



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Duck Si Fu
Address of food business:	46 London Street Norwich NR2 1LA
Date of inspection:	01/08/2023
Risk rating reference:	23/00579/FOOD
Premises reference:	22/00169/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese Restaurant/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	<b>15</b>	20	25
Structure and Cleaning	0	5	10	<b>15</b>	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-
<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0

Your Food Hygiene Rating is 2 - improvement is necessary



### 1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

#### 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:

- raw belly pork stored above ready-to-eat foods in fridge
- cleaning materials stored above open box of noodles in the dry store cupboard
- scoops stored in dried ingredients
- scoop stored in ice machine
- food not covered in fridge
- open bag of rice stored in dry store cupboard
- the underside of stacked containers in contact with open food below
- blue cutting board badly scored and needs replacing
- cloth steadying blue cutting board badly worn

- electric fly killer stored above where food is prepared

**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.

**Recommendation** Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised.

### Hand-washing

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

- staff were not seen washing their hands when I visited

**Information** Handwashing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

**Information** Proper hand-washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps:

- Wet hands before applying soap
- Good hand rubbing technique
- Rinsing of hands
- Hygienic drying

### Temperature Control

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

- food temperatures were not being monitored
- the hot display cabinet was not holding foods above 63°C
- The fridge temperature was above 8°C to the raw meat fridge– chilled foods out of temperature control for more than 4 hours must be disposed of.

**Legal requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service

or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

**Recommendation** it is a government recommendation that eggs are stored in the 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:

- unlabeled foods stored in fridges and freezers

**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 day or 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)

**Guidance** If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before the USE BY date and when defrosted labelled with a date so that it is used within 2 days

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

### Cleaning of Structure

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

- around equipment feet
- flooring behind and under equipment
- extraction canopy and filters
- floor/wall junctions
- hand contact surfaces such as light switches and door handles
- mastic joints behind sinks
- walls particularly behind food preparation surfaces
- door surround
- pipework
- electric wall sockets

- underneath shelving

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

- wooden pallets

**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** Remove redundant items and equipment from food rooms.

### Cleaning of Equipment and Food Contact Surfaces

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

- cutting boards
- sauce bottles
- fridge and freezer seals
- fridge shelving
- interior to fridge door
- hand contact surfaces
- interior to ice machine
- microwaves
- doors to microwaves
- electric fly killer and tray
- legs and wheels to equipment
- sides to equipment
- grill to chest freezer
- lid to food storage container
- dirty water to mop bucket
- interior hinges to fridges
- interior bottom to fridges
- interior to fridge drawer
- build up of ice to chest freezer
- bin

### Cleaning Chemicals / Materials / Equipment and Methods

**Information** Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms

**Recommendation** Disinfect equipment and utensils after cleaning with a suitable sanitiser.

**Recommendation** Store items such as mops, buckets and rags in an area, room or cupboard separate from a food areas.

**Information** Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

**Information** 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.

### Maintenance

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

- lid to chest freezer
- holes to ceiling in servery - this was mentioned in your last report
- split seals to fridges

### 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

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

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Type of Food Safety Management System Required

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Information** The absence of complete 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.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers

**Recommendation** I recommend that you monitor and record temperatures of hot food in the hot cabinet

### 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

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

- bacteria growing on food
- bacteria surviving in cooked food
- cross-contamination

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

- Chilling
- Cleaning
- Cooking
- Cross-contamination

### 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
- training records / supplier lists

### Infection Control / Sickness / Exclusion Policy

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