

Mr N J Thurstan DMS MCIEH

Assistant Director
(Environment, Health, & Regulatory Services)

Reference:
Please ask for:
Telephone:
Fax:

Mr XXX
t/a Eat Well
156 Kettlebrook Road
TAMWORTH
B77 1AF

11 March 2010

Dear Mr XXX

**Regulation (EC) No 852/2004 applied by Regulation 17(1) of the Food Hygiene (England) (No 2) Regulations 2006 (Other legislation and relevant parts of EC 852 are specified below as applicable)
Eat Well 156 Kettlebrook Road Tamworth**

I wish to confirm the inspection of the above mentioned premises on 3 March 2010 during which I was accompanied by Mr XX.

The attached schedule details the action to be taken to comply with the law and recommendations considered to be good working practice.

Schedule A outlines the work needed to comply with the law. This work or work considered equally effective must be completed, subject to approval by this unit, in the time stated in the schedule.

Schedule B lists all those matters which, though not legally required, are considered to be good working practice. You should view these recommendations as important guidance for developing safe, hygienic practices.

It is my intention to undertake a revisit in approximately 1 weeks time by which I expect to see all the items relating to cleaning and the storage of food detailed in this letter satisfactorily completed. A further visit will be made in 6 weeks time to assess your progress with putting into operation the Safer Food Better Business procedures or your own food safety management system.

Please note that, subject to the Data Protection Act, details of inspections may be divulged to members of the public under the Freedom of Information Act 2000. In addition, parts of this inspection report will appear on the following website:

www.ratemyplace.org.uk

I enclose your “ratemyplace” certificate and associated inspection summary. I recommend that you display the certificate in a prominent position on the premises.

Should you require any further advice or assistance please do not hesitate to contact this unit.

Yours sincerely

Environmental Health Officer

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Schedule of Works

Eat Well 156 Kettlebrook Road Tamworth

Schedule A - Food Safety

- 1) From 1 January 2006 New European Community Food Hygiene Regulations replaced the previous Food Safety (General Food Hygiene) Regulations 1995. Proprietors of food businesses are still required to identify food safety hazards and risks relevant to their business, and to put in place procedures to prevent problems. However you are now also required to provide some simple written evidence that your procedures to ensure food safety have been thought about carefully and are being properly applied.

In order to comply with this requirement I suggest that you follow the guidance issued by the Food Standards Agency - Safer Food Better Business, which will guide you through how to comply and provide the necessary documentation. A copy of this guidance translated into Chinese was left with you at the time of the inspection.

This matter requires your immediate attention and compliance with this legal requirement will be assessed at the revisit referred to in the letter in approximately 6 weeks. In the meantime, if you have any queries in this matter please do not hesitate to contact the food safety team at Tamworth Borough Council for advice.

- 2) Uncovered containers of food for example bean sprouts, noodles, cooked chicken, cooked beef and a large container of rice were left to cool at room temperature in the rear preparation room, rear lobby and freezer store room. This slows down the cooling process and presents ideal conditions for food poisoning bacteria to grow. Hot food which is to be cooled before storage or sale must be cooled as quickly as possible before being placed in the refrigerator.

Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by placing into several smaller shallow containers.

- 3) A number of the foods detailed in item 2) above were placed directly into cardboard boxes. Cardboard is absorbent and not capable of being readily cleaned. This practice should cease forthwith.
- 4) Protecting food - The containers of food detailed above were not covered to protect the food from possible contamination. Food should be suitably protected by covering with clean grease proof paper or similar.
- 5) At the time of the inspection one of the persons preparing food was wearing outdoor clothing and not wearing any protective clothing. When this was brought to his attention he put on a small apron which did not completely cover the outdoor clothing. You must ensure that all persons working in food handling areas wear suitable, clean, and where appropriate, protective clothing.

- 6) It was noted that your chefs extensively re-use wiping cloths whilst cooking. Cloths must be kept clean, disinfected and replaced regularly.
- 7) The standard of cleanliness throughout the premises was unsatisfactory. This was particularly noted beneath and behind units and equipment ie - the less accessible places. Other areas of concern are summarised below:
 - i) Beneath the wok cooking range
 - ii) Areas beneath the wash up sinks in the rear preparation areas and in particular the waste pipe outlets which were encrusted in dirt and grease
 - iii) To working surfaces
 - iv) Hand contact points such as light switches, door handles, door handles to refrigerators and freezers
 - v) Ceiling in the main cooking area, rear preparation area, rear lobby and deep freezer store room where flaking paint work was evident. These areas require redecoration
 - vi) External and internal surfaces of the Gastronome 90 upright refrigerator and other refrigerators where accumulations of food and grease deposits were adhering to surfaces
 - vii) Repair / reposition the front plastic panel to the Gastronome 90 upright refrigerator to prevent the accumulation of debris inside the unit.
 - viii) Many shelves and ledges were cluttered with items not associated with the food business. These areas should be tidied up, all items not involved in food preparation removed

The above mentioned areas must be thoroughly cleaned and be maintained in a clean condition. In addition painted areas of the walls and ceilings may require redecoration after they have been cleaned.

- 8) The drainage gulley in the deep freezer store room requires a thorough cleaning. Further work is required to ensure that waste water is conveyed directly into the drain gulley. The gulley requires repair to ensure that it is capable of being maintained in a clean condition. An air tight lid must be provided to prevent release of odours into the freezer store room. It is my intention to discuss the improvements required to this gulley with you further during my revisit to assess progress with cleaning matters. You may need to consider securing the service of a builder to repair the drain gulley. I am considering serving a notice under the Building Act 1984 to require repairs to the drain gulley.
- 8) A number of cracked floor tiles were noted in the freezer store room. These tiles should be repaired or replaced.

- 9) It was apparent from discussions during my inspection that the level of food hygiene awareness amongst your staff was inadequate on certain important food safety matters related to their work responsibilities. In particular risks from cross contamination and temperature controls. You must ensure that all food handlers engaged in your food business are supervised, instructed and / or trained in food hygiene matters to a level appropriate to their work activity. In this respect staff should at least be instructed and have an appreciation of the importance of any control or monitoring points identified by your Food Safety Management Procedure for which they are responsible.

It is suggested that staff that prepare open high risk foods or handle food and have a supervisory role must have training to a level equivalent to the Chartered Institute of Environmental Health (CIEH) Level 2 (basic) Food Hygiene Certificate within 3 months of starting work.

It is recommended that refresher training is undertaken every three years.

It is suggested that staff who handle food should receive instruction from a competent person on the following matters within 4 weeks of starting work:

- temperature control
- food poisoning
- personal health and hygiene
- cross contamination
- food storage
- waste disposal
- foreign body contamination
- awareness of pests

In particular, staff should be instructed on any control or monitoring points identified by your Food Safety Management Procedure required by item 1 above.

In addition, staff who handle food should appreciate the essentials of food hygiene before starting work including:

- personal hygiene
- fitness to work
- temperature control
- cross contamination
- cleaning procedures
- labelling and other safety instructions

Copies of training certificates should be kept on the premises and made available for inspection.

Schedule B

- 1) I would recommend that you use an antibacterial soap at the wash hand basin.
- 2) It is recommended that high risk foods requiring cooking through to the centre should be probed on an occasional basis where standard recipes and quantities are used. For new or changed recipes it is suggested that initially one item from each batch is probed. **In all cases however you must take care that probe thermometers do not contaminate or taint the food being probed. Make sure probes are kept clean and disinfected before use with ready to eat food**, otherwise probed food must be discarded. Where antibacterial wipes are used, these must be suitable for use with food.
- 3) I recommend you provide a thermometer in all chilled and frozen storage units and regularly check the temperatures remain at or below 8°C for chilled foods and around -18°C for frozen foods.
- 4) All food should be kept covered when stored in the fridge to prevent any possible risk of contamination. Food should be properly wrapped or stored in clean, lidded, washable containers.
- 5) As discussed your fridge temperatures may be written down each time a check is made or by daily diary entries or similar notes that clearly show that the relevant checks were carried out and found to be satisfactory in accordance with your food safety management procedure. Either way, it is very important that all staff know what action to take if the monitoring should a problem so any movement away from the correct temperature can be quickly identified and sorted out.
- 6) Open cans were being stored in the refrigerator. You are advised not to store food in cans once they have been opened as the metal may react with the food and the air and cause contamination. I recommend you store food in suitable plastic containers.
- 7) There was no stock control system for food prepared on the premises, particularly pre-prepared food stored in the refrigerator. I recommend you introduce a system of date coding for high-risk foods to ensure stock is rotated and is not used beyond its shelf-life.