



Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|--|
| Name of business: | BBQ Chinese Takeaway |
| Address of food business: | 28 Earlham West Centre Norwich NR5 8AD |
| Date of inspection: | 17/11/2021 |
| Risk rating reference: | 21/00359/FOOD |
| Premises reference: | 16/00365/FD_HS |
| Type of premises: | Food take away premises |
| Areas inspected: | All |
| 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** .

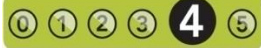
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 26.1.2022

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 4 – a good standard



Inspectors notes:

Food Hygiene and Safety new score, 5. All matters have been addressed. Equipment was clean, you are date coding items, aware of and checking critical temperatures, and food was in date.

Structure and Cleanliness new score, 5. The premises is now clean. You still need to provide a light in the walk in chiller.

Management new score, 10. You have done a Level 2 food hygiene course. SFBB is used well. Still work to do on allergen assessment.

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

- Dirty structure including walls, floors, ceilings and wok range
- Dirty equipment including fridge shelves
- Dirty containers some containing open food, some that had been washed up
- Dirty probe thermometer
- Raw stored above ready to eat food
- Chopping boards held in place with fabric cloths
- Wooden chopping boards
- Personal food kept with business food

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- * the complete separation of raw and ready-to-eat food
- * the correct use of wash-hand basins and thorough hand-washing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitiser
- * and by controlling the risks posed by soily vegetables.

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Information It is recommended that colour coded boards, stored in a rack when not in use, are provided.

Hand-washing

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

- wash hand basins were dirty
- no means for hygienically drying hands was available.

Information Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand-washing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique

- rinsing of hands
- hygienic drying

Information Hand-washing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands

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.

Recommendation To further improve personal hygiene I suggest:

- Washable over clothing for food preparation must cover clothing worn beneath. It should only be worn once at work.

Temperature Control

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

- hot foods, for service, were kept below 63 degrees Celsius for over 2 hours. This was cooked rice, held in the rice cooker.
- food temperatures were not being monitored. Fridge and freezer temperatures must be monitored at least once per day. Also temperatures of cooked/reheated, and hot held food, where appropriate.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C .
- The readings in boiling water should be between 99°C and 101°C .

Guidance All food products should be stored in accordance with the manufacturer instructions.

Recommendation The core temperature of cooked and reheated foods should reach 75°C for 30 seconds or an equivalent time and temperature combination.

Recommendation In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75°C for 30 seconds or an equivalent time/temperature combination (e.g. 80°C for 10 seconds).

Recommendation Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers

Recommendation Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

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;

- Beansprout in bag- use by 16.11.21
- Wonton pastry -use by 2.11.21. You claimed this product had been frozen but no labels had been applied to enable you to demonstrate this had been done safely.

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. Ideally, do not freeze these items. If this has to be done occasionally, you should freeze when the product is in date, and add labels to show when frozen and defrosted.

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::

- Beans- Best before 11.11.21-you claim these were for family use, but these were stored with business food. Unless stored elsewhere and not among business food, the assumption is that these may be used.

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

Recommendation Keep food for personal use separately.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance 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)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning::

- floor wall junctions
- around equipment feet
- extraction canopy
- high level cleaning
- walls particularly behind food preparation surfaces and sink
- ceiling
- hand contact surfaces such as light switches and door handles
- fly screens
- wash hand basin
- fridge shelves

Information A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Information Disinfectant: is a chemical that kills bacteria

Information Different sanitiser requires different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Remove redundant items, equipment and cardboard from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned::

- fridge shelving

- microwave
- food storage containers

Information Please refer to www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance

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:

- Cardboard cannot be cleaned adequately. Do not use it to line shelves. It may also harbour bacteria.
- You had a Dettol spray, but were using dirty fabric cloths to wipe this off, which could result in contamination.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Information You must ensure that the sanitiser you use is effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Guidance Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Recommendation Use disposable paper wipes for cleaning and for mopping up spillages.

Maintenance

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

- Floor surfaces
- Rusted internal surfaces of microwave

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the lighting was insufficient for safe food preparation and cleaning. Bulbs were missing to hall light and walk in chiller.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas::

- the screen to the rear door was poorly fitting.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of 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

Observation You had a Chinese SFBB pack, which appeared to have been completed. The diary pages had lapsed for some time.

However from the standards found you were not following this.

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
- maintenance is poor
- staff hygiene is inadequate
- services and facilities are inadequate
- staff training is inadequate

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- bacteria surviving in cooked food/hot held food
- cross-contamination
- stock rotation of food generally, but food with use by and best before dates

Proving Your Arrangements are Working Well

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

- personal hygiene / hand washing
- cloths / cross contamination
- food allergies
- cleaning / clear and clean as you go
- Daily Diary
- cleaning schedule
- maintenance / pest control

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

Contravention The following evidence indicates there is a staff training need as food handlers:

- were using food that was passed its USE BY date
- were using poor food storage practices
- were not cleaning properly
- did not appreciate allergen risks
- did not understand safe handling of high risk foods

Although you claim to have done Food Hygiene training, the standards found suggest your knowledge is insufficient.

Information You can obtain a list of the training courses we provide on our web-site 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 . Or free courses on the web-site www.food.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 web-site: 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 web-site: 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 gastro-intestinal 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

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
- You were not aware of recent changes to labelling. Please find a leaflet attached

regarding Natasha's Law.

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

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

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.

Recommendation Add allergy information to your menu.