



Inspection Report

REVISIT 16th October 2015

Establishment Name: Chaiwala
Establishment Address: 207 Evington Road, Leicester, LE2 1QN
Food Business Operator:

Reference: 15/00681/CP
Date: 16 September 2015
Inspection Date: 9 September 2015

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 **1 - Major 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 Thursday 24th September 2015 when contraventions listed in this report will be checked. If the necessary improvements have not been made, formal enforcement action will/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
Food Safety Procedures				
1	Regulation (EC) No 852/2004 Article 5 Completed 16.10.15	The documented procedures in place to control food hazards at critical points were not adequate.	Documented food safety procedures must be put into place. Fully implemented, staff trained in safe methods, cleaning schedule filled in, diary filled in and up to date. Separate temperature records up to date for fridges and freezer. <ul style="list-style-type: none"> Needs to record hot food temperatures also. 	24 th September 2015
	Advice	<p>Food safety procedures that must be in place at food establishments include ensuring that high-risk food is stored at safe temperatures within fridges, ensuring food is cooked thoroughly and that risks of cross contamination in food preparation areas are controlled. You are also required to write down corrective actions that must be taken where a routine check reveals a problem. The easiest way that you can fulfil this requirement is to use a food safety pack called Safer Food, Better Business. This is a free pack that has been specifically designed for small catering businesses such as yours.</p> <p>The pack can be found on the website of the Food Standards Agency at www.food.gov.uk/food Using this pack will ensure that your business will comply with the requirement for written procedures. If you do not implement Safer Food Better Business, you will need to develop your own food safety procedures based on the HACCP principles.</p>		
	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>		

No.	Regulation	Contravention	Action Required	Timescale
	Advice	The Safer Food, Better Business pack should be central to how you operate your business. You must ensure that the pack is fully and properly implemented in your business. All sections should be completed appropriately, staff trained in the use of the pack and the daily diary completed.		
Cleaning and Maintenance				
2	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The floor covering in the kitchen and sandwich preparation area was dirty especially at floor/wall junctions and behind or below equipment.	Thoroughly clean the floor and maintain in a clean condition. Cleaning in sandwich preparation area done. <ul style="list-style-type: none"> Kitchen wall/floor junctions still need attention under equipment. 	Immediate
3	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1 Completed 16.10.15	The lid to the potato pan in the kitchen was broken and taped together.	Replace the broken pan lid in the kitchen.	Immediate
4	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1 Completed 16.10.15	The handle of the Forman's grill in the sandwich preparation area was broken.	Repair or replace the broken grill handle in the sandwich preparation area.	Immediate
	Advice Completed 16.10.15	Items such as mops, buckets and brooms are should be stored in a clean area, room or cupboard separate from a food preparation or storage area but should not be left out in the yard.		
Pest Control				
	Advice Completed 16.10.15	Ensure that the electric insect killer is left on all the time. Please note that the bulbs need changing annually.		

No.	Regulation	Contravention	Action Required	Timescale
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Toilets

5	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 3 Completed 16.10.15	The toilet opened directly into the kitchen where food was being handled. Toilets must not open directly into a room where food is handled and prepared.	Arrangements must be made not to use this room for food handling or to install a lobby between the toilet and the food room.	16 th October 2015
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Washbasins

6	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 4 Completed 21.09.15	There was no wash hand basin provided for food handlers working in the kitchen.	Provide a wash hand basin with adequate supplies of hot and cold, or appropriately mixed, running water, soap and hygienic means of drying hands. Properly connect the wash hand basin to the drainage system and ensure that everyone understands that it is for hand washing only.	Immediate
7	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 4 Completed 16.10.15	There was no hygienic hand drying facilities at the toilet wash hand basin.	Wash hand basins must be provided with soap and hygienic hand drying facilities.	Immediate

Ventilation

No.	Regulation	Contravention	Action Required	Timescale
8	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 5 Completed 21.09.15	Cooking equipment such as the deep fat fryers were not placed under the ventilation canopy.	Rearrange the cooking equipment to ensure that it is all under the canopy and is suitably ventilated. If all of the equipment does not fit, you must extend the canopy or remove non-ventilated equipment from use.	Immediate
Cleaning Material Storage				
9	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 10 Completed 16.10.15	Cleaning materials were being stored in the same area as food, leading to possible contamination of the food.	Provide suitable storage space for cleaning materials away from food.	Immediate
Rooms where Food is Prepared, Treated or Processed				
10	Regulation (EC) No 852/2004 Annex II Chapter II Paragraph 1(f)	The surface in the storeroom and servery was bare wood and was not easy to keep clean or disinfect.	The surface must be repaired or renewed with smooth, washable and non-toxic materials. Unsealed wood is not suitable. This area is no longer a storage room as this has been made in to the toilet lobby. All wood is painted within the toilet and lobby.	Immediate
11	Regulation (EC) No 852/2004 Annex II Chapter II Paragraph 1(f) Completed 16.10.15	The edges to a portion of the servery work surface revealed exposed chipboard, which could not be adequately cleaned or disinfected.	Provide edging strips to seal the chipboard and provide a surface that is easy to clean and disinfect.	Immediate

No.	Regulation	Contravention	Action Required	Timescale
12	Regulation (EC) No 852/2004 Annex II Chapter II Paragraph 1(f) Completed 21.09.15	The shelf under the work bench in the kitchen was being lined with cardboard and the hob was being lined with tinfoil which cannot be cleaned and may pose a risk of food contamination.	Do not put cardboard or tinfoil on surfaces in the kitchen.	Immediate
Equipment				
13	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a) Completed 21.09.15	The table top fan blades and cage in the servery were dusty.	These must be thoroughly cleaned (and disinfected) and maintained in a clean condition. 16.10.15 Has been removed from the servery.	Immediate
Advice		Free standing fans collect dust on the blades and cage which is blown onto food and food contact surfaces when switched on. Ensure that the blades and cage are cleaned regularly to prevent dust build up and contamination of food/food contact surfaces.		
14	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a) Completed 16.10.15	The door handles and inside the LEC fridge in the servery and the door handle to the tall upright fridge in the kitchen were dirty.	These must be thoroughly cleaned (and disinfected) and maintained in a clean condition.	Immediate
15	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a) Completed 16.10.15	The tea urn drip cup in the kitchen was dirty and could not be adequately cleaned.	This must be replaced with something that can be thoroughly cleaned and disinfected and maintained in a clean condition. A new plastic drip tray provided and can easily be removed for cleaning.	Immediate

No.	Regulation	Contravention	Action Required	Timescale
	Advice	It was discussed during the inspection that the tea urn drip cup was not adequate due to the position of the arm holding the cup and you were not able to clean it properly. I would recommend that you lift up the tea urn slightly on the work bench in order for you to place a drip tray underneath that can be adequately cleaned.		
16	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a) Completed 16.10.15	The door seals of the LEC refrigerator in the servery and the chest freezer in the sandwich preparation area were mouldy and dirty.	Clean the door seals.	Immediate
17	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(c) Completed 21.09.15	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.	Immediate
	Advice Completed 16.10.15	The chest freezer in the sandwich preparation area was badly iced up. It is recommended that it is defrosted the ice completely removed before reuse.		
Food Waste				
18	Regulation (EC) No 852/2004 Annex II Chapter VI Paragraph 2 Completed 16.10.15	The refuse container in the sandwich preparation area did not have a lid.	All refuse containers must be fitted with close fitting lids to prevent access to flies and reduce unwanted smells.	Immediate

Hygiene of Food Handlers

No.	Regulation	Contravention	Action Required	Timescale
19	Regulation (EC) No 852/2004 Annex II Chapter VIII Paragraph 1 Completed 16.10.15	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. Hand washing observed by all members of staff during revisit.	On-Going
<p>Advice Completed 16.10.15 Hats now worn by all staff members</p>		It is recommended that all persons working in rooms where open food is handled wear suitable protective head covering. This should be sufficient to prevent hair falling into food.		
20	Regulation (EC) No 852/2004 Annex II Chapter VIII Paragraph 1 Completed 16.10.15	Food handlers were not wearing any suitable, clean protective over-clothing when they were handling and preparing food.	Ensure that all persons working in food handling areas wear suitable, clean, and where appropriate, protective clothing. Wearing aprons, tabards or chef's whites would fulfil this requirement. Aprons worn by all staff members.	Immediate

Risks of Food Contamination

No.	Regulation	Contravention	Action Required	Timescale
21	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3 ½ Completed 16.10.15	Dirty wiping cloths were used to clean down and mop up spillages.	Cloths must be kept clean, disinfected and replaced regularly <ul style="list-style-type: none"> 1 dirty cloth found by sink but immediately thrown away, other 2 were clean. 	Immediate
<p>Advice Tea towels have now been removed from the business and blue paper towels are being used for drying equipment. New draining board on order yet to be installed.</p>		<p>It was discussed during the inspection that you did not have a draining board to the sink and were draining equipment on a towel. This is not an acceptable way of drying equipment due to the towel harbouring bacteria which will then be passed on to the clean equipment. I would recommend that you provide an alternative way of draining the equipment such as a stainless steel draining board.</p>		

No.	Regulation	Contravention	Action Required	Timescale
	<p>Advice</p>	<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>		
	<p>Advice All food is now kept in lidded plastic containers in the fridge.</p>	<p>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.</p>		

No.	Regulation	Contravention	Action Required	Timescale
	<p>Advice Completed 16.10.15 Disposable cloths now used.</p>	<p>Take away re-usable cloths for thorough washing after using them with raw meat/poultry, eggs or raw vegetables – and surfaces that have touched these foods. Raw meat/poultry and eggs are more likely to contain harmful bacteria than other foods. The soil on vegetables can also contain harmful bacteria. If using re-usable cloths, make sure they are thoroughly washed, disinfected and dried between tasks (not just when they look dirty). Ideally, wash cloths in a washing machine on a hot cycle. If cloths are disinfected by hand, make sure all the food and dirt has been removed before they are disinfected. Use hot water to disinfect the cloths. Using dirty cloths can spread bacteria very easily. A hot wash cycle will clean the cloths thoroughly and kill bacteria (disinfect). If food or dirt is still on the cloths, this will prevent the disinfection process from being effective, so harmful bacteria might not be killed. If dirty cloths are noticed in the kitchen, remove them for cleaning immediately or throw them away.</p>		
	<p>Advice Completed 16.10.15 Date labels put on food items.</p>	<p>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.</p>		
	<p>Advice Completed 16.10.15 Now kept in the fridge.</p>	<p>Eggs should be stored in the refrigerator, below 8°C.</p>		
	<p>Advice Completed 16.10.15</p>	<p>Sauces were not given a shelf life once opened despite instructions to refrigerate after opening and use within 8 of opening being displayed on the packaging. Always follow the manufacturer's storage instructions.</p>		
Wrapping and Packaging of Foodstuffs				
22	<p>Regulation (EC) No 852/2004 Annex II Chapter X Paragraph 2 Completed 16.10.15</p>	<p>Food containers were being stored on the floor.</p>	<p>Food containers must be stored off the floor to prevent contamination. New shelving built in servery and food container stored in there.</p>	<p>Immediate</p>

No.	Regulation	Contravention	Action Required	Timescale
	Advice Completed 16.10.15	You should store your takeaway containers facing downward to prevent objects falling in and causing contamination of food.		
Food Hygiene Training				
23	Regulation (EC) No 852/2004 Annex II Chapter XII Paragraph 1 Still outstanding.	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. <ul style="list-style-type: none"> • It was discussed during the revisit that one member of staff per shift would have formal training. All staff have been trained in the safe methods set out in the Safer Food Better Business Pack. • Training to be completed by date set in report. 	16 th November 2015
	Advice	Details are enclosed of the Food Hygiene Course/s run by the Council. Whilst there is no obligation to choose a course run by this authority; should further details be required or a place booked, contact the training team on (0116) 4543210 or visit www.leicester.gov.uk/foodtraining .		

No.	Regulation	Contravention	Action Required	Timescale
	Advice	When I arrived at the premises your staff were working and preparing food but none of them were trained. You must ensure that all food handlers working in your business have been trained in food hygiene or that you are supervising and instructing them at all times. Food Business Operator is formally trained to Level 2 (Certificate seen and in date) and is now onsite to instruct and supervise staff.		
Food Labelling				
24	The Genetically Modified Food (England) Regulations 2004 Completed 16.10.15 No longer using Genetically Modified Oil.	You are using cooking oil that contains soya oil made from Genetically Modified Soya. In catering if you use a food that contains Genetically Modified Ingredients you must display a notice which can easily be read by customers.	Inform your customers that are using cooking oil made from Genetically Modified Soya. Such as 'We use cooking oil that has been produced from genetically modified soya beans'. Or use a non GM oil.	Immediate

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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
- 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;

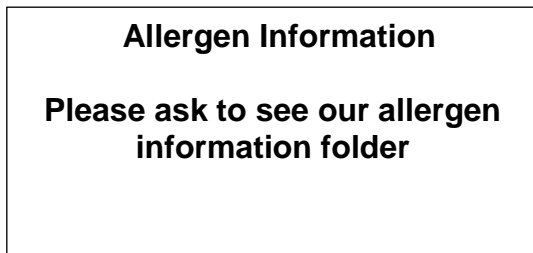
Menu
Tuna Salad Contains: fish, celery and mustard
Chicken Korma Contains: milk, almonds (nuts)
Carrot Cake Contains: milk, egg, wheat, walnuts (nuts)

**Allergy documentation up in shop and implemented. Some items missing from sheet
But more advice given during revisit and missing items added.**

No.	Regulation	Contravention	Action Required	Timescale
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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			√			√							

No.	Regulation	Contravention	Action Required	Timescale
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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/>