



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Peking House
Address of food business:	556 - 558 Dereham Road Norwich NR5 8TU
Date of inspection:	25/03/2024
Risk rating reference:	24/00167/FOOD
Premises reference:	05/00126/FD_HS
Type of premises:	Food take away premises
Areas inspected:	External Store, Main Kitchen
Records examined:	SFBB, Training Certificates/records
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:

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 4 – a good standard



Inspectors notes:

Observation I was pleased to see that most of the contravention found at your food hygiene inspection had been addressed. However the following contraventions need to be addressed

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.:

- prawns (which are one of the 14 allergens) were being stored among open cooked foods in the kitchen
- scoops were being stored in the dried ingredients in the storeroom. This could cause a cross contamination problem
- beansprouts were being stored on the floor

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:

- a food handler was seen not wearing appropriate protective clothing at the time of my visit

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

Cleaning of Structure

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

- the front windowsill was dirty

Confidence in Management

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:

- you need to add all of the equipment in the kitchen to your cleaning schedule

Allergens

You need to add allergen information to your pre-packed for direct sale PPDS – prawn crackers

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 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.:

- cutting boards were badly scored and need replacing
- allergens were stored next to non-allergen foods
- open uncovered box of noodles. Provide non-absorbent containers e.g plastic containers with lids, designed for food storage, so they can be easily cleaned
- uncovered foods stored in walk-in fridge
- scoops stored in dried ingredients
- the underside of stacked containers in contact with open food below
- cleaning products stored in dried foods in outside storeroom

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
- no towel to towel dispenser

Legal requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby

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

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 not wearing suitable protective clothing
- food handlers jeans were dirty

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:

- cooked rice was left out at room temperature
- high risk food was being left in the danger zone (8-63°C) for long periods of time

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health

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 on prepared foods in walk-in fridge
- food handler using hands to handle foods

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

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

- behind and under equipment
- electric fly killer and tray

- hand contact surfaces such as light switches, electric sockets and door handles
- mastic joints behind sinks
- walls
- door to kitchen
- window sill
- wall behind wok station
- pipework
- cobwebs to walls next to chest freezer in outside storeroom
- window sill in outside storeroom
- flooring in outside storeroom
- door to outside storeroom

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- around interior top to rice cookers
- can opener
- food storage containers
- fridge and freezer seals
- hand contact surfaces
- interior to hot cupboard
- foot stool

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation I recommend that items such as mops, buckets and brooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised

Maintenance

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

- vinyl covering to stainless steel table
- damage to food storage container

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- door to outside storeroom

Recommendation Fill gaps around external doors, windows, drainage and or surface pipes

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:

- staff hygiene is inadequate
- staff training is inadequate

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

- bacteria surviving in cooked food
- cross-contamination

Proving Your Arrangements are Working Well

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

- cleaning schedule
- clear and clean as you go
- chilling/chilled storage of chilled foods
- food allergies
- personal hygiene/handwashing
- training records
- pest control

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:

- daily diary entries not up to date
- additional checks
- four-weekly reviews
- cleaning schedule it states in your pack that you have filled in the cleaning schedule
- staff training

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal 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.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- did not know how long to stay off work after illness.
- were not cleaning properly
- not wearing adequate protective clothing
- were not washing their hands often enough
- were unaware of the contact time for the sanitiser

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 this course are on our website: www.norwich.gov.uk

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:

- no allergen information on your pre-packed for direct sale (PPDS) i.e prawn crackers
- you are not informing customers about the risks of cross contamination with allergens
- you do not have a system to reliably identify allergens in the foods that you prepare
- staff had not been properly informed about the allergens in your food and could not give reliable advice

Legal requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Recommendation Add allergy information to your menu

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

- be sure you know exactly what your allergens are
- convey this information to your customers accurately and consistently

Legal requirement The allergen labelling requirements for prepacked for direct sale (PPDS) food have changed. Any business that produces PPDS food is required to label the food and the ingredients list with the 14 allergens required to be declared by law emphasised within it

Recommendation for information or advice about prepacked food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email : trading.standards@norfolk.gov.uk

Information Prepacked for direct sale (PPDS) food, is food that is packaged at the same place it is offered or sold to consumers, and is in this packaging before it is ordered or selected by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging

Information Prepacked for direct sale (PPDS) food can include the following:

- sandwiches and bakery products which are packed on site before a consumer selects or orders them
- fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salad and pasta pots
- burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- food provided in schools, care homes or hospitals and other similar sittings will also require labelling
- pots served with takeaways such as garlic mayonnaise (egg, mustard), houmous (sesame), coleslaw (egg, mustard) mint yoghurt (milk), soy sauce (soy)
- prawn crackers

Information food which is not prepacked for direct sale (PPDS) is any food that is not in packaging or is packaged after being ordered by the consumer. These are types of non-prepacked food and do not require a label with name, ingredients and allergens emphasised. Allergen information must still be provided but this can be done through other means, including orally

Information The Food Standards Agency run free allergen courses at <https://allergytraining.food.gov.uk/>