

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The House Authentic Thai Cuisine
Address of food business:	Ground Floor 2 Queens Road Norwich NR1 3PR
Date of inspection:	14/10/2024
Risk rating reference:	24/00426/FOOD
Premises reference:	12/00232/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	Training Certificates/records, SFBB, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Thai 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 Hygiene Rating Re-Scoring Visit

Date: 7 January 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.

Your revised Food Hygiene Rating is 4 – a good standard



Observation I was pleased to see that:

- most of the contraventions outlined in your food hygiene inspection had been addressed
- the premises was a lot cleaner
- your Safer Food Better Business pack was up to date

Contravention the following items require attention:

Contamination risks

- bowl stored in dried ingredients
- food stored in cans

Personal Hygiene

- protective clothing was insufficient to cover everyday clothes
- protective clothing not worn when I arrived, an apron was put on in my presence

Recommendation I recommend that chef whites are worn by the chefs

Temperature Control

- high risk food was being defrosted at ambient temperatures
- food deliveries left on the floor and not put away

Poor Practices

- no dates of when prepared on food in fridge
- no date on food of when taken out of freezer

Cleaning of Structure

- flooring underneath equipment
- pipework
- electric sockets
- shelving to storeroom

Cleaning of Equipment and Food Contact Surfaces

- handle and interior rim to rice cooker
- underneath Lincat hot plate
- handle to upright freezer
- aluminium foil covering equipment and pipework

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 high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

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:

- open packet of peanuts on shelf
- bowls stored in dried ingredients
- cutting boards were badly scored and need replacing
- open can stored in fridge

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.

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

Legal Requirement Peanuts are an allergens and a source of contamination, so store these in separate lidded containers clearly labelled away from other foods

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:

- staff were not seen washing their hands when I visited

Information Handwashing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

Information Proper hand-washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

Observation It took a long time for water to drain from the wash hand basin

Temperature Control

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

- food i.e chicken was being defrosted at ambient temperatures

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.

Recommendation Food in the chest freezers were stacked above the load line. Food should not be stacked above load lines as it may defrost

Recommendation It is a government recommendation that eggs are stored in the fridge

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:

- around equipment feet
- behind and under equipment
- floor/wall junctions
- hand contact surfaces such as light switches and door handles
- electric sockets
- walls particularly behind the fryers and food preparation surfaces
- pipework
- doors
- door frame

Information Covering surfaces with aluminium foil leads to a potential contamination risk as the foil breaks up into smaller shards

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- hand contact surfaces
- underneath towel dispensers
- microwave
- top to fridge doors
- fridge/freezer doors
- fridge and freezer handles
- underneath hot plate

- sides to equipment
- cleaver stored touching wall
- interior trims to fridges/freezers
- interior to fridges
- build up of ice to chest freezers
- wheels to equipment
- legs to equipment
- griddle
- around top to rice cookers
- cooker hob
- around interior tops to chest freezers

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that your cleaning materials, and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- grill to front of freezer numbered 1 and 2
- pooled water to washing up sink
- damage to wall
- holes to wall
- plastic trim to chest freezer

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.

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

Observation Your SFBB/food safety management system was in place. I was confident you had effective control over hazards to food.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers and could demonstrate effective systems for controlling bacterial growth and survival.

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 training is inadequate

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- daily diary entries not up to date

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

- cleaning schedule
- personal hygiene/handwashing

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens in food

Contravention You are failing to manage the risk from allergens properly:

- storing open packet of peanuts near other foods