



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Royal Plaza Restaurant And Takeaway
Address of food business:	9 Earlham House Shops Earlham Road Norwich NR2 3PD
Date of inspection:	04/06/2019
Risk rating reference:	19/00470/FOOD
Premises reference:	14/00169/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese Restaurant/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

Your Food Hygiene Rating is 2 - improvement is necessary



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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- uncovered food stored in the fridges
- food containers stored inside other food containers in direct contact with food in the fridges
- uncovered lettuce
- using containers that had previously been used for raw foods i.e chicken which had loose film to the edges
- same containers used for raw foods i.e chicken and ready-to-eat foods i.e

chicken

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.:

- mixing bowls
- storage containers
- tongs

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 hand-washing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitiser
- * and by controlling the risks posed by unwashed vegetables.

Hand-washing

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

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

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

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

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

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 were not wearing suitable protective clothing

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

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 monitoring temperatures.

Recommendation I recommend that you purchase a probe thermometer and wipes

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:

- open unwrapped food i.e duck stored in fridge numbered 4
- uncovered food i.e seafood sticks in freezer numbered 5
- open marmalade was being stored at ambient temperature you informed me that

this was the chefs

- tomatoes were being stored beyond their 'best before' date 1/6
- cauliflower was being stored beyond its 'best before' date of 10/3 and had mould on it in fridge numbered 3
- food was being stored in open cans
- no date labelling system

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 day or 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.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. 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)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- flooring in storeroom
- shelf next to microwave
- wall where fire extinguishers are housed
- door surround to rear door
- flooring underneath stainless steel table
- wall behind wok station
- grout to flooring throughout Kitchen
- behind mixer tap to sink

Information Different types of sanitiser requires 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

Observation staff were unaware of the 5 minute contact time of the sanitiser. I recommend that you purchase a sanitiser that requires less contact time i.e 30 seconds

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hand contact surfaces
- food storage containers
- seals to fridge numbered 4
- shelving to storage room
- storage containers were sticky to the touch
- red chopping board was mouldy
- brown and blue cutting boards need replacing
- interior to microwave
- lid to dustbin
- ridge under door to freezer numbered 1
- interior bottom to fridge numbered 2
- door to fridges
- lids to storage containers
- wok station
- sink in survey

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)
- the sanitiser types you use are not to BS EN 1276:1997 13697:2001 Standards

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Information You must ensure that the sanitiser you use is effective against bacteria. Ensure that it meets the following standards BS EN 1276:1997 and 13697:2001.

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.

Recommendation Store items such as mops, buckets and rooms in an area, room or cupboard separate from food areas.

Maintenance

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

- broken, chipped tiles
- loose handle to fridge numbered 4
- split seals to fridge numbered 3
- handle missing to fridge numbered 3
- split seals to fridge numbered 2
- chipped storage containers
- padding on corner of stainless steel work surface
- bulb to the electric fly killer
- probe thermometer not working and needs replacing
- bare wood to edge of shelving
- damage to ceiling covered with tape
- tap to sink in servery

Pest Control

Recommendation I recommend that you repair the electric fly killer as flies were seen in kitchen

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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 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:

- using same containers for raw and ready-to-eat foods

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- cleaning schedule had not been filled in
- daily diary had not been filled in

Recommendation Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

Proving Your Arrangements are Working Well

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

- cross contamination/ physical or chemical contamination
- personal hygiene / hand-washing
- cleaning / clear and clean as you go

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:

- were unaware of the contact time for the sanitiser
- were not washing their hands often enough
- were using poor food storage practices
- did not know how long to stay off work after illness.
- were not cleaning properly
- not wearing protective over-clothing

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

Information There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

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

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

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 gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Information There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

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. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Recommendation add allergy information to your menu