



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Spice Valley
Address of food business:	Ground Floor 5 Magdalen Street Norwich NR3 1LE
Date of inspection:	15/09/2021
Risk rating reference:	21/00226/FOOD
Premises reference:	18/00260/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian 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** .

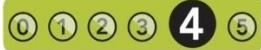
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 27 October 2021

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

Observation I was pleased to see that the premises had been cleaned to a high standard

Contravention The following items require attention

- Food was being stored too near the wash hand basin, splashes from the wash hand basin could contaminate the food

Cleaning

Contravention more attention to cleaning is needed in the following areas

- Hand contact surfaces (such as fridge handles, cooker knobs, light switches and sink taps)
- Microwave
- Fridge and freezer seals
- Sides to equipment
- Wheels to equipment
- Chest freezer needs defrosting and cleaning
- Towel dispensers
- Floor/wall junctions
- Pipework to sinks

Maintenance

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

- Cracked socket to wall behind chest freezer
- Hole to wall behind chest freezer

Information You informed me that these were going to be addressed in the coming week

Safer Food Better Business Pack:

Contravention Sections to your pack need to be filled in:

- Cleaning schedule
- Staff training records

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 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:

- cleaning chemicals were stored next to food in storeroom

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.:

- same containers were being used for raw and ready-to-eat foods

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 Cleaning chemicals should be stored in an area separate from food so that they cannot contaminate the food. They should be stored in sealed containers with clear useage instructions.

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

Information A ready-to-eat food is any food that can safely be eaten without the need for further processing

Hand-washing

Observation I was pleased to see handwashing was well managed.

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:

- food i.e minced meat was being defrosted in the hot cupboard at 54°C

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 Frozen foods should be defrosted in such a way as to minimise the risk of growth of pathogenic micro-organisms or the formation of toxins in the food. Care should also be taken to ensure any liquid released does not contaminate other foods. It is therefore recommended that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk e.g. defrost foods in a container.

Unfit food

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 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 (an exception is rice which should not be kept longer than 24 hours)

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::

- defrosting food in hot cupboard
- date labels needed on prepared foods in walk-in 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
- behind and under equipment
- pipework to sinks
- extraction canopy
- walls particularly behind food preparation surfaces
- hand contact surfaces such as light switches and door handles
- mastic joints behind sinks

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- hand contact surfaces
- microwave
- can opener
- chopping boards
- griddle
- sides to equipment
- lids and interiors to food containers
- underneath towel dispensers
- interior to hot cupboard
- runners to hot cupboard
- chest freezer needs defrosting and cleaning

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 such as E. coli 0157 between surfaces:

- worn cleaning scourers

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

Contravention Touch points are dirty thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build-up of bacteria

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)**

Type of Food Safety Management System Required

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

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 training is inadequate

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

- bacteria growing on food
- cross-contamination

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
- cleaning / clear and clean as you go

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 cleaning schedule
- staff training records

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 using poor food storage practices
- did not know how long to stay off work after illness.
- were not cleaning properly
- did not understand the opening and closing checks

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 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.