



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The House Authentic Thai Cuisine
Address of food business:	Ground Floor 2 Queens Road Norwich NR1 3PR
Date of inspection:	11/11/2021
Risk rating reference:	21/00339/FOOD
Premises reference:	12/00232/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Main Kitchen
Records examined:	Cleaning Schedule, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Thai Restaurant/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 Hygiene Rating Re-Scoring Visit

Date: 20 January 2022

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 5 – a very good standard



Observation I was pleased to see the following

- The premises has been cleaned and maintained to a high standard
- Your food safety management system was filled in and up to date
- Staff had attended level 2 and level 3 food hygiene training

Contravention the following items require attention

- More attention to cleaning is needed to the following items
 - interior and hinges to fridge numbered 6 and freezer numbered 10
 - The ridge to the top of the door to freezer 10
 - Racking opposite freezer 10
 - Small steps
 - Interior to handle to chest freezer numbered 3
- Open can of coconut milk stored in fridge numbered 6. Once opened canned foods should be decanted into clean lidded food storage containers

Recommendation I recommend that you date label foods when taken out of the freezer. Remove old dates labels from food storage containers

Recommendation I recommend that you record the temperatures of cooked rice in your Safer Food Better Business pack

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 0 - urgent improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Contamination risks

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

- raw foods i.e chicken was being stored next to ready-to-eat foods i.e prepared salads on the stainless steel table
- cutting boards were badly scoured and need replacing
- food i.e bags of rice were being stored on the floor in the storeroom
- the underside of stacked containers in contact with open food below
- electric fly killer stored above rice cooker
- uncovered foods stored in fridges and freezer
- petrol can and can of paint stored amongst food in storeroom

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

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

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.

Hand-washing

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

- the drainage to the wash hand basin was blocked
- the paper towel dispenser was broken and dirty

Information Proper hand-washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps:

- Wet hands before applying soap
- Good hand rubbing technique
- Rinsing of hands
- Hygienic drying

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:

- food handlers were wearing jewellery and watches
- food handlers were wearing nail varnish

Contravention the wash-hand basin was not in regular use. 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

Temperature Control

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

- frozen raw meat was being defrosted at room temperature in a manner that caused concern.

Information You must have a method for defrosting meat so that food safety is maintained. This method must be covered by your food safety management review. Safe methods can include defrosting in a designated fridge.

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

Recommendation it is a government recommendation that eggs are stored in the fridge

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:

- open cans of food were being stored in fridges. Once opened canned foods should be decanted in to clean lidded plastic containers
- no date labels on prepared foods in fridges and freezers of when prepared

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)

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely.

(Score 20)

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
- walls
- rear door

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- fridge shelving
- hand contact surfaces
- microwaves
- food storage containers
- chopping boards
- ice machine
- underneath hand towel dispenser
- handle to freezer numbered 2
- hinges to chest freezer
- build up of ice to chest freezers

- bin
- interior to fridges
- wheels to equipment
- cooker hob
- sides to fryers
- sides to griddle
- wok station
- wheels to equipment
- legs to equipment
- interior to hot cupboard
- air vents
- electric sockets
- tray to electric fly killer
- interior to ice machine

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

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

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

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

- untreated mdf or wooden board behind fridge numbered 5

Observation The 'Grease Pak' degreaser system had run out of chemicals. It is important to keep this chemical dosing system operational to protect the drainage system. Ensure you keep a stock of chemicals on site and the system refilled when necessary.

Maintenance

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

- pooled water underneath dishwasher
- handle to freezer
- glazed wall tiles broken/missing near stock fridge and chest freezer

Facilities and Structural provision

Observation I was pleased to see the premises had been maintained in good repair 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.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

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 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 Your food safety management system must be available on site so that your staff can refer to procedures and record checks daily

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:

- cleaning and sanitation are poor
- staff hygiene is inadequate
- staff training is inadequate

Contravention You have failed to identify all the critical control points in your operation and/or the control measures you have put in place are not adequate.

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

- personal hygiene / handwashing
- cloths / cross contamination
- cleaning / clear and clean as you go
- chilling / chilled storage / display of chilled food

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

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

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 A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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.

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