



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Quality Indian Takeaway
Address of food business:	100 Harvey Lane Norwich NR7 0AQ
Date of inspection:	16/05/2022
Risk rating reference:	22/00314/FOOD
Premises reference:	13/00219/FD_HS
Type of premises:	Food take away premises
Areas inspected:	External Store, Main Kitchen
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian 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** .

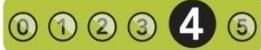
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 1st September 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 4 – a good standard



Inspectors notes:

I was pleased to see that most of the contraventions had been complied with:

- the premises had been cleaned
- the cutting boards had been replaced
- separate containers for raw foods had been provided
- outside store had been pest proofed

However, the contraventions below still need your attention:

Contravention

- hot tap to the wash hand basin was loose
- cloths were obstructing the wash hand basin near the tandoori oven
- scoops were stored in the flour in the outside storeroom
- flooring underneath equipment needs more attention to cleaning
- WC door left open. Provide a self-closure device
- badly worn scrubbing brush in wash up area
- floor/wall junctions in wash up area
- interior ceiling to microwave
- staff were unaware of your food safety management system. Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.
- staff are not adequately trained in your pack
- add all equipment to your cleaning schedule and train your staff on how to clean equipment and premises

Allergens in food

Contravention You are failing to manage the risk from allergens properly:

- You are not informing customers about the risks of cross contamination with allergens
- You do not have a system to reliably identify allergens in the foods that you prepare
- Staff had not been properly informed about the allergens in your food and could not give reliable advice

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						

Your Food Hygiene Rating is 1 - major 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 Food was not protected from general sources of contamination:

- cutting boards were badly scored and need replacing
- scoops were being left in dried ingredients
- knives were being stored directly touching the wall
- the underside of stacked containers in contact with open food below

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E. coli 0157 and other pathogenic bacteria from raw meat or unwashed raw vegetables

- the same storage containers were being used for raw and ready-to-eat foods

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.:

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.

Hand-washing

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

- the wash hand basin was obstructed

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:

- best hand-washing practices were not observed

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

Information Taps can recontaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

Temperature Control

Contravention A quantity of cooked rice was left out at room temperature. To prevent toxins forming in the cooked rice, you are advised to either keep it hot (above 63°C) or cool it as quickly as possible and store it at or below 8°C prior to being reheated for sale

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

- prawns defrosting at room temperature

Information food i.e prawns were being defrosted at room temperature in a manner that caused concern. You must have a method for defrosting food so that food safety is maintained. This method must be covered by your food safety management review. Safe methods can include defrosting in a designated fridge.

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 food of when opened or prepared in fridges

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)

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

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

- floor/wall junctions
- around equipment feet
- behind and under equipment
- bottom to wall
- walls particularly behind food preparation surfaces
- fuse box
- hand contact surfaces such as light switches and door handles
- pipework to wash hand basin
- WC

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

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

- exposed area(s) of bare and unfinished plaster on walls and/or ceilings

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- microwave
- can opener
- food storage containers
- chopping boards
- wheels/legs to equipment
- interior to fridge drawer
- interior to hot cupboard

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:

- you did not have appropriate cleaning chemicals available
- the cleaning equipment was dirty

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.

Maintenance

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

- chipped damaged paintwork to door architrave

Facilities and Structural provision

Contravention the door to the wc lobby was left open. This must be kept closed at all times. Provide the door with a self closure device

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- garage doors

Recommendation Fill gaps around external doors, windows, drainage and or surface pipes.

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 Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

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
- pest control is inadequate

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

- cross-contamination

Training

Contravention The following evidence indicated there was a staff training need for food handlers:

- standard of cleaning was poor
- using poor food storage practices i.e same food containers for raw and ready-to-eat foods

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

Legal requirement The allergen labelling requirements for prepacked for direct sale (PPDS) food have changed. Any business that produces PPDS food is required to label the food and the ingredients list with the 14 allergens required to be declared by law emphasised within it

Recommendation for information or advice about prepacked food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email : trading.standards@norfolk.gov.uk

Information Prepacked 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

- small containers containing sauces i.e soy sauce, garlic mayonnaise

Information food which is not prepacked for direct sale (PPDS) is any food that is not in packaging or is packaged after being ordered by the consumer. These are types of non-prepacked food and do not require a label with name, ingredients and allergens emphasised. Allergen information must still be provided but this can be done through other means, including orally

Observation You had clearly shown the presence of allergens in your food on your menu.