

Inspection Report



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

Reference: 09/00816/CP
Date: 15 December 2014
Inspection Date: 8 December 2014
Next Inspection: June 2016

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

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 **3 - Generally Satisfactory**. 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.

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
Food Safety Procedures				
1	Regulation (EC) No 852/2004 Article 5	The documented procedures in place to control food hazards at critical points were not adequate as they were not up to date.	Update the documented food safety procedures.	Immediately
Cleaning and Maintenance				
2	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The following were dirty: <ul style="list-style-type: none"> • The fridge and freezer doors and handles in the storage room; • The cupboard doors in the storage room; • Light switches throughout; • Storage room next to the WC; • The staff room/small storage room. 	These items must be cleaned and disinfected and maintained in a clean condition.	Immediately
3	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The floor covering in the chemical storage area damaged.	Renew or repair the floor covering and leave in a sound easy to clean condition.	January 15th 2015
4	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	There was a hole to the ceiling in the storage room.	Repair or renew the ceiling to leave a surface that will prevent the accumulation of dirt.	January 15th 2015
5	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The floor covering in the bar area and kitchen was dirty especially at floor/wall junctions and behind or below equipment.	Thoroughly clean the floor and maintain in a clean condition.	Immediately

No.	Regulation	Contravention	Action Required	Timescale
6	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The plastic coating was still attached to the cupboards in the storage room.	Remove the plastic coating to the cupboard in order that they can be cleaned effectively.	Immediately
Pest Control				
7	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 2(c)	There was a gap to the bottom of the door in the kitchen allowing pests to gain entry to the building.	The gap must be blocked with a hard, gnaw-proof material to prevent rodents from entering the building.	Immediately
	Advice	Ensure that the electric insect killer is left on and working all the times. Please note that the bulbs need changing annually.		
Equipment				
	Advice	Both the chip freezers (numbers 5 & 4) in the storage room were badly iced up. It is recommended that it is defrosted the ice completely removed before reuse.		
Washbasins				
8	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 4	There was no soap or hygienic hand drying facilities at the staff toilet wash hand basin.	Wash hand basins must be provided with soap and hygienic hand drying facilities.	Immediately

No.	Regulation	Contravention	Action Required	Timescale
Hygiene of Food Handlers				
9	Regulation (EC) No 852/2004 Annex II Chapter VIII Paragraph 1	When I arrived at your business, was working in the kitchen but was not wearing any protective over-clothing.	Before chefs start work you must put on clean protective clothing. Wearing aprons, tabards or chef's whites would fulfil this requirement.	Ongoing
Food Hygiene Training				
10	Regulation (EC) No 852/2004 Annex II Chapter XII Paragraph 1	The level of food hygiene awareness for 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.	Immediately
Food Waste				
11	Regulation (EC) No 852/2004 Annex II Chapter VI Paragraph 1	Rubbish was being left in the kitchen bin overnight in the upstairs storage room.	Empty the kitchen bins every night into the Bakers waste container in the yard. By leaving waste food in the kitchen bins overnight you increase the likelihood of a pest problem occurring.	Immediately
Advice		The refuse containers were overflowing. It is recommended that you increase the frequency of collection or the number of refuse containers provided.		

No.	Regulation	Contravention	Action Required	Timescale
Risks of Food Contamination				
12	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	Raw food, i.e. beef was stored above cooked, i.e. chicken in the refrigerator. 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.	Ongoing
	Advice	A plate was being used in the cooked rice container. I recommend you use an appropriate plastic scoop with a handle or a long handled spoon, to prevent the risk of contamination from the staff putting their hands in the rice when retrieving the container.		
	Advice	The raw chicken in the refrigerator was in a box which was overflowing and the lid could not shut. Ensure that containers holding raw chicken/meat are not allowed to overflow. Run off liquid can contaminate other foods in the fridge.		
	Advice	The no stock control system for food prepared on the premises was inadequate as not all foods were being labelled. Ensure that all foods are date labelled.		
Wrapping and Packaging of Foodstuffs				
	Advice	You should store your takeaway containers facing downward to prevent objects falling in and causing contamination of food.		

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Genetically Modified Foods				
13	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

Advice on Provision of Allergen Information

On 13 December 2014, new rules come into force that will require you to provide information to your customers about allergic ingredients in the foods you sell.

These rules will introduce a **legal responsibility** on you to provide correct allergen information to your customers. You will no longer be able to say that you do not know what is in the food you serve or that it could contain an allergen.

EU law lists 14 allergens that need to be identified if they are used as an ingredient in a dish. You will have to supply information for **every** item on your menu that contains any of these 14 allergens as an ingredient.

These allergens are; celery, cereals containing gluten, crustaceans (such as crab, prawns), eggs, fish, lupin, milk, molluscs (such as mussels, squid), mustard, nuts, peanuts, sesame seeds, soya, sulphur dioxide

Details of these allergens will have to be listed clearly in an obvious place such as;

- On menus

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- On a chalkboard/menu board on display in your premises

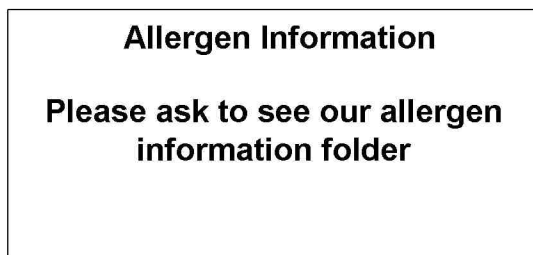
An example of how to provide this information on a menu board is shown below;

Menu
Tuna Salad Contains: fish, celery and mustard
Chicken Korma Contains: milk, almonds (nuts)
Carrot Cake Contains: milk, egg, wheat, walnuts (nuts)

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As an alternative to providing allergen information in this way, you may **signpost** where it can be obtained. This sign should be displayed where customers order food, such as at the till point, on the menu or on the menu board.

For example;



Allergen Information folders

An allergen information folder can then be used to provide this information. An example of how you could record this is shown below.

dish	Cereals with gluten	Crustaceans	eggs	fish	peanuts	soya	milk	nuts	celery	mustard	sesame	sulphites	Lupin	Molluscs
Chicken korma							√	√ almond						
Lemon cheesecake		√ prawn	√				√		√					√ Mussels squid
Seafood risotto	√ wheat			√			√							

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An alternative method of signposting is;

Allergen Information

Please ask a staff member if you require any information about which of our dishes contain allergens

If you use this method then you must ensure there is a way for:

- This information to be checked by others
- It to be confirmed as accurate
- The same information must be given every time

Telephone Orders

If you take telephone orders you will need to;

- 1 Provide the allergen information before the purchase of the food is complete (for example during the telephone call)
- 2 Provide this in a written format when the food is delivered (for example by writing on the food container what the dish is and what allergens it contains)

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How to ensure you provide the correct information

Consider all the foods you sell in your business. Not just those that you make, but the ones you buy in ready-made. Check to see if they contain any of the 14 allergens.

For businesses with complex menus, it will not be practical to do this in any other way than by having written records to demonstrate that you have assessed all foods you sell for the presence of allergens.

Other key points to consider include;

- 1 Use standard recipes for all dishes
- 2 Keep a copy of the ingredient label from any pre-packed foods you use as an ingredient in your food (e.g. sauces)
- 3 Keep ingredients in the original containers where possible, so you can check the ingredient lists for the presence of allergens
- 4 Label food containers clearly.
- 5 Whenever you change a recipe, check to see whether you have included an allergen
- 6 Check your deliveries and make sure ingredient lists are provided on pre-packed foods
- 7 Check that food delivered is the same brand that you usually use; different brands may have different ingredients.

Staff training

You must ensure that all staff are aware of what procedures you have put in place to comply with this requirement. Training should be given on handling allergy information requests on their first day of employment.

You can find out more about this requirement at <http://food.gov.uk/science/allergy-intolerance/label/>