

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

Name of business:	Matane Sushi
Address of food business:	Ground Floor 2 Castle Meadow Norwich NR1 3PY
Date of inspection:	14/05/2025
Risk rating reference:	25/00418/FOOD
Premises reference:	18/00328/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, Cleaning Schedule, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Eat in take away sushi bar

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

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

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

#### Hand washing

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

- no means for hygienically drying hands were available to the staff toilet
- there was a leak to the hot water boiler in the staff toilet
- there was no hot water to the wash hand basin in the staff toilet

The above points must be rectified to allow staff to be able to effectively wash their hands following use of the toilet facilities.

**Legal Requirement** The staff toilet must not directly open onto a food room, this can be achieved by the fitting of another door to provide an 'ante' room or lobby. The doors must be kept closed and the extractor already fitted in the toilet must be operational and working at all times.

### 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 due to the hot water boiler being switched off at the time of the inspection and the business had been open and operating for at least 60 minutes
- staff were wearing their protective clothing on their way to work, staff must not wear their work clothes outside of the work area to prevent contamination of food and food preparation areas

### Temperature Control

**Guidance** All food products should be stored in accordance with the manufacturer instructions.

## **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:

- hand contact surfaces such as light switches and door handles including the staff toilet
- walls particularly behind food preparation surfaces due to the areas of bare wood/plaster which cannot be effectively cleaned

### Cleaning of Equipment and Food Contact Surfaces

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

- chopping boards due to the surface being damaged and heavily scored and which cannot be effectively cleaned. These must be replaced immediately

## Maintenance

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

- wall cladding damaged next to the chopping boards storage area
- wall surfaces damaged above the chopping board storage area
- silicon sealant damaged around the shop area wash hand basin

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. 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

**Recommendation** To add opening and closing checks to your process.

### 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

**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.

**Legal Requirement** Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

**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](http://www.norwich.gov.uk) This is to update your staffs training and provide evidence.

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility. This is to update your staffs training and provide evidence.

**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](http://www.norwich.gov.uk)

## Allergens

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

**Observation** You had clearly shown the presence of allergens in your food on your menu.

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.