



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Dragon Chinese Take Away
Address of food business:	12 Hall Road Norwich NR1 3HQ
Date of inspection:	13/10/2022
Risk rating reference:	22/00528/FOOD
Premises reference:	13/00270/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Training Certificates/records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese 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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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 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** 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:

- dirty cardboard box used to store bags of rice crackers. This box cannot be cleaned and must be replaced
- open food directly near the wash hand basin. This means food can be contaminated and splashed. Store away from the wash hand basin
- no probe wipes available for use with the probe thermometer
- uncovered food in the fridge
- damaged equipment with loose metal (used to scoop oil, but this still means broken pieces of metal could end up in food. All equipment must be kept in good condition

- wearing of gloves with no hand washing. The wearing of gloves must be carefully managed or it can lead to cross contamination issues.

**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.

- dishes
- storage containers

**Guidance** The FSA (visit [www.food.gov.uk](http://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 sanitiser
- 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

**Guidance** 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.

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

### 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 wearing dirty over-clothing and the shift had only just started
- staff were wearing long-sleeved tops under their aprons.

**Recommendation** To improve personal hygiene I suggest that washable over clothing cover normal clothes worn beneath.

### Temperature Control

**Information** All food products should be stored in accordance with the manufacturer instructions. For example, I found sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open.

**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** 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, for example 80°C for 10 seconds.

**Recommendation** Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by dividing into several smaller shallow containers

**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.

### Unfit food

**Information** High risk items have a use by date. After this date you must not sell, use or intend to use, these foods. Make sure you have regular checks in place to remove out of date items.

**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 cooked 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:

- Food past best before date of 27 August and 7 October was seen (leek and lettuce).

**Information** I noted the above foods were for personal consumption but that they were kept with business food. Personal food should always be kept separately or clearly labelled since the law assumes it is available for sale.

**Guidance** It is permitted to sell food after its Best before date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food to make sure it is of good enough quality and that your customers are aware that it is past the Best before date by using appropriate labels or signs.

## **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. 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 items were dirty and require more frequent and thorough cleaning:

- floor around equipment feet
- behind and under equipment
- floor/wall junctions
- fly screens
- mastic joints behind sinks
- walls particularly behind food preparation surfaces
- wash hand basin and taps
- shelving
- hand contact surfaces

**Observation** The structure is old, and some areas of old and poor design make cleaning hard. I strongly recommend you consider upgrading the structure in the near future.

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

- the sheet flooring was patched in places
- the tiled floor in the lobby area where food was stored was badly crazed.
- mdf or chipboard shelves
- unsealed wooden structures such as the window cill
- Two free standing tables on which food preparation was carried out were unsuitable as food debris was being harboured in the grooves on the surface around the table edge top. These are unsuitable and should be removed.

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following items are dirty and must be cleaned:

- chopping boards
- food storage containers
- fridge shelving

- hand contact surfaces
- inside of rice cooker dirty.

### 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 to BS EN 1276:1997 BS EN 13697:2001 standards. Dettol spray is not compliant.
- you are not cleaning often enough

**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 (the contact time). Always follow the instructions on the product label.

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

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

**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** Use disposable paper wipes for cleaning and for mopping up spillages.

### Maintenance

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

- floor surfaces damaged
- coving loose at wall/floor junction
- woodwork damaged
- paintwork worn or peeling
- worktops damaged or worn
- splits and patches to the flooring in the main kitchen.
- broken and crazed tiles in the lobby.
- light not working in the store room.

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- the lighting was insufficient for safe food preparation and cleaning

### Pest Control

**Observation** The poor standard of cleaning and the amount of food debris seen would attract pests.

### **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

**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](http://www.food.gov.uk/business-industry/caterers/sfbb)

### 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
- staff hygiene is inadequate
- the premises structure is unsuitable.

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

- cross-contamination and contamination

**Contravention** The following Safer Food Better Business SAFE METHODS are incomplete:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

You have now got a Chinese SFBB pack, and were completing the diary pages. However it appeared that the front sections of the pack had not been completed, as above. The pack needs to be fully completed and used.

**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:

- 4-weekly checks
- cleaning / clear and clean as you go
- cleaning schedule
- cloths / cross contamination
- cross contamination/ physical or chemical contamination
- Daily Diary
- food allergies
- maintenance / pest control
- personal hygiene / hand washing

**Recommendation** Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

### Infection Control / Sickness / Exclusion Policy

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

**Guidance** UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.

### 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.

### Allergens

**Contravention** You are failing to manage allergens properly:

- you are not informing customers about the risk of cross contamination with allergens
- you have not identified the allergens present in the food you prepare
- you were unable to identify correctly allergens present in menu items.
- an example of allergen contamination was seen during the inspection; namely a cashew nut amongst cooked chicken balls.

### HEALTH, SAFETY AND WELFARE



**Contravention** The following matters were of immediate concern:

- A large number of electrical adaptors were seen in use.