

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Tasty Restaurant
Address of food business:	23 Prince Of Wales Road Norwich NR1 1BG
Date of inspection:	17/02/2022
Risk rating reference:	22/00134/FOOD
Premises reference:	19/00368/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Formal
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
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 0 - urgent improvement is necessary



Food Hygiene Rating Re-Scoring Visit

Date: 17/05/2022

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 3 – a generally satisfactory standard



Inspector's notes:

I was pleased to see the premises was substantially cleaner and most of the maintenance issues had been addressed. Some outstanding matters remain:

- Silver foil had been used to cover rusted shelving in the walk in fridge and freezer. This is unsuitable as the silver foil was shedding bits of foil which could contaminate food. You should replace rusted shelving.
- Cardboard was being used to cover shelves which represents poor practice since cardboard would be impossible to clean once dirty and must be continually replaced.
- The closing checks and daily diary in the Safer Food Better Business pack had been signed off well before the end of day. Do not sign off checks until they have actually been completed.

- The temperature control sheets had been completed erroneously with the times temperatures were taken rather than a record of the temperatures themselves. Note: the Safer Food Better Business pack does not require you to record actual temperatures – simply note that temperatures had been monitored that day as part of your opening and closing checks and found to be within safe limits – and you may find it easier to adopt this practice.
- There were two food handlers only one of which had received any formal food hygiene training. The trained member of staff supervised the untrained one. Arrange for the untrained food handler to be trained to a level II standard or ensure the trained member of staff has received level III training to properly reflect their supervisory responsibility.

1. Food Hygiene and Safety

Food Hygiene standards 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. There are major and widespread lapses in safe food handling practices and procedures. You are failing to apply many of the controls needed to prevent cross-contamination. 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)**

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:

- damaged equipment is in use (such as a wire basket and broken plastic container containing soaking mushrooms) that could shed particles into food
- an open pan of sauce was stored close to the ground next to a floor mop
- open containers of shrimp in the walk in freezer were stored directly under an accumulation of ice near the cooling unit
- open container of prawns on buckled and rusting shelving in the walk in freezer

Contravention You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.

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:

- chopping boards
- knives
- storage containers
- cloths

Contravention You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging:

- equipment such as cooked food cutting boards and dishes for ingredients were stored on a open shelf under the work top where raw food meat is prepared

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.

Guidance The Food Standards Agency (FSA) has issued guidance on controlling E.coli 0157 recommending:

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

Visit www.food.gov.uk for more information.

Hand-washing

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

- staff were not seen washing their hands during the inspection
- wash hand basin was dirty

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

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 using the wash-hand basin regularly
- staff were wearing dirty clothing (shoes)

Poor Practices

Contravention The following matters represented poor practice and has given rise to the risk of food becoming contaminated:

- use of black plastic refuse sacks on which to lay greasy chip baskets
- floor mop stored next to an open container of sauce close to the floor
- mushrooms left to soak in a broken and soiled plastic container stored directly on the floor
- knives housed in the gap between benches where they will pick up contamination from dirty surfaces and transfer this contamination to food when next used
- loose salad vegetables left lying on a surface used for the preparation of raw meat

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. Improvements are needed in hand and/or equipment washing facilities. Major improvements are needed in the standard of repair and maintenance of the premises. 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 structural items were dirty and require more frequent and thorough cleaning:

- floors at wall junctions
- floors around the feet and wheels of equipment
- floors behind and under equipment
- hand contact surfaces such as light switches and door handles
- wash hand basin bowl, taps, and waste trap
- the shelf housing the microwave oven

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

- floor in the walk in chiller where the subfloor had partially collapsed
- shelving in walk in freezer was buckled, peeling paint and rusted
- the chiller units in both the walk in fridge and freezer were substantially rusted and peeling paint

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items of equipment in contact with food are dirty and must be cleaned and where necessary disinfected:

- meat slicer blade and housing were dirty with grease and old accumulated food debris (shavings of raw meat from previous slicing)
- the underside of the circular white cutting board on the raw meat preparation table was covered in grease and black mildew which I could scrape off with my fingernail
- wire baskets used for draining food had not been cleaned so as to remove old food from between the wire mesh

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 used are not to BS EN 1276:1997 13697:2001 Standards
- you are not using the 2-stage cleaning technique
- you did not have appropriate cleaning chemicals available
- dirty cleaning cloths

Maintenance

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

- buckled and rusted shelving in the walk in freezer
- the subfloor to the walk in chiller

Pest Control

Contravention Your staff are unaware how to protect your premises from the threat of pests. Ensure that your staff are adequately trained:

- Staff were not using the pest control procedures in the SFBB pack

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely.
(Score 20)

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
- plant and/or equipment is poor
- staff training is inadequate

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

- cross-contamination

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

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 / hand-washing
- cloths / cross contamination
- cleaning / clear and clean as you go
- Daily diary
- 4-weekly checks
- training records / supplier lists
- cleaning schedule
- maintenance / pest control

Training

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

- were not washing their hands often enough
- were using poor food storage practices
- were failing to control cross contamination risks
- were not aware of the food safety management system

- were not cleaning properly
- did not understand the opening and closing checks

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

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 because the directions in the SFBB pack was not being followed:

- introduce a system to monitor staff 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

Allergens

Contravention You are failing to manage allergens properly:

- 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