



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Don Txoko
Address of food business:	26 St Benedicts Street Norwich NR2 4AQ
Date of inspection:	23/09/2022
Risk rating reference:	22/00491/FOOD
Premises reference:	19/00359/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Kitchen
Records examined:	NCASS, training records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Spanish restaurant serving 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

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
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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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- loose elastic bands stored above open lettuce

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 hand washing
- 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.

You have been advised of the location of this document. It is relevant as you use meat slicers and vacuum packers.

Recommendation Complex equipment (e.g. vacuum packers, slicers, mincers) should be labelled or colour coded so all staff are aware of its designated use for either raw or ready-to-eat foods. You have one for raw, and a separate one for cooked food.

Also to be able to clearly identify utensils for raw and cooked food handling on the griddle, different style or colour coded items are recommended.

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 hand washing 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 the side door
- ceiling and high level walls (made worse by grill cooking)

Observation The kitchen had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Information Please refer to www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance

Observation You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

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:

- the sanitisers are not all to BS EN 1276:1997 13697:2001 standards
- there was a mixture of cleaning chemicals from different manufacturers and no clear instructions about how to use each one
- Cleenol sanitiser met the recommended BS but was in use in the bar
- in the Kitchen you were using Pioneer, which you were diluting. However on inspection this stated that it was a floor cleaner, and not suitable therefore for food contact surfaces. It made no reference to meeting the recommended BS.
- another different bottle of Cleenol, that required dilution, stated that it should be rinsed off. This is not ideal.

You should therefore review all products. Take care when your supplier sends new items.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

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

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697.

Maintenance

Observation You are maintaining the premises in good condition.

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

Contravention Pest proofing is inadequate particularly in the following areas:

- broken electric fly killer- this is due to be replaced
- damaged fly chains to side door require replacing to be effective

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

Contravention The NCASS food safety management system you use does not cover some of the higher risk catering you are doing. You need to supplement the pack with additional HACCP based safe methods to cover all the types of catering you are carrying out:

- this needs to be done for the meat slicer - although this is used only for cooked food. Detail this, and your procedure for how and how often you clean it. (This appeared satisfactory in practice.)
- and for the vacuum packing. Again it was noted that you have two, for cooked and raw food which is compliant. Also that currently you do not vacuum pack beyond storage of 10 days, which reduces the need for more specific controls. Again please detail your procedures, hazards and controls. I have also brought to your attention the FSA guidance on vacuum packing.

Observation Your food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Infection Control / Sickness / Exclusion Policy

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

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

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, SAFETY AND WELFARE

Observation At the time of inspection it was noted that you are using a charcoal grill in the Kitchen.

Also that you had a cellar access guarded by a single chain, which is insufficient. I have emailed you information regarding both, and am due to visit again on 27/9/22. Any correspondence regarding this will be sent separately.