



## Public Protection (food & safety)

### Food Premises Inspection Report

Name of business:	Moonlight Palace
Address of food business:	9 Earlham House Shops Earlham Road Norwich NR2 3PD
Date of inspection:	25/01/2022
Risk rating reference:	22/00025/FOOD
Premises reference:	20/00325/FD_HS
Type of premises:	Chinese restaurant and takeaway
Areas inspected:	Main Kitchen
Records examined:	SFBB, Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese restaurant and 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
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 4 - a good 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:

- do not reuse cardboard boxes for food storage, such as bags of crackers. These cannot be washed and cleaned, and are also a source of contamination.

**Guidance** The FSA (visit [www.food.gov.uk](http://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.

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

### Hand-washing

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

**Observation** I was pleased to see hand washing was well managed.

### Personal Hygiene

**Guidance** 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

**Recommendation** To further improve personal hygiene I suggest 'chefs' clothing be worn at work, as this ensures and demonstrates more easily that specific work-clothing is put on and only worn at work.

**Observation** I was pleased to see that standards of personal hygiene were good.

### Temperature Control

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

- cold foods, for service, were being kept above 8 degrees Celsius for over 4 hours
- Amoy Hoisin sauce pots for service kept at room temperature. The can label says once open the contents should be kept refrigerated. Sugar has been added, but unless you can prove this product is now safe to keep at ambient temperature, follow manufacturers instructions.
- Mae poly sweet chilli sauce pots for service kept at room temperature. AS above. Original label says refrigerate after opening.
- you do not carry out temperature (or visual) checks of high risk foods arriving at

- the premises from suppliers
- in order to be adequate, increase fridge and freezer monitoring to twice a day.

**Legal Requirement** If you rely on selling hot food (displayed under 63 °CC) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours have elapsed.

**Legal Requirement** If you rely on selling COLD food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**Legal Requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

**Information** Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. 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.

**Information** All food products should be stored in accordance with the manufacturer instructions. For example sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open

**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.

Ensure you calibrate your probe thermometer using melting ice and boiling water. I recommend this be done weekly, and recorded.

**Observation** I was pleased to note you are aware of critical temperatures and carry out monitoring of chiller and freezer temperatures, hot hold, and cooking. You record some of these temperatures.

You have a probe thermometer and wipes.

### Unfit food

**Contravention** The following foods were past the USE BY date and were thrown away:

- 3 tubs of fresh hard bean curd, use by 10 Jan 22. These had not been used, and you advised me that these had been delivered on the day of the inspection. You were going to speak to your supplier. This demonstrates the importance of checking deliveries.

**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)

### 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:

- although you have a turnover of 3 days for perishable items, not all were dated coded. Please aim to label all perishable items.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

### Cleaning of Structure

**Observation/recommendation** The tiled floor is old and uneven. It was clean, but I recommend you consider upgrading to a new sheet, non slip flooring, with coved edges. This would make cleaning easier.

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

**Information** CORRECT DILUTION: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

**Information** Disinfectant: is a chemical that kills bacteria

**Observation** The kitchen had been well maintained and the standard of cleaning was good.

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

### Cleaning Chemicals / Materials / Equipment and Methods

**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 your sanitiser meets 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.

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

**Recommendation** You had a sanitiser, but no British Standard or contact time was shown on the label. In order to be certain that the product is effective, I recommend you buy one with this information on the label.

#### 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** You have a Electric Fly Killer and fly screens.

### **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### Type of Food Safety Management System Required

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

#### Food Hazard Identification and Control

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

- bacteria growing on food from deliveries
- stock/date coding
- temperature control of some items

#### Proving Your Arrangements are Working Well

**Observation** Ensure old date labels are removed.

#### 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

**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](http://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.

**Observation** All cooking staff had completed level 2 and allergen training.

#### Infection Control / Sickness / Exclusion Policy

**Contravention** There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- staff that report these diseases must not work with food until they are 48 symptom free
- staff must be trained to report these diseases.

**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 all the allergens present in the food you prepare. Your menu only identifies nuts.

- You do not have a system for informing customers about the presence of allergens in the food you prepare.
- You are not labelling the pre prepared sauce pots.

**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](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** Pre-packed 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** Pre-packed for direct sale (PPDS) food can include the following:

- Sandwiches and bakery products which are packed on site before a consumer selects or orders them
- 
- Fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- 
- Products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salads and pasta pots
- 
- Burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- 
- PPDS food provided in schools, care homes or hospitals and other similar settings will also require labelling

**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** Check if your business sells pre-packed for direct sale (PPDS) food by using the Food Standards Agency's allergen and ingredients food labelling tool. Visit [www.food.gov.uk/allergen-ingredients-food-labelling-decision-tool](http://www.food.gov.uk/allergen-ingredients-food-labelling-decision-tool)

**Recommendation** For information or advice about pre-packed food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email [trading.standards@norfolk.gov.uk](mailto:trading.standards@norfolk.gov.uk).