



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	Planet Wok
Address of food business:	24 Eaton Street Norwich NR4 7LD
Date of inspection:	09/03/2022
Risk rating reference:	22/00165/FOOD
Premises reference:	21/00011/FD_HS
Type of premises:	Food take-away premises
Areas inspected:	All
Records examined:	SFBB, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese take away

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 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:

- no date labelling is applied to products to enable stock rotation, particularly those products that are frozen
- a pan of raw meat was stood directly next to clean utensils. I am concerned that there is not a designated area for handling raw meat
- cooked duck was stored in a container that had previously contained raw mushrooms. Reusing products that have contained 'dirty' food could lead to contamination of a product that has been cooked. The reheat process may not be sufficient to destroy bacteria
- fabric tea towels are used to cover food, and the same design used as wiping cloths.

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
- thorough 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.

Hand-washing

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

- there was no cold water to the wash hand basin. Hands could be washed still. However a cold water supply must be provided, or a mixer tap which delivers water at a variable temperature.

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

Recommendation The towel dispenser be located near the wash basin.

Personal Hygiene

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

Temperature Control

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

- you were aware of the correct hot holding temperature, but were not monitoring hot hold items such as rice. (Hot foods being kept warm should be above 63 degrees Celsius, or used within 2 hours)
- high risk foods for service may be at ambient temperature for short periods only. When busy these items may be used quickly, but when less busy you should aim to keep high risk items in the fridge. As a general rule no high risk item should stay at room temperature for more than a single period of up to 4 hours. I was concerned that high risk items may be allowed at room temperature for more than one 4 hour period
- you have not calibrated the probe thermometer to check it is giving accurate readings
- you have a probe thermometer but admitted it is never used to check cook or reheat temperatures. You were not aware of the correct cook/reheat

temperature. This should be done as a back up to standard cooking procedures and to support a due diligence defence.

- you only use the digital readout to monitor fridge and freezer temperatures. This method of monitoring is not accurate.

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.

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.

Legal Requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food provided that it does not result in a risk to health.

Legal Requirement If you rely on selling hot food (displayed under 63 °C) 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.

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display. You need an independent method that is clearly related to the actual food temperature.

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 Get some fridge thermometers.

Unfit food

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:

- the chest freezer requires defrosting
- tomatoes passed best before date of 8th March were in the fridge. You stated these were for personal use but were stored with business food. Personal food should be stored separately.

Guidance It is permitted to sell food after its best before date, but it becomes an offence if not of the nature, substance or quality demanded by the consumer at the time of sale. You must check the food and make sure your customers are aware that it has passed its best before date using an appropriate sign or label.

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:

- external store floor, walls and doors. High level cobwebs to ceiling.
- high level cobwebs in rear store
- door to rear preparation room
- light switch, sockets in rear preparation and Kitchen
- rear preparation room and kitchen floor in less accessible areas

Recommendation Improve your housekeeping.

Recommendation Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hand contact surfaces such as fridge doors

- saucepans not kept clean-ingrained with dirt that could be scraped off
- dirty wooden stirring pole in raw meat
- inside fridge door

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 are not to BS EN 1276:1997 13697:2001 Standards
- cardboard cannot be cleaned adequately. Do not use it to line shelves.
- there was a mixture of cleaning chemicals from different manufacturers, all needing different methods of use and contact times. You were not clear about how these should be used to be effective.

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

Information Different sanitisers require 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

Information You must ensure that the sanitisers you use are 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 Store items such as mops, buckets and rags in an area, room or cupboard separate from a food areas.

Maintenance

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

- ceiling in shed- sagging plasterboard panel, which was unplastered and had gaps around it
- blown plaster and peeling paint on walls in rear preparation area; particularly near rear door.

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

Contravention single SFBB Catering pack was seen. It is not adequate to have one pack, used by both businesses at this location. As the two businesses are under separate ownership each business needs its own Food Safety Management System, ie, a pack each.

Contravention The pack seen was not used adequately. The diary pages had lapsed for several months.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Food Hazard Identification and Control

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

- bacteria surviving in cooked and hot held food.
- cross contamination
- bacteria growing on food

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack or applying appropriate management controls:

- cross contamination/ physical or chemical contamination
- cloths / cross contamination
- food allergies
- daily diary
- 4-weekly checks

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

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 unaware of the contact time for the sanitiser
- did not know the critical temperature for cooking foods
- were using poor practices which increased the risk of cross contamination
- did not appreciate allergen risks

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 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 You claim to have done a Level 2 course in Food Safety. However you have no certificates to prove this. Given this was many years ago please note the comment above.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Contravention You are offering or selling prepacked for direct sale (PPDS) food which does not have the correct allergen labelling.

Contravention You have not identified the allergens present in the food you prepare.

Contravention You do not have a system for informing customers about the presence of allergens in the food you prepare

Information Advise your customers how to get allergen information. Display a sign in a prominent place saying ASK OUR STAFF ABOUT THE ALLERGENS IN OUR FOOD

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 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 sell might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

Information There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512