



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	MyMakan
Address of food business:	First Floor Westlegate Tower 14 - 18 Westlegate Norwich NR1 3LJ
Date of inspection:	18/05/2023
Risk rating reference:	23/00419/FOOD
Premises reference:	22/00211/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal (food hygiene and safety) Formal (health and safety)
General description of business:	Malaysian restaurant

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



FOOD HYGIENE

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:

- The green cutting board was badly stained with mildew and requires thorough cleaning or scraping down

Recommendation Do not use J-cloths to stabilise cutting boards. They are constantly damp and this will promote mould growth on the board. Use silicon board mats instead. These can be easily disinfected and wiped dry before use.

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

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

- rice was left to cool for over 2 hours. Follow your SFBB pack and cool rice within 90 minutes

Recommendation Rice will cool quicker when spread thinly within a metal tray or pan. You should refrigerate rice when the temperature has come down to 12 degrees Celsius.

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 adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- cut ends of plastic coated shelving

Observation The kitchen had been well generally well maintained and the standard of cleaning was very high.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items were dirty and must be cleaned:

- the green chopping board

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

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

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.

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)**

Your Food Safety Management System

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

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

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

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

Contravention You are not working to the following safe methods in your SFBB pack:

- chilling down hot food / freezing / defrosting
- cleaning schedule

Contravention In some cases you were failing to remove old date labels from food containers and staff would therefore not be able to tell with certainty when a food item had been prepared. Ensure all old labels are removed from containers when cleaned and before freshly prepared food is stored inside them.

Recommendation I would recommend you move to a day-dot system - where each day of the week is assigned a different coloured dot. Decide how long a freshly prepared food item will last (we recommend day of production plus 2) and place the corresponding coloured dot on the food container. Food that is to be used that day is easily told apart from other foods in the fridge. Dots are also far easier to remove than

the large labels you currently use.

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.

Allergens

Legal requirement Ensure you have identified the presence of allergens in the non-prepacked food you sell and have brought the whereabouts of this information to the attention of your customers (for example by placing a food allergen sign where your customers will see it)

Legal requirement You must advise your customers how to get allergen information. You should display a sign saying "ASK OUR STAFF ABOUT ALLERGENS" or place allergen information on your menu.

Recommendation Complete an allergen matrix, an example of which is shown in your Safer Food Better Business pack.

Legal Requirement Food manufacturers must label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of and many varieties of tomato ketchup use celery.

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

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HEALTH, SAFETY AND WELFARE

(these matters do not affect to your food hygiene rating)

Gas Safety

Contravention The following matters were of immediate concern:

- The LPG system you were using to supply your two cooking ranges with gas had not been installed in accordance with the Regulations (see below).
- One of the fittings used represented an immediate danger.

Legal requirement Where an employer or a self-employed person requires any work in relation to a gas fitting to be carried out at any place of work under his control or where an employer or self-employed person has control to any extent of work in relation to a gas fitting, he shall take reasonable steps to ensure that the person undertaking that work is, or is employed by, a member of a class of persons approved by the Health and Safety Executive. **The Gas Safety (Installation and Use) Regulations 1998, Regulation 4**

Observation The LPG system was disconnected and removed from the premises in my presence on the 23rd May 2023. I understand you will use an alternative to gas or LPG in the future and this is welcomed.