



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Wagamama
Address of food business:	408 Chapelfield Plain Chapelfield Norwich NR2 1SZ
Date of inspection:	24/03/2022
Risk rating reference:	22/00223/FOOD
Premises reference:	05/00236/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Prep Room, Storeroom
Records examined:	Cleaning Schedule, Temperature Control Records, Training Certificates/records, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Caterer serving consumers in the local area

**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>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0

Your Food Hygiene Rating is 5 - a very good standard



### 1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

#### 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:

- teppan section undercounter fridge had shelves labelled as being for both ready to eat food and non ready to eat food
- due to the quantity of stock there was insufficient storage space in the walk in chiller and some items had been stacked off the floor

**Observation** The sanitiser bottle used to clean the sink used for washing vegetables in the prep area on the first floor was also being used to clean the raw meat prep area.

#### Hand-washing

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

### Personal Hygiene

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

### 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.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

**Contravention** The following items were dirty and require more frequent and thorough cleaning:

- around equipment feet
- floor greasy

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not suitable and sufficient:

- I was informed the chemical provided for cleaning floors was ineffective at removing grease and that the restaurant was not permitted to source a suitable alternative

**Recommendation** Review the chemical product used for floor cleaning and ensure equipment used for cleaning floors is kept clean and staff are following appropriate cleaning methods.

### Facilities

**Observation** Due to the quantity of stock there was insufficient storage space in the walk in chiller and some items had been stacked off the floor.

## Maintenance

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

- paper towel dispenser to wash hand basin in main kitchen

## Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

**Legal Requirement** Ensure recommendations made by the pest contractor are implemented eg sealing wall and floor junction

## **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** Access to the full HACCP plan was not available. However I was pleased to note critical limits were identified on the Trail recording system.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**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.

### Proving Your Arrangements are Working Well

**Observation** I was pleased to see extensive monitoring records are kept

### 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:

- The full HACCP/FSMS could not be located
- The correct procedure for washing vegetables using the 'Fresh Produce Wash' was not understood in that the the correct dilution was not being followed. The sticker above the sink used for washing vegetables had not been ticked to confirm the volume of the sink and the chemical was being free poured as there was no pump.
- The sanitiser bottle used to clean the sink used for washing vegetables in the non rte prep area on the first floor was labelled 'non rte', but the sanitiser used at the sink for washing vegetables in the main kitchen was labelled 'rte'.
- Vegetables were being washed in the food sink off the main kitchen however there was no 'Fresh Produce Wash' available.

### Infection Control / Sickness / Exclusion Policy

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

### Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

### Health and Safety

**Contravention** The floor adjacent to the pass was slippery due to a build up of grease. You must take action to ensure that floors are free from any substance which may cause someone to slip and which could result in personal injury.