

Inspection Report



Establishment Name: Chennai Dosa
Establishment Address: 78 - 80 Belgrave Road, Leicester, LE4 5AS
Food Business Operator: [REDACTED]

Reference: 11/00275/CP
Date: 11 December 2014
Inspection Date: 10 December 2014
Next Inspection: June 2015

Inspector: [REDACTED]
Telephone: [REDACTED]
E-mail: [REDACTED]

This is a report of the food inspection that I recently carried out at your food establishment. The visit was prompted by a customer complaint and receipt of a photograph showing a rat sitting in the restaurant window. Very poor standards of cleaning, rat activity and serious contamination risks were found at the premises at the time of the inspection. 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.

Please display the enclosed sticker in a prominent place 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 is planned on Tuesday 16th December 2014 when contraventions listed in this report will be checked. Formal enforcement action may be taken.

Should there be any significant changes to your business, including if you sell or close the business, you must notify us.

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

No.	Regulation	Contravention	Action Required	Timescale
Pest Control				
1	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 4	Inadequate procedures were in place to control pests. Some mouse droppings were found on the floor and shelves in the ground floor bar and on the second floor in the boiler room. There was a strong smell of rats in the cellar. A dead rat and rat droppings were found in the cellar.	You must put adequate procedures in place to control pests. This should include regular checks by yourselves to look for signs of pests, adequate liaison with your pest control company (including acting upon recommendations they make in relation to pest proofing) and regular visits by your pest control company until you are satisfied that the pests have been eliminated.	Immediate
2	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 2(c)	There was a gap under the door between the bar and kitchen that was large enough for pests to enter the kitchen.	Seal the gap under the door so as to prevent access to pests.	Immediate
3	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 4	Customers have reported hearing what they think are rats in the suspended ceiling above the restaurant and seeing debris drop down.	Remove the ceiling panels, thoroughly clean the panels and the void above. Seal any gaps or holes above the ceiling panels that could allow access to pests and arrange for your pest control company to eradicate all rat activity.	15 th December 2014
4	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 2(c)	The void under the sink unit and cupboards in the bar was filthy and provided harbourage for pests.	Remove the plinth under the sink and cupboards, thoroughly clean the area underneath then check for and seal any gaps or holes.	15 th December 2015

No.	Regulation	Contravention	Action Required	Timescale
5	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 2(c)	There were various gaps and holes to the staircase area between the bar and cellar and to the cellar that allowed access to and free movement of rats. These included holes around pipes and holes at high level.	All gaps and holes must be blocked with a hard, gnaw-proof material (such as cement) to prevent rodents from entering the building and moving freely around the building.	Immediate
6	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 2(c)	There was a grille in the pavement near the customer entrance that could allow pests to gain entry to the building.	Provide a suitable mesh screen to cover the grille to prevent pest entry.	Immediate
	Advice	I understand that there is a problem with a drain in a passageway and that the drain may have collapsed. You need to arrange for a competent person to investigate this further and carry out all necessary repairs.		
	Advice	Please note that while having a pest control contract goes some way towards meeting the legal requirement to have procedures in place to control pests, the primary responsibility for pest control lies with you as the food business operator.		
Refuse Disposal				
7	Regulation (EC) No 852/2004 Annex II Chapter VI Paragraph 1	There was an excessive accumulation of refuse in the rear corridor which completely blocked access to the external door.	This must be cleared immediately and arrangements made to prevent food waste and other refuse accumulating in the future.	Immediate
Lighting				
8	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 7	The level of lighting in the food storerooms was insufficient to allow thorough cleaning, as the light in the far storeroom was not working.	Provide adequate lighting.	Immediate

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Cleaning and Maintenance

9	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	<p>The standard of cleaning was generally very poor. In particular:</p> <ul style="list-style-type: none"> • The cellar was filthy with rat droppings, urine, rubble, a dead rat and other debris • The floor, shelves, sink area and built in cupboards in the bar were filthy • The drain under the double sink was full of food debris and the walls, floor, fittings, and pipe work were dirty. Blood from defrosting chicken was dripping on the floor • The food storerooms looked like someone had dropped a bomb on them, with bags of food strewn haphazardly and food spillages all over the place • The redundant cold room was full of mouldy containers • There were spillages of food and pooled liquid on the floor in the cold room and the shelves were lined with dirty cardboard • There was food debris and pooled water behind the freezer • There was a build up of grease and food debris in the kitchen 	A thorough deep clean and disinfection is required. All areas must be maintained in a clean condition.	Immediate
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	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>		
Equipment				
10	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a)	<p>The following equipment was dirty:</p> <ul style="list-style-type: none"> • Potato peeler • Can opener • Microwaves • Shelves in cold room • Fridge in kitchen • Steamer • Chinese cooker • Griddle • Gas ring cookers • Food sink • Assorted food containers • Ice cream freezer • Glasses, jugs, cans and bottles in the cellar that had rat droppings on them 	These must be thoroughly cleaned and disinfected and maintained in a clean condition.	Immediate
	Advice	Do not use cardboard to line shelves as it cannot be cleaned.		
11	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(c)	One of the microwaves was damaged, holed and pitted inside so cannot be adequately cleaned.	Remove the microwave from the premises.	Immediate

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12	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(c)	The potato peeler was damaged and cannot be adequately cleaned. The door to the chute had been repaired using an old ghee can.	Remove the microwave from the premises.	Immediate
Advice		Equipment, including idli trays, was stored on the floor. Do not store equipment in direct contact with the floor.		
Risks of Food Contamination				
13	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 2	Numerous open packets and bags of food were stored in the food store rooms.	Open foods should be stored in covered containers to prevent contamination, improve allergen control and discourage pests.	Immediate
14	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	Raw food, i.e. meat, was stored next to cooked/ready to eat foods, i.e. kulfi, in the freezer. There was blood on the box of kulfi. This may result in cross contamination.	Use separate freezers for raw and cooked/ready to eat foods.	Immediate
15	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	Raw food, i.e. chicken, was stored above cooked/ready to eat foods, i.e. yoghurt in the cold room. Blood had dripped onto the yoghurt container. This may result in cross contamination.	Use separate refrigerators for raw and cooked/ready to eat foods. If this is not possible, ensure cooked/ready to eat foods are stored separately and above raw foods within the refrigerator.	Immediate
16	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 7	Chicken was being thawed at room temperature and blood was dripping onto the floor where clean equipment was stored nearby.	Foods should be defrosted in a container in the cold room.	Immediate

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Wrapping and Packaging of Foodstuffs

17	Regulation (EC) No 852/2004 Annex II Chapter X Paragraph 1	Meat was being stored in the freezer in plastic carrier bags. The bags were split and torn exposing the raw meat.	Carrier bags are not designed to be frozen and do not keep the food totally covered, exposing it to contamination and freezer burn. Before freezing, place meat in food grade freezer bags marked with the date of freezing.	Immediate
18	Regulation (EC) No 852/2004 Annex II Chapter X Paragraph 2	Food containers were being stored in the cellar and on the steps to the cellar, where there was evidence of rat activity. Pests can contaminate food packaging.	Food containers must be stored to prevent contamination.	Immediate

Facilities for Cleaning Equipment and Washing Food

Advice

It was unclear whether the dish washer worked. If it doesn't work then it needs to be repaired or replaced.

Dirty mats had been placed on top of the dishwasher. Do not put the mats on the dish washer or other equipment.

Food Safety Procedures

19	Regulation (EC) No 852/2004 Article 5	The food safety monitoring records were not up-to-date and judging by the problems found during the inspection, the checks were not being properly carried out.	Keep the monitoring records up-to-date and ensure that the checks are properly carried out.	Immediate
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