

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Turkuaz Restaurant
Address of food business:	2 - 3 Tombland Norwich NR3 1HE
Date of inspection:	18/05/2024
Risk rating reference:	24/00222/FOOD
Premises reference:	23/00335/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery, Storeroom, Main Kitchen
Records examined:	Temperature Control Records, SFBB, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Turkish 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 3 - a generally satisfactory standard



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:

- cutting boards were badly scored and need replacing

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.

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand-washing

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

- staff were not seen washing their hands when I visited
- using gloves without suitable procedures to ensure they remain hygienic

Legal Requirement The way gloves are used in your premises was unhygienic and likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

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

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:

- cold foods in the table top fridge were being stored above 8°C
- hot foods for service i.e cooked rice were kept below 63°C. Ensure food which is to be served hot is heated to 75°C before being placed in the bain marie
- food i.e mayonnaise was not being stored at the temperature directed by the manufacturer

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.

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.

Unfit food

Contravention The following food was unfit because it was past its USE BY date:

- patlican Soslu was being stored beyond its 'Use by' date of 16/5
- falafel was being stored beyond its 'Use by' date of 15/5
- yoghurt was being stored beyond its 'Use by' date of 17/5
- salami sausage was being stored beyond its 'Use by' date of 5/12/23

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)

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:

- raspberries were being stored beyond the 'Best before' date of 6/5
- no dates on defrosted foods of when taken out of the freezer

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it

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 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:

- around equipment feet
- flooring behind and under equipment
- wall to walk-in fridge
- pipework
- wall behind table top fridge
- tiles to bottom to walls
- grout to wall tiles
- tiles to wall badly marked

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- underneath towel dispenser
- interior to microwave
- mincer
- interior side to display fridge in servery
- seals to fridges/freezers

Maintenance

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

- tiles to bottom to wall broken
- damage to wall tiles
- bare wood to door
- split seals to walk-in fridge
- split seals to undercounter freezer
- holes to wall
- holes to ceiling
- damage to floor tiles to steps
- electric socket to wall damaged
- handle to table top fridge broken

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)**

Food Hazard Identification and Control

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

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

- cross-contamination

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- maintenance is poor

Proving Your Arrangements are Working Well

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
- 4-weekly checks
- cleaning schedule
- suppliers list
- contacts list
- staff SFBB training records

Contravention You are not working to your pack:

- it states in your pack that the cleaning schedule has been filled in

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.

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.

Allergens

Contravention You are failing to manage allergens properly:

- you have not identified the allergens present in the food you prepare

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

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens
- takeaway foods that are placed into containers and sold at the same premises
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

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

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

HEALTH, SAFETY AND WELFARE

Contravention The following matters exposed staff to the risk of carbon monoxide poisoning from the use of solid fuel appliances:

- no carbon monoxide detector

Information The HSE has guidance on the controlling the risk of carbon monoxide poisoning and the use of solid fuel
www.hse.gov.uk