

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Tamarind Tree Thai Restaurant
Address of food business:	1 All Saints Street Norwich NR1 3LG
Date of inspection:	14/05/2019
Risk rating reference:	19/00415/FOOD
Premises reference:	15/00260/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Cellar
Records examined:	SFBB, Cleaning schedule, 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 The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- the same tongs were being used for raw foods like chicken and ready-to-eat foods such as chicken on the griddle. Separate tongs must be used for raw and ready-to-eat foods.

Recommendation I recommend you purchase colour coded tongs i.e red to place raw food on the griddle and yellow tongs to remove the food once cooked.

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.

Legal Requirement Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats or aprons for visitors

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.

Guidance Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a worktop where preparation of raw foods is undertaken as this could lead to cross-contamination.

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)

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 indicated that hand-washing was not suitably managed:

- the hot water was too hot for comfortable hand washing
- staff were not seen washing their hands during my visit
- no means for hygienically drying hands was available

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

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

Information Proper hand-washing is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide '*E.coli* - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

Recommendation I recommend that you provide a plug for the wash hand basin

Personal Hygiene

Recommendation To further improve personal hygiene I suggest:

- you must ensure that gloves are changed between tasks such as handling raw and ready-to-eat foods or equipment and to wash hands between changes

Temperature Control

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

- cooked rice was being held at 46.5°C in the rice cooker. The food handler informed me that it had been in the rice cooker for 2 hours and it should be slow cooked. To prevent toxins forming in the cooked rice, you are advised to either keep it hot (above 63°C) or cool it as quickly as possible and store it at or below 8°C prior to being reheated for sale

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- food is not hot held at a high enough temperature i.e cooked rice

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.

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:

- storing foods in open cans i.e pineapple and evaporated milk
- eggs were being stored at ambient temperatures
- storing food beyond its 'Best before' date i.e
 - red cabbage 'Best before' 3/5
 - fine beans 'Best before' 9/5
 - green leaves 'Best before' 11/5
 - broccoli 'Best before' 6/5

- tomatoes 'Best before' 3/5
- jar of opened mustard 'Best before' February 2019

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure it is fit before use.

Legal requirement once opened, canned food which is to be stored should be transferred to plastic covered containers, designed for the storage of food, to prevent contamination of the food.

Recommendation it is a government recommendation that eggs are stored in the fridge.

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
- area next to dishwasher and flooring
- stairs leading down to cellar
- wall above towel dispenser

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- interior bottom to small fridge
- top of fridge door
- top of fridge
- seals to stainless steel upright fridge
- pipework to wash hand basin
- electric wall sockets
- interior and seals to fridge used as a store cupboard
- exterior to waste bins
- legs to equipment

- bottom to freezer

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

- broken, chipped or missing tiles
- worn and / or peeling paint
- holes to walls
- handles missing to chest freezers in cellar
- cutting boards badly scored and need replacing

Facilities and Structural provision

Observation I was pleased to see that adequate facilities had been provided.

Pest Control

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

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

Observation I was pleased to see that you had a Safer Food Better Business pack

Recommendation I recommend that you monitor and record temperatures of the fridges and freezers and rice temperatures

Food Hazard Identification and Control

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

- storing rice below 63°C

Proving Your Arrangements are Working Well

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

- temperatures of rice, you need to add this to your 'SFBB'. An information leaflet was left for your attention
- not working to diary schedule
- cleaning schedule needs all equipment and methods added

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

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

- did not know the critical temperature for cooking or hot holding of foods
- were not washing their hands often enough
- were using poor cross contamination practices
- were not cleaning properly as more attention is needed to cleaning
- were insufficiently aware of the Safe methods in the SFBB pack

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available. However more training is needed.

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

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

Observation You had clearly shown the presence of allergens in your food on your menu.