



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Merchants Of Spice
Address of food business:	30 - 32 Colegate Norwich NR3 1BG
Date of inspection:	07/02/2022
Risk rating reference:	22/00091/FOOD
Premises reference:	15/00356/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian Restaurant

**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: 31<sup>st</sup> May 2022

Following the previous inspection a re-rating visit was requested. The revised score indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 3 – a generally satisfactory standard



Inspectors' notes: I was pleased to see that some of the contraventions had been complied with.

- The premises had been cleaned
- The chest freezer had been replaced in the upstairs storeroom
- The plastic containers used for storing poppadom's had been replaced. Lids are needed
- Food was now covered in the chest freezer

However, the contraventions below still need more attention

## 1. Food Hygiene and Safety

### Contamination risks

**Contravention** Food was not protected from general sources of contamination:

- open foods i.e raw meat and vegetables were being stored on the floor
- open containers of poppadom's stored on shelf in upstairs storeroom
- cutting boards were worn. These were thrown away in my presence
- cooked prawns were being stored open next to other open prepared foods. Prawns are one of the 14 allergens and must be stored covered and away from other foods

### Unfit food

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

- 2 x packets of mixed salad leaves were being stored beyond their 'Use by' date of 29/5 and 30/5

### Poor Practices

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- no date labels on prepared foods in fridges
- no dates on food of when it is taken out of the freezers

**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.

## **2. Structure and Cleaning**

**Contravention** The following food was unfit (and was seized or destroyed in my  
The following structural items were dirty and require more frequent and thorough cleaning:

- floor/wall junctions
- flooring underneath equipment
- pipework to sinks
- cobwebs were seen to high areas in the upstairs storeroom

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

- untreated mdf or wooden shelving in the kitchen

**Contravention** The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- interior to bottom to fridge in upstairs storeroom
- shelving to interior to fridge in upstairs storeroom
- green cutting board
- dirty frayed cloths
- filters to the extraction canopy
- interior ceiling to microwaves

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

## **3. Confidence in Management**

I was pleased to see that you had purchased a new Safer Food Better Business pack which had been filled in and was available on site

**Contravention** The following matters demonstrate your Food Safety Management System is not working as it should:

- you are not working to the opening and closing checks i.e storing out of date foods
- the premises still needs more attention to cleaning – see above
- allergens stored open next to other open foods
- open foods stored on the floor

## 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>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-
<b>Your Rating is</b>	5	4	3	<b>2</b>	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 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:

- cutting boards badly scored and need replacing
- food was not covered in fridges and freezers
- the underside of stacked containers in contact with open food below
- uncovered food in containers stored on the floor
- stick blender stored directly 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.

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

### Hand-washing

**Observation** I was pleased to see handwashing was well managed.

### 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 watches

### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

### Unfit food

**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::

- no date labels on foods of when prepared

## **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
- flooring behind and under equipment
- high level cleaning as cobwebs were seen
- walls particularly behind food preparation surfaces
- pipework to sinks
- hand contact surfaces such as light switches and door handles
- electric wall sockets
- air vent to rear door

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

- edges to shelving

### Cleaning of Equipment and Food Contact Surfaces

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

- can opener
- food storage containers
- lid to container storing flour
- lids to food containers storing spices
- chopping boards
- stick blender
- interior to hot cupboard
- blue plastic crate
- interiors to chest freezers
- fridge and freezer seals
- shelving to fridges
- containers storing poppadoms
- electric fly killer
- bins
- extension lead
- protective film to side of fridge in washing up area. This needs to be removed to aid easy cleaning
- handle to microwave

## 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 such as E. coli 0157 between surfaces:

- food handlers were unaware of the contact time for the sanitiser

**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.

## Maintenance

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

- lid to chest freezer in upstairs storeroom
- window frame in upstairs storeroom
- coving missing to floor/wall junction

## 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** 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)**

## Type of Food Safety Management System Required

**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 points at which control is essential
- Establish 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

### 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

### 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
- cleaning / clear and clean as you go
- training records / supplier lists
- cleaning schedule
- Recommend new pack

**Recommendation** I recommend that you purchase a new pack as the pack you have is old and doesn't cover acylamide and does not have up to date information on allergens

**Contravention** The following are needed in order to demonstrate your food safety management system is working::

- cleaning schedule
- staff training records

### 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.

### 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 clearly shown the presence of allergens in your food on your menu. However you must label the pots of mint yoghurt with the allergen information i.e milk