

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lotus House
Address of food business:	Lotus House 16 Bishop Bridge Road Norwich NR1 4ET
Date of inspection:	07/12/2021
Risk rating reference:	21/00396/FOOD
Premises reference:	21/00137/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Storeroom, Main Kitchen
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** .

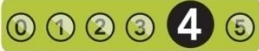
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 24 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 4 – a good standard



Inspectors notes:

Observation I was pleased to see the following:

- You had addressed most of the contraventions listed in your inspection report
- Your Safer Food Better Business pack was filled in and up to date

Contraventions The following items require attention

- Food handlers was not wearing protective clothing
- Cardboard was being used on the floor
- The underside of stacked containers was in contact with open food below
- Food i.e. boxes of duck was being stored on the floor
- No systems in place with regard to dates of how long prepared foods were being stored for
- Light switch at the bottom of the stairs was very dirty
- Lid to chest freezer in downstairs storeroom needs repair

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 2 - 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:

- uncovered cooked food i.e duck portions stored in storeroom
- open uncovered foods i.e meat stored in chest freezer
- open uncovered foods stored in the walk-in fridge
- the underside of stacked containers in contact with open food below
- food stored on the floor
- red cutting board was badly scoured and needs replacing
- knives stored against the wall on the stainless steel table
- cardboard boxes used to store cooked foods in

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- storage containers
- knives

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 Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats or aprons for visitors

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 handwashing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitisers
- * 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.

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 If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°C for 15 seconds) between uses.

Guidance If adequate heat disinfection (such as a dishwasher or plunge sink) is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately.

Hand-washing

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

- staff were not seen washing their hands when I visited

Information Handwashing 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

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:

- staff were not wearing suitable protective clothing
- staff were wearing dirty clothing
- food handlers were 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:

- High risk food was being left in the danger zone (8-63 °C for long periods of time.
- cooked rice was left out at room temperature
- deliveries were not being refrigerated immediately on arrival

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

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

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its 'use by' date;

- 2 x bags of beansprouts were being stored beyond their 'Use by' date of 6/12

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:

- apples were being stored beyond their 'Best before' date of 15/11
- no systems in place with regard to dates of how long prepared foods were being stored for

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

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 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
- behind and under equipment
- electric fly killer and tray
- high level cleaning
- walls particularly behind food preparation surfaces
- hand contact surfaces such as light switches and door handles
- mastic joints behind sinks
- pipework to sinks and wok station
- door architrave
- bottom to door

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

- untreated mdf or wooden structure/shelving

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals
- fridge shelving
- chest freezer cabinet
- interiors to chest freezers
- food storage containers
- food processor
- dirty water in mop bucket
- underneath towel dispenser
- electric fly killer and tray
- legs to equipment
- wok station
- remove protective film to rice cooker
- bottles of cleaning chemicals

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:

- cleaning equipment was worn and dirty
- you are not adequately heat disinfecting equipment after cleaning
- dirty water in mop bucket

Maintenance

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

- cracked tiles

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)**

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

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
- food allergies
- cleaning / clear and clean as you go
- chilling / chilled storage / display of chilled food
- daily diary
- cleaning schedule you need to add all equipment to your cleaning schedule
- chilling down hot food / freezing / defrosting

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:

- food handlers were not wearing sufficient protective clothing
- food handlers did not exhibit a high enough standard of personal cleanliness
- were not washing their hands often enough
- were not aware of the food safety management system
- were not cleaning properly

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

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

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

Legal Requirement The allergen labelling requirements for prepacked for direct sale (PPDS) food have changed. Any business that produces PPDS food is required to label the food to show the name of the food and the ingredients list with the 14 allergens required to be declared by law emphasised within it.

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

Information Prepacked for direct sale (PPDS) food, is food that is packaged at the same place it is offered or sold to consumers, and is in this packaging before it is ordered or selected by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging.

Information Prepacked for direct sale (PPDS) food can include the following:

- Fast food packed before it is ordered, where the food cannot be altered without opening the packaging including pots of sauces i.e soy sauce

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.