



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lotus House
Address of food business:	Lotus House 16 Bishop Bridge Road Norwich NR1 4ET
Date of inspection:	05/03/2024
Risk rating reference:	24/00129/FOOD
Premises reference:	21/00137/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	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 Hygiene Rating Re-Scoring Visit

Date: 5th June 2024

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 3 – a generally satisfactory standard



Observation I was pleased to see that:

- flooring had been repaired in the freezer room
- the downstairs storeroom had been tidied and painted
- the electric sockets had been cleaned

Contravention the following items require attention:

- the underside of stacked containers in contact with open food below – this is a contamination issue
- containers of food were being stored directly on top of the rice in the rice cooker - this is a contamination issue
- no dates of when prepared on prepared foods in the fridges
- uncovered open foods stored in the fridges
- containers of food were being stored on the floor in the walk-in fridge, this practice stops cooling air circulation
- staff were not wearing suitable protective clothing when I arrived
- a food handler was seen wearing a bracelet
- the bin was overflowing
- badly worn scourer
- cardboard was being used on the floor – this cannot be cleaned
- seals to the chest freezers in the downstairs storeroom were dirty
- the electric fly killer was dirty
- food container was broken
- split seals to the upright fridge

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- additional checks
- four-weekly reviews
- cleaning schedule
- suppliers list
- contacts list
- staff SFBB training records
- prove-it records

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

Your Food Hygiene Rating is 2 - 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.:

- scoops and spoons stored in dried ingredients
- cutting boards badly scored and need replacing
- the underside of stacked containers in contact with open food below

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.

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
- staff were not wearing suitable protective clothing

Information 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 There is a method for effective hand washing in your Safer Food Better Business pack

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

Legal requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

Temperature Control

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

- cold foods were being stored above 8°C
- cooked rice was left out at room temperature
- high risk food was not being defrosted 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:

- no dates of when prepared on prepared foods in fridges
- food was being stored on the floor in downstairs storeroom

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:

- flooring around equipment feet
- behind and under equipment
- electric fly killer and tray
- floor/wall junctions
- hand contact surfaces such as light switches and door handles
- mastic joints behind sinks
- walls particularly behind food preparation surfaces
- wall behind wok station
- pipework
- bottom to door in kitchen
- door surround
- stairs leading down to storeroom
- flooring in downstairs storeroom
- downstairs storeroom is in need of a deep clean

Information Covering surfaces with aluminium foil leads to a potential contamination risk as the foil breaks up into smaller shards

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- shelf to wok station
- seals to fridges/freezers
- around interior tops to chest freezers in downstairs storeroom
- lid to chest freezer in downstairs storeroom
- chest freezers need defrosting and cleaning
- around lid to rice cooker
- kettle
- overflow to wash hand basin
- underneath towel dispenser
- electric fly killer

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
- you are not cleaning often enough

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

Maintenance

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

- food storage containers
- flooring in room where chest freezers are stored
- split seals to fridges

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)**

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
- staff hygiene is inadequate

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

Proving Your Arrangements are Working Well

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

- cleaning / clear and clean as you go
- cleaning schedule
- personal hygiene / handwashing

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.

Training

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Allergens

Contravention You are failing to manage allergens properly:

- you have not adequately labelled the foods you are prepacking for direct sale to your customers, i.e prawn crackers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised