

Inspection Report



Establishment Name: Toro's Steakhouse
Establishment Address: 9 Highfield Street, Leicester, LE2 1AB
Food Business Operator: _____

Reference: 09/00816/CP
Date: 18 June 2014
Inspection Date: 9 June 2014
Next Inspection: December 2014

Inspector: _____
Telephone: 0116 _____
E-mail: @leicester.gov.uk

This is a report of the food inspection that I recently carried out at your food establishment. Following the inspection, according to the Food Hygiene Rating Scheme, I rated your establishment as **0 - Urgent Improvement Necessary**. For information about how your score was calculated, to appeal or to request a re-rating see the leaflet left at the time of the inspection titled 'Your Food Hygiene Rating' or look at food.gov.uk/ratings.

The Food Hygiene Rating certificate and sticker were left with you at the time of the revisit. Please display the certificate in a prominent place inside your establishment and the sticker on your front door or window.

The items listed in this report are contraventions of current legal requirements, except where indicated as **Advice**. The contraventions should be put right within the timescales indicated, which begin on the date that you receive this report.

A revisit of the establishment was made on **16th June 2014** when contraventions listed on the action list which was left with you at the time of the inspection were checked. Some of the works were complete, however; there are outstanding issues that require your immediate attention. A further revisit is planned for **11th August 2014 at 10 am** after refurbishment of the premises you have planned.

For further information and advice about food safety, visit www.leicester.gov.uk/food or contact me directly.

No.	Regulation	Contravention	Action Required	Timescale
Food Safety Procedures				
1	Regulation (EC) No 852/2004 Article 5	You had not completed the Safe Methods sections in the Safer Food, Better Business pack.	Work through the safe methods sections and complete all relevant columns in the pack. Ensure you follow these safe methods in your business.	Immediately
Advice		<p>It is important that you complete the safe methods section of the pack so that there is a written record of the safe methods of food preparation followed in your business. You must ensure that these safe methods are always followed in your business.</p> <p>If you decide that you do not want to use the pack, then you must put in place equivalent food safety procedures with at least the same level of written procedures.</p>		
Cleaning and Maintenance				
2	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The extractor filters in the kitchen were in a dirty/greasy condition.	It must be thoroughly cleaned and maintained in a clean condition.	Immediately
3	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The floor covering in the kitchen was dirty especially at floor/wall junctions and behind or below equipment.	Thoroughly clean the floor and maintain in a clean condition.	Immediately
4	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The window in the kitchen was in poor repair and requires redecoration.	Repair and redecorate the window making sure the finished surface are easy to clean.	6 Weeks
5	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The kitchen door was dirty.	The door must be thoroughly washed down and maintained in clean condition.	Immediately

No.	Regulation	Contravention	Action Required	Timescale
6	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	Disinfectant/sanitiser was not being used to routinely clean food contact surfaces.	All worktops, sinks, basins and other food contact surfaces must be cleaned and disinfected regularly. You should use either a sanitiser to clean or apply disinfectant once you have cleaned with a detergent.	On-going
7	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The upstairs storerooms were dirty.	These areas must be thoroughly cleaned and maintained in a clean condition.	Immediately
	Advice	<p>You should draw up a cleaning schedule. This will help you ensure that all aspects of your operation are covered by:</p> <ul style="list-style-type: none"> • allocating specific tasks to your staff; • specifying what cleaning materials should be used and the method; • specifying how often items/areas should be cleaned; • specifying any safety precautions for staff. 		
	Advice	<p>Disinfectants and sanitiser will only work and kill bacteria if they are applied to a clean surface. You must therefore ensure that you use a two stage process when you clean:</p> <p>Stage 1 - Clean with a detergent and clean cloth to remove visible dirt and debris, then rinse.</p> <p>Stage 2 - Disinfect surfaces and equipment by using either a disinfectant or sanitiser. Always follow the manufacturers' instructions to make sure the product is diluted and applied correctly. Products that are suitable for use in food areas (food safe) should not need to be rinsed.</p>		

No.	Regulation	Contravention	Action Required	Timescale
Pest Control				
8	Regulation (EC) No 852/2004 Annex II Chapter II Paragraph 1(d)	The window in the kitchen was left open while food was being prepared allowing easy access to flying insects. Flying insects can carry food poisoning bacteria which contaminate food and food surfaces that they land on.	The windows must either be kept closed and an alternative means of ventilation provided, or must be fitted with insect-proof screens which can easily be removed for cleaning.	Immediately
	Advice	<p>Good housekeeping is essential to prevent pest activity. It is vital that you:</p> <ul style="list-style-type: none"> • Keep your establishment clean, with no bits of food left to accumulate and provide food for pests. Pay particular attention to floor areas under equipment and fixtures (particularly behind fridges and freezers), which are areas that may be missed but are frequently inhabited by rodents and insects. • Position fixtures and food off the floor and away from walls to enable you to check for signs of pests. • Dispose of waste carefully, in bins with close fitting lids which are emptied regularly. • Keep food in sealed containers and off the floor where possible. 		
	Advice	<p>You should carry out regular, thorough checks for evidence of pests and keep a record of the checks. Signs of pests you should look for include:</p> <ul style="list-style-type: none"> • Droppings on floors, shelves and other surfaces. • Gnawed parts of the building, fixtures and/or food and food packaging. • Greasy smear marks along walls and around gaps. • An unusual, 'musty' smell. • Sightings of pests, alive or dead. <p>Using a torch will help you to spot signs of pests in the dimly lit areas of your building where pests are most likely to be found.</p> <p>If any of these signs are detected, the pests must be killed by a competent person without delay and the affected areas thoroughly cleaned and disinfected BEFORE food is handled.</p>		

No.	Regulation	Contravention	Action Required	Timescale
Washbasins				
9	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 4	There was no soap at the kitchen wash hand basin.	Wash hand basins must be provided with soap.	Immediately
Ventilation				
10	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 6	The gent's toilet did not have adequate ventilation.	Provide the necessary natural/mechanical ventilation in this toilet.	6 Weeks
Rooms where Food is Prepared, Treated or Processed				
11	Regulation (EC) No 852/2004 Annex II Chapter II Paragraph 1(c)	The paint to the ceiling in the kitchen was cracking.	Remove any loose paint to a sound base and redecorate ensuring the finished surface will prevent the accumulation of dirt and reduce condensation, mould growth and flaking paint.	6 Weeks

No.	Regulation	Contravention	Action Required	Timescale
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Hygiene of Food Handlers

12	Regulation (EC) No 852/2004 Annex II Chapter VIII Paragraph 1	The wash hand basin was not in regular use.	Regular hand washing is important for personal cleanliness. All food handling staff must be reminded of the need for this prior to starting or returning to work, and specifically: <ul style="list-style-type: none"> • After using the toilet; • After handling rubbish; • After smoking; • After taking a break; • After handling raw food. 	On-going
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Risks of Food Contamination

13	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 2	Some open packets of foods were stored in the kitchen.	Open foods should be stored in covered containers to prevent contamination and discourage pests.	Immediately
14	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 6	Cooked rice left to cool at room temperature in the kitchen near the open window. 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.	On-going

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Advice

Starchy foods and particularly foods such as grains and rice can contain spores of *Bacillus cereus*, bacteria that can cause food poisoning. When the food is cooked, the spores can survive. Then, if it is left standing at room temperature, the spores will germinate, multiply and may produce toxins (poisons) that cause either vomiting or diarrhoea. Reheating will not get rid of the toxin.

- Low numbers of *Bacillus cereus* won't make someone ill, but if food contains high numbers of the bacteria, or if a toxin has been produced, it could cause food poisoning. The longer that food is left at room temperature, the more likely it is that bacteria, or the toxins they produce, could make food unsafe. Therefore these types of food should be served directly after cooking; if this is not possible they should be cooled within an hour and kept in the fridge until reheating (for no more than 1 day). Avoid reheating more than once.

No.	Regulation	Contravention	Action Required	Timescale
	Advice	<p>It is your responsibility to protect food from contamination. Contamination is defined as the presence or introduction of a hazard in food. There are three types of contamination:</p> <p>Microbiological contamination of food by harmful bacteria, viruses and fungi that cause food poisoning. Raw foods, especially raw meat, can contain large numbers of harmful microbes that can be destroyed by cooking food properly. It is important to prevent microbes from spreading by keeping raw foods away from ready to eat foods, disinfecting hands and surfaces that have touched raw foods or using separate utensils and equipment (such as colour coded chopping boards). Microbiological contamination that is spread in this way is called cross contamination. Refrigeration and freezing stops or slows the growth of most microbes, which is why it is important to keep high-risk food in the refrigerator below 8°C.</p> <p>Physical contamination of food by objects such as glass, metal, hair etc. It is important to take steps to protect food from physical contamination by keeping it covered when not in use, wearing appropriate protective clothing and keeping any objects such as pins, glass, flies, etc out of the way of food wherever possible. Physical contamination usually falls into food, so keeping areas above food preparation surfaces free from these objects is essential.</p> <p>Chemical contamination of food by substances such as cleaning liquids, insecticides, bleach etc. All chemicals that are not in use should be kept in an area or cupboard out of rooms where food is handled or stored wherever possible.</p>		
	Advice		Use disposable paper wipes for cleaning and mopping up spillages.	
	Advice		There was no stock control system for food prepared on the premises. It is recommended that a system of date coding for high-risk foods is introduced to ensure stock is rotated and is not used beyond its shelf-life.	

No.	Regulation	Contravention	Action Required	Timescale
Equipment				
15	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a)	The Buffalo microwave in the kitchen was dirty.	This must be thoroughly cleaned and disinfected and maintained in a clean condition.	Immediately
16	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a)	The small freezer and the large fridge in the kitchen were dirty and the white protective coating on the large freezer was still attached.	These must be thoroughly cleaned and disinfected and maintained in a clean condition. Remove the plastic coating from the large fridge.	Immediately
17	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a)	All the fridge and freezers upstairs in the storeroom were dirty.	These must be thoroughly cleaned and disinfected and maintained in a clean condition.	Immediately
18	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(c)	The plastic chopping boards in the kitchen were stained and badly scored/damaged.	Discard and replace the chopping boards. Plastic chopping boards must be replaced on a frequent basis, as and when they become scored/damaged.	Immediately
19	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a)	The area underneath the grill in the kitchen was dirty.	This must be thoroughly cleaned and maintained in a clean condition.	Immediately

Advice

All the freezers at the premises were badly iced up. It is recommended that it is defrosted the ice completely removed before reuse.

No.	Regulation	Contravention	Action Required	Timescale
Food Waste				
20	Regulation (EC) No 852/2004 Annex II Chapter VI Paragraph 3	The refuse storage area was dirty.	Thoroughly clean the area and maintain in clean condition.	Immediately
	Advice	When you start the refurbishment ensure that the sink in the bar is operable for the bar staff to use. At the time of my inspection I observed bar staff disposing of dirty water from the cutlery down the wash hand basin in the bar area. The wash hand basin in for washing of hands only.		
	Advice	At the time of my visit there was an excessive accumulation of waste in the yard. The refuse containers were overflowing. At the time of my revisit the yard was much clearer. It is recommended that you increase the frequency of collection or the number of refuse containers provided.		
Lighting				
	Advice	A plastic diffuser cover is recommended on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage.		
Temperature Control				
21	Food Safety & Hygiene (England) Regulations 2013, Schedule 4, Regulation 32, Paragraph 2(1)	Homemade sauces being stored at room temperature in the kitchen. These foods are high-risk and will support the growth of food poisoning bacteria and/or their toxins.	These foods must be kept at or below 8°C.	Immediately

No.	Regulation	Contravention	Action Required	Timescale
Food Hygiene Training				
22	Regulation (EC) No 852/2004 Annex II Chapter XII Paragraph 1	The level of food hygiene awareness amongst food handling staff was inadequate.	Ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters as necessary, bearing in mind the type of work which they do.	6 Weeks
23	Regulation (EC) No 852/2004 Annex II Chapter XII Paragraph 2	The person(s) responsible for developing and maintaining procedures based on the HACCP principles had received no/inadequate training.	The appropriate staff members must undertake training in the application of the HACCP principles.	
Advice		It is good practice to ensure that all food handlers have attended a level 2 course in Food Safety in Catering run by a reputable body such as the Chartered Institute of Environmental Health (CIEH) or the Royal Society of Health (RSH).		
Genetically Modified Foods				
24	Article 4 Regulation (EC) 1830/2003	At the time of my visit I noted that the oil used contained genetically modified (GM) soya.	In catering if you use an ingredient that contains other GM ingredients you must display a notice, menu, ticket or label which can easily be read by customers (at the place where they choose the food) with either of the following statements that is appropriate to the particular food in question: * "genetically modified" or * "produced from genetically modified (name of organism)", for example, "oil produced from genetically modified soyabeans"	Immediately

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Allergens

At the time of my visit we discussed allergens. There are **14** allergens which you are required to be aware of should they be found in any of the foods prepared at your business. 10 were listed in your There are: **cereals containing gluten:** wheat, rye, barley, oats, spelt, kamut and their hybridised strains.

Crustaceans. Eggs. Fish. Peanuts. Soya beans. Milk. Nuts including almonds, hazelnuts, walnuts, cashews, pecans, brazil nuts, pistachios, macadamias and Queensland nuts. **Celery. Mustard. Sesame seeds. Lupin. Molluscs. Sulphur dioxide and sulphites** at concentrations of more than 10mg/kg or 10mg/litre expressed as So².

Advice

If a customer asks you, you must be able to inform them as to whether any of the above allergens are found in the food that you prepare/sell. Ensure you have good knowledge of your menu and the food you produce. Any foods that you buy in keep the ingredients list from the packaging to enable to inform customers as thoroughly as possible.

There is a lot of useful information for catering establishments on the Food Standards agency Website: <http://food.gov.uk/multimedia/pdfs/publication/loosefoodsleaflet.pdf>

In 2014 the laws are going to change regarding allergens and additives in food and it may be necessary for this information to be written in menus or on point of sale notices but at present time ensure you are able to answer any queries.

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Materials and Articles in Contact With Food

The washing up type bowls you were using are not food safe or microwave safe.

Advice

Ensure that the plastic storage containers that you use are suitable for their purpose. Some containers are not suitable for use with food, for heating food in the microwave or for storing certain food because chemicals from the plastic can migrate into the food and cause harm to health. Look for a symbol on the bottom of containers which is a wine glass and fork, this symbol indicates the plastic is suitable for food use and the symbol with wavy lines indicates they are safe to use in a microwave. See below for the correct symbols used on food grade container's.

No.	Regulation	Contravention	Action Required	Timescale
	material is approved for food use	  		
	dishwasher safe on top rack	 		
	dishwasher safe (no official symbol)	 		
	microwave oven safe	  		
	safe for use on freezer	   		