



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Mango-T Restaurant
Address of food business:	8 Orford Hill Norwich NR1 3QD
Date of inspection:	08/04/2019
Risk rating reference:	19/00343/FOOD
Premises reference:	15/00025/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Thai 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
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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 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.

- knives

- storage containers

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 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.

Hand-washing

Observation I was pleased to see handwashing was well managed.

Guidance Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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:

- food i.e fish and belly pork were being stored unwrapped in the chest freezer
- 7 x packets of fine beans were being stored beyond their 'best before' date of 7/4
- 4 x packets of Rice vermicelli were being stored beyond their 'best before' date of 28/2/16 and 3/12 /18 in the storeroom
- mango was being stored in a cardboard box on the floor underneath the washing up sink

Guidance It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed it's 'best before' date could be of a reduced quality so you must check it is OK before you sell it.

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
- extraction canopy
- walls particularly behind food preparation surfaces
- flooring
- pipework to sinks

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- seals to dessert chest freezer
- filters to extraction canopy

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning equipment were not appropriate:

- the scourer was very worn

Contravention Cardboard cannot be properly cleaned. Do not use it to cover the floor/shelves of work surfaces in food rooms

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 clear all clutter off the floor so it can be easily cleaned

Maintenance

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

- door to microwave was damaged

Pest Control

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

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. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

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

- cross-contamination
- using same containers and utensils

Proving Your Arrangements are Working Well

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

- cleaning schedule
- more information is needed in your cleaning schedule regarding methods to be followed

Training

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent would be appropriate for your food handlers. Booking details for our courses are available at www.norwich.gov.uk/foodsafetytraining

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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.

