

**Public Protection (food & safety)****Food Premises Inspection Report**

Name of business:	Mon Chai
Address of food business:	52 St Benedicts Street Norwich NR2 4AR
Date of inspection:	09/12/2024
Risk rating reference:	24/00579/FOOD
Premises reference:	23/00011/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian Street Food

**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: 5.2.2025

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.

Compliance Area	Re-Rating 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
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Re-Rating is</b>	<b>5</b>	4	3	2	1	0

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes:

Food Hygiene and Safety- Matters outlined in the report had been actioned. Ensure staff continue to wash hands frequently.

Most prepared foods were date coded.

It is recommended you record when you calibrate the probe thermometer.

Structure and Cleaning- The Kitchen structure and equipment was very clean and well maintained.

In the cellar all foods were stored in sealed containers as a short-term measure. This area is still a food room and should be improved to a basic standard of walls, floor and ceiling being easily cleanable and well maintained.

Confidence in Management and Control Systems- You are now using Safer Food Better Business and the pack was completed and you are using the diary.

Some key staff are waiting to attend the Level 2 Food Safety course.

A new menu is shortly to be launched and will contain allergen information.

Health and Safety – The cellar access was discussed, and how the door from the restaurant opens directly into this area which could pose a risk if the hatch was left open. You must provide adequate guarding across the doorway. One guard should be at least 1.2 metres high, and the other mid-point. Please see the leaflet enclosed. I would be grateful if you can ring me once this has been done.

## **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	10	15	<b>20</b>	30
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	<b>45 - 50</b>	> 50
<b>Your Worst score</b>	5	10	10	15	<b>20</b>	-
<b>Your Rating is</b>	5	4	3	2	<b>1</b>	0

Your Food Hygiene Rating is 1 - major 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.:

- uncovered food stored in fridge
- food stored in open cans
- cutting board badly scored and needs replacing
- dirty cloth
- cloth used underneath griddle
- miscellaneous clutter due to poor housekeeping

**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.

**Legal requirement** Once opened, canned food which is to be stored should be transferred to plastic covered containers, designed for the storage of food, to prevent chemical contamination of the food.

**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
- the drainage to the wash hand basin was inadequate
- the wash hand basin was obstructed
- there was food debris in the wash hand basin

**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.

### 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 using the wash-hand basin regularly
- protective clothing was insufficient to cover everyday clothes
- bandage was dirty and needs changing and covering

**Legal Requirement** You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

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

**Legal Requirement** 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

**Legal Requirement** In order to prevent contamination of foodstuffs, personal belongings i.e mobile phones must not be stored in a food room. A locker or similar cupboard would be a suitable means of storing these items

### Unfit food

**Contravention** Cooked rice was being kept for longer than 24 hours. Cooked rice must be refrigerated to below 8°C and used or thrown away after 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:

- no dates of when opened or prepared foods stored in fridge
- breakfast muffins were being stored beyond their 'Best before' date of 4/12
- blueberries were being stored beyond their 'Best before' date of 18/11
- black grapes were being stored beyond their 'Best before' date of 10/11
- strawberries were being stored beyond their 'Best before' date of 4/12
- raspberries were being stored beyond their 'Best before' date of 4/12

**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.

**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 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)

## **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
- flooring behind and under equipment
- floor/wall junctions
- pipework
- extraction canopy
- walls
- wash hand basin

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

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

- bare brick to walls in basement

#### Cleaning of Equipment and Food Contact Surfaces

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

- underneath towel dispenser
- food storage containers
- oil containers
- container for probe wipes
- interior container storing utensils
- fridge and freezer seals
- fridge shelving
- door hinges to fridge
- drawer to griddle
- stainless steel shelving to work tables
- wheels to equipment
- legs to equipment
- lids to sauce bottles

#### 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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- mop was dirty
- scourer badly worn

**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.

**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 items had not been suitably maintained and must be repaired (or replaced):

- split seals to fridge

### Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- the drainage is deficient

### Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

## **3. Confidence in Management**

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

### Type of Food Safety Management System Required

**Contravention** You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

#### 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
- staff training 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
- cross-contamination

#### 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

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

- did not appreciate allergen risks
- were not cleaning properly
- were not washing their hands often enough
- were using poor food storage practices

#### Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.



**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](http://www.norfolk.gov.uk/abc)

**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)

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.