have appropriate cleaning chemicals available.

**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.

**Guidance** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**Guidance** Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

**Recommendation** Use disposable paper wipes for cleaning and for mopping up spillages.



**Observation** You advised that the raw meat area is cleaned using fairy liquid and blue roll. This is not a satisfactory two stage cleaning method. Anti bacterial wipes should also not be relied upon for effective cleaning.

### Maintenance

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

- broken, chipped or missing tiles to walls.

### Facilities and Structural provision

**Recommendation** Do not use cardboard on floor surfaces, as the floor cannot be kept clean. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed).

### Pest Control

**Legal Requirement** Adequate procedures must be in place to control pests. Adequate procedures are also to be in place to prevent domestic animals from having access to places where food is prepared, handled or stored.

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises. You also have a Electric Fly killer.

## **3. Confidence in Management**

There is major non-compliance with legal requirements. 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

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers.

**Observation** You had a Chinese SFBB pack on site and were using your own diary.

### Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and this means that your food safety management system will be ineffective::

- Cleaning and sanitation are poor
- Staff hygiene and training is inadequate

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food
- cross-contamination
- methods of control at critical points

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following safe methods in your SFBB pack::

- chilling down hot food / freezing / defrosting
- personal hygiene / hand washing
- cloths / cross contamination
- food allergies
- chilling / chilled storage / display of chilled food

### 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

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Observation** I was pleased to see that food handlers 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

**Contravention** You are failing to manage allergens properly.

**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** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up front, clear sign posting to where this information could be obtained must be provided.

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.