



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Keram
Address of food business:	41 Magdalen Street Norwich NR3 1LQ
Date of inspection:	29/05/2024
Risk rating reference:	24/00237/FOOD
Premises reference:	24/00059/FD_HS
Type of premises:	South Indian Restaurant
Areas inspected:	Storeroom, Main Kitchen
Records examined:	SFBB, Temperature Control Records, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	South Indian 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

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 You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.:

- raw fish was being stored above ready-to-eat prepared foods in the fridge
- green cutting board was badly scored and needs replacing
- tea towel used to steady cutting board was dirty
- open bag of rice stored in storeroom
- open can stored in the fridge
- food stored on the floor in the storeroom

Legal requirement Provide smooth, plastic or metal, rodent proof containers with tight fitting lids for the storage of dried foods

Legal requirement Food must be stored off the floor where it might be at risk of contamination

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

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::

- no soap to wash hand basin
- 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

Personal Hygiene

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

Legal Requirement. Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats/aprons for visitors.

Guidance 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

Information There is a method for effective hand washing in your Safer Food Better Business pack

Information Taps can recontaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- rice was being stored at ambient temperature
- high risk food i.e raw meat and fish was not being defrosted in the fridge

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 Frozen foods should be defrosted in such a way as to minimise the risk of growth of pathogenic micro-organisms or the formation of toxins in the food. Care should also be taken to ensure any liquid released does not contaminate other foods.

Information frozen raw meat and fish was being defrosted at room temperature in a manner that caused concern. You must have a method for defrosting meat so that food safety is maintained. This method must be covered by your food safety management review. Safe methods can include defrosting in a designated fridge.

Recommendation The core temperature of cooked and reheated foods should reach 75°C for 30 seconds or an equivalent time and temperature combination.

Recommendation In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75°C for 30 seconds or an equivalent time/temperature combination, for example 80°C for 10 seconds.

Unfit food

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

- Basa fish was being stored beyond its 'Use by' date of 25/5
- vegetable cutlets were being stored beyond the 'Use by' date of 27/5

Information High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

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)

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

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:

- dried figs were being stored beyond the 'Best before' date of 30/3

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

Recommendation I recommend that you label your own food i.e staff lunches in the fridge. There is a presumption in food law that all foods stored on a food business are part of that business and need to be stored and labelled accordingly to satisfy the inspecting officer it complies with legal requirements

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:

- flooring underneath and behind equipment
- bottom to door
- wall behind washing up sink
- shelving to storeroom
- shelf storing spices

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

- wall behind washing up sink

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- interior bottom to fridges
- interior ceiling to microwave
- shelving to fridge door
- interior bottom to fridges
- food storage containers
- interior ceiling to microwave
- wheels and legs to equipment
- can opener
- around interior top to chest freezers
- seals to chest freezer
- top to door of undercounter fridge

Maintenance

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

- pooled water underneath washing up sink
- limescale to wall behind washing up sink

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)**

Type of Food Safety Management System Required

Information As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

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 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

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

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

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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 in food

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