

Public Protection (food & safety)**Food Premises Inspection Report**

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|----------------------------------|-------------------------------------|
| Name of business: | The Tamarind Tree Thai Restaurant |
| Address of food business: | 1 All Saints Street Norwich NR1 3LG |
| Date of inspection: | 24/10/2020 |
| Risk rating reference: | 20/00246/FOOD |
| Premises reference: | 15/00260/FD_HS |
| Type of premises: | Restaurant or cafe |
| Areas inspected: | Basement, Main Kitchen |
| Records examined: | SFBB |
| 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 |

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 Food was not protected from general sources of contamination:

- prepared foods were being covered with a fabric cloth

Recommendation Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration.

Hand-washing

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

- the hot water was too hot for comfortable hand washing
- the wash hand basin was dirty
- there was no hygienic towel to the wash hand basin

Recommendation Wash hand basins need to be kept clean and regularly descaled. Include the wash hand basin in your cleaning schedule and pay attention to sanitising the taps.

Recommendation Install a wall mounted towel dispenser

Personal Hygiene

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

Temperature Control

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

- high risk food i.e cooked rice was being left in the danger zone (8-63 °C) for long periods of time.
- cold foods, for service, were being kept above 8°C for over 4 hours

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

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

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).

Recommendation In addition to the visual checks you undertake use a probe thermometer to determine the core temperature of cooked food.

Poor Practices

Observation The following matters represented poor practice, but as part of your Food Safety Management System should not occur and if allowed to continue may cause food to become contaminated or lead to its deterioration. Any item past a Best Before date must still be fit, if used, but this is poor practice:

- food i.e red cabbage was being stored beyond its 'best before' date of 15th and 26th September
- iceberg lettuce was being stored beyond its 'best before' date of 10th October
- tenderstem broccoli was being stored beyond its 'best before' date of 5th October
- Pak Choi was being stored beyond its 'best before' date of 10th October
- there were no dates of when prepared on prepared foods in the fridge

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.

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

Recommendation I recommend that you label your own personal foods stored in the fridge. There is a presumption in food law that all foods stored on a business are part of that business and need to be stored and labelled accordingly to satisfy the inspecting officer it complies with legal requirements

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
- wash hand basin
- pipework

- vent to wall
- flooring downstairs near food containers

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- underneath towel dispenser
- stainless steel shelving to washing up sink
- plastic step used to stand on near the washing up sink
- edges to stainless steel gastronorm containers
- interior ceilings to microwaves
- lids to food containers downstairs
- around top to chest freezer downstairs
- build up of ice to chest freezer downstairs
- seals to fridges and freezers

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see 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:

- handles missing to chest freezers downstairs
- split seals to upright fridge
- interior to microwave ceiling was very rusty and needs replacing

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and 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. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

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

- chilling / chilled storage / display of chilled food
- 4-weekly checks
- chilling down hot food / freezing / defrosting
- stock rotation

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- Suppliers list needs updating
- Staff training records needs updating
- More information is needed to your cleaning schedule i.e add all equipment to your schedule and include the methods and frequency of cleaning
- Gaps to diary
- I recommend that you record temperatures of fridges, freezer and hot food

Recommendation I recommend that you purchase a new 'Safer Food Better Business' pack

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Training

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

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.

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

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