



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Ken Tong
Address of food business:	67 Borrowdale Drive Norwich NR1 4NS
Date of inspection:	25/08/2021
Risk rating reference:	21/00204/FOOD
Premises reference:	15/00201/FD_HS
Type of premises:	Food take away premises
Areas inspected:	None
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese 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 is divided into three areas which you are scored against for the hygiene rating:

1. Food hygiene and safety procedures
2. Structural requirements
3. Confidence in management/control procedures

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

- uncovered open can of tomato puree stored in the walk-in fridge, once opened foods should be decanted into clean lidded plastic containers
- food i.e cooked chicken balls and noodles were being covered by cloths in walk-in fridge, fibres from the cloths could fall into the food causing a contamination problem
- a piece of untreated wood was seen covering the container storing rice in the storeroom
- hand towel was being stored directly over prepared foods near the wash hand basin. Splashes of water from hand washing could contaminate the food
- the underside of stacked containers in contact with open food below i.e prawns and mushrooms
- toilet tissue was being stored in the fridge

Hand-washing

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

- the wash hand basin was obstructed
- the washing up sink was being used for hand washing. Use the dedicated wash hand basin for hand washing

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
- food handlers were seen wearing watches

Legal requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

Temperature Control

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

- cooked rice was left out at room temperature
- pork ribs temperature was 29°C in the walk-in fridge

Legal requirement Food which has been cooked and which is required to be stored below 8°C must be cooled as quickly as possible to this temperature. This can be usually achieved by portioning the food into smaller portions and storing in a cool place not a fridge as this will raise the temperature of other foods in the fridge enabling bacteria to grow

Unfit food

Contravention The following foods were past the USE BY date and were thrown away:

- noodles were being stored beyond their 'use by' date of 23/8
- no date labels of when prepared foods need to be used by

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

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- sweetheart cabbage was being stored beyond its 'best before' 28/7

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.

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Information High risk items bear a use by date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

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:

- mastic joints behind sinks
- flooring in storeroom and freezer room
- skirting boards
- cobwebs and a spider was seen at the bottom of the container storing rice in the storeroom

Observation The kitchen had been well maintained and the standard of cleaning was good

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- can opener
- lid to container storing curry powder
- lids to containers storing dried goods
- Interior to storage containers

Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent:

- bare wood used to cover rice in container

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

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:

- lid to small chest freezer was broken
- lid to chest freezer was badly marked

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

Contravention Pest proofing is inadequate particularly in the following areas:

- no pest proof door screen. This is required if you leave the external door open

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

- bacteria surviving in cooked food

Proving Your Arrangements are Working Well

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

- daily diary this had not been filled in since 27/12/2020
- 4-weekly checks

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:

- the daily diary and/or four-weekly reviews
- the cleaning schedule
- your Suppliers and/or Contacts lists
- staff training records

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- daily records
- temperature records
- cleaning schedule

- suppliers lists
- staff training records

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

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

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

Allergens

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.