



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Toho
Address of food business:	128 Dereham Road Norwich NR2 3AF
Date of inspection:	09/10/2019
Risk rating reference:	19/00716/FOOD
Premises reference:	19/00300/FD_HS
Type of premises:	OPENFO Food Premises open and unrated
Areas inspected:	Main Kitchen, Storeroom, Front of house, Back of house
Records examined:	SFBB, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	cafe/restaurant (with shisha) serving local community

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 5 - a very good standard



1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

Contamination risks

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with chemicals or foodborne bacteria from raw meat or unwashed fruits and vegetables::

- open can of tomato puree in larder fridge
- raw vegetables were stored above cooked (ready to eat) items in the larder fridge
- one cling film roll used to wrap /cover raw foods and ready to eat foods
- tea towel used as board stabilizer

Information Once a can is opened the product, if not all used at once, should not be left in the can, but transferred to a clean washable lidded container.

two rolls of cling film should be used one for raw food and one for ready to eat food. The rolls should be clearly labelled for their purpose.

Hand-washing

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

- the hot water was too hot for comfortable hand washing

Observation It was noted that the problem with the boiler had been recognised and the engineer called.

Temperature Control

Observation the records for the hot food core temperature monitoring state the target temperature for some foods (including chicken wings) is only 63°C. Review your system to ensure that all high risk foods are safe to eat.

Recommendation. It is good practice to check the core temperature of cooked and reheated foods to ensure they reach required cooking temperatures (75°C for 30 seconds or an equivalent time/temperature combination).

Good Practices

Observation Pleased to see that all prepared foods and raw meats in the service fridge had been dated and labelled

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- floor wall junctions around the dishwasher
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Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent::

- brick walls in the cupboard housing the ice machine
- walls in wash up area (painted brick/ exposed brickwork)
- untreated wood to door (ice machine cupboard and entrance door to kitchen)
- architrave to opening between kitchen and wash-up area
- plasterboard ceiling in wash up area.

Maintenance

Contravention The following were found to be in poor condition and require repair or replacing:

- taps to the sink leaking and loose

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood, properly controlled, managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

I was pleased to see that you are using Safer Food Better Business and this has been completed and implemented.

Allergens

Observation You have produced an allergen matrix for food items on your menu. Review this chart when you introduce changes to your menu and make sure the dips and sauces served have also been included.

HEALTH, SAFETY AND WELFARE

Slips Trips and Falls

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- trailing flexes behind desert display cabinet in servery