

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Chifanla
Address of food business:	6 St Vedast Street Norwich NR1 1BT
Date of inspection:	07/10/2021
Risk rating reference:	21/00286/FOOD
Premises reference:	21/00277/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Basement, Storeroom, Main Kitchen
Records examined:	None
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 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 1 - major 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:

- food i.e chips were being stored too near to the wash hand basin, splashes from the wash hand basin could contaminate the food
- the underside of stacked containers in contact with open food below
- a bag of prawns stored on open prawns
- cooked prawns stored on top of raw prawns
- cutting boards were badly scored and need replacing

- utensils i.e knives stored directly touching the wall behind sink
- open cans stored in the fridge
- uncovered foods stored in the fridge
- open bag of flour stored on the floor
- bowls and saucepans stored on the floor

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.

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

Guidance The FSA (visit www.food.gov.uk for more information) has issued up to date guidance in summer 2019 on controlling E.coli 0157. Some aspects of this are relevant to you. This can be found to read at www.food.gov.uk

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
- staff were wearing dirty 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

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety

requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined

- containers of food i.e noodles and cooked meat was being stored beyond the 'use by' dates you had given them of 10/10 and 14/10
- beansprouts were being stored beyond 'use by' date of 19/10

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.

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)

Temperature Control

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

- open can of oyster sauce was being stored at ambient temperature. It states on the can once opened keep refrigerated
- a large amount of food was being stored at ambient temperatures

Guidance Sauces were noted stored at room temperature. The manufacture's recommendation is that such products are refrigerated once open

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:

- spring onions were being stored beyond their 'best before' date of 12/10
- open bags of food i.e flour was being stored in a fridge used for storage where miscellaneous tools were being stored.

Legal requirement once opened food should be transferred to clean lidded plastic containers

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

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
- flooring behind and under equipment
- extraction canopy
- walls particularly behind food preparation surfaces

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- microwave
- food storage containers
- chopping boards
- filters to extraction canopy
- lids to sauces
- vegetable peeler
- electric fly killer and tray
- unused equipment stored in basement

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 sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- you are not using the 2-stage cleaning technique
- you did not have appropriate cleaning chemicals available
- worn scourer

Maintenance

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

- lid to chest freezer downstairs
- Tarpaulin used to side of structure
- gaps to wooden structure
- holes to wall above sink
- split seals to Williams fridge
- split seals to freezer
- bare plaster to walls in downstairs storeroom

legal requirement renew repair the wall coverings and leave in a sound easy to clean condition

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- no toilet lobby or inadequate toilet ventilation
- gaps to downstairs wooden structure
- tarpaulin used on side to wooden structure. This must be replaced with a solid durable wall which can be cleaned and prevent pest entry

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- gaps to wooden structure

Legal requirement Food businesses must take all reasonable precautions to prevent food pests namely rats, mice, cockroaches and flying insects gaining entry into food storage and preparation areas. This is to prevent the contamination of foodstuffs

Legal requirement Any gaps and holes to external doors, windows, pipes, drains etc. must be filled or covered with a solid durable material in order to minimise pest entry points into food preparation and storage areas

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

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

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

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:

- maintenance is poor
- pest control is inadequate
- the premises structure is unsuitable
- staff training is inadequate

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

- cross-contamination

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.

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

Contravention You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare
- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You are not informing customers about the risk of cross contamination with allergens

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. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

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.