

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	RISHI Restaurant
Address of food business:	26 Mousehold Lane Norwich NR7 8HE
Date of inspection:	13/08/2025
Risk rating reference:	25/00696/FOOD
Premises reference:	20/00369/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Back of House, Basement, Cellar, Main Kitchen
Records examined:	SFBB, Pest Control Report, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Curry House

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

Your Food Hygiene Rating is 4 - a good 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.
(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:

- bowl had been stored in the food In the walk in fridge
- food products in the walk in fridge and chest freezer had not been covered
- chopping boards in poor condition
- 2 tubs of papadums on the shelf not covered
- ice scoop had been stored inside the ice machine within the ice
- raw chopping board touching the green chopping board on the rack

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 must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Recommendation Put lids on the containers of dried food to prevent contamination.

Hand washing

Recommendation Ensure 'Hand wash only' sign is in place for the hand basin sink in the kitchen

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Information All food products should be stored in accordance with the manufacturer instructions. For example, I found sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open

Information Sauces were noted stored at room temperature. The manufacturer's instruction states that these products should be stored refrigerated after opening.

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

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- 2 packs of paneer cheese in the walk in fridge out of date (12/8/2025)

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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 it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

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:

- Food products in the walk in fridge not labelled
- Fresh products had been frozen but had not been labelled
- food products in the freezer not labelled
- open tubs of curry pastes and mint sauce on the shelf not labelled
- lemonade and diet coke past mix past their best before date

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(5)**

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge shelving inside the walk in fridge
- fridge and freezer seals
- handrail leading down into the basement

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:

- kitchen mops had been stored directly on the floor

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Maintenance

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

- fridge & freezer door seals

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- air vents and pipe in the basement

- outside drain cover

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(5)**

Proving Your Arrangements are Working Well

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

- ensure correct SFBB pack in place for your business
- daily diary in your SFBB pack for this week had already been filled in and signed off
- 4 weekly checks had not been signed off once completed
- cooking/reheating temperatures not recorded
- food allergies
- chilling down hot food

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Contravention You are failing to manage allergens properly:

- you have not adequately labelled the foods you are pre-packing for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised
- you have not identified the allergens present in the food you prepare

Legal Requirement Caterers must provide allergy information on all un-packaged 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. In addition food manufacturers must now label allergy

causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

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.

Recommendation Add allergy information to your menu