



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lotus House
Address of food business:	Lotus House 16 Bishop Bridge Road Norwich NR1 4ET
Date of inspection:	28/02/2019
Risk rating reference:	19/00163/FOOD
Premises reference:	19/00037/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese 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 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 2 - 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. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. 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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals::

- leaving scoops in bins of rice and flour
- using old tin can as a scoop
- dirty broken bin lids and plastic storage containers
- dirty vegetable peeler and knives stored on dirty magnetic strip
- dirty probe thermometer

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.

- the same type of container were being used for raw and cooked foods

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.:

- storage containers used for both raw and cooked foods were being washed in the sink at the same time sink

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.

Hand-washing

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

- wash hand basins were dirty

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::

- not using the wash-hand basin regularly

- not wearing suitable protective clothing (only one out of 3 chefs was wearing a chefs jacket and apron)

Temperature Control

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

- large bowl cooked rice was left out at room temperature for more than 90 minutes
- rice was being reheated in a rice cooker
- food temperatures were not being monitored/recorded

Recommendation The core temperature of cooked and reheated foods should reach 75° C for 30 seconds or an equivalent time and temperature combination. Precooked rice should be brought to 75°C as swiftly as possible. A rice cooker is not designed for this purpose.

Recommendation Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers.

Recommendation Get some fridge thermometers.

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 wall junctions
- around equipment feet
- behind and under equipment (including bench top equipment)
- extraction canopy
- high level cleaning (including ceiling and light fittings)
- walls particularly behind food preparation surfaces
- hand contact surfaces such as light switches and door handles
- wash hand basin and taps

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

- MDF shelves

- floor/wall junctions are open jointed and require to be fitted correctly
- chipped dented wooden architraves to door ways
- ceiling in store room

Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals
- fridge shelving
- hand contact surfaces
- 'clean' cutlery on magnetic strip
- vegetable peeler,
- probe thermometer
- knives (on magnetic rack)

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::

- touch points were dirty (light switches, door handles etc)
- you are not adequately heat disinfecting equipment after cleaning
- the cleaning equipment was dirty (floor brushes)

Maintenance

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

- splits or holes in flooring
- peeling paint
- broken, chipped or missing tiles
- loose coving at wall floor junctions
- ceiling in storeroom

Pest Control

Contravention The small window above the sink was open to improve ventilation.

Provide a easy to clean insect proof screen to the window

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. 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

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system. SFBB is available in Chinese and there is a version that is suitable for Chinese cuisine.

Observation You have inherited a SFBB pack from the previous owner of the business. The pack is incomplete and has yet to be tailored to your business. Staff are not following the hygiene rules in the cross contamination section which is the only section to have been completed.

Food Hazard Identification and Control

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

- bacteria surviving in cooked food
- cross-contamination

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack:

- Cleaning
- Chilling
- Cooking
- Management

Proving Your Arrangements are Working Well

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

- personal hygiene / hand washing

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not washing their hands often enough
- were using poor food storage practices (same containers not using the day dot labels that had been provided)
- were not cleaning properly
- did not understand the opening and closing checks and the use of the diary pages in the SFBB pack

Recommendations You and or a member of your staff attend a Safer Food Better Business workshop to better understand how to complete the SFBB pack and how to use the management section.

Staff attend a Level II Foundation Certificate in Food Safety course.

For more information follow the following link:

<https://www.norwich.gov.uk/foodsafetytraining>

Allergens

Contravention You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare.

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.

Recommendation Add allergy information to your menu.