

Inspection Report



Establishment Name: Terra Cotta Restaurant
Establishment Address: 25 - 27 Highcross Street, Leicester, LE1 4PF
Food Business Operator: [REDACTED]

Reference: 05/00072/CP
Date: 20 September 2016
Inspection Date: 20 September 2016

Inspector:
Telephone:
E-mail:

This is a report of the food inspection that I recently carried out at your food establishment. I was extremely concerned about the onsite practices; there were extensive cross contamination issues. Raw and ready to eat foods were stored next to each other in the freezer, raw meat was placed in the cooked food area by the cooking range, raw duck was hung over the fruit/veg wash sink and raw meat was soaking next to the fruit/veg wash sink yet there was no disinfection of these areas after use, raw duck was hung in the kitchen dripping blood onto the side of the duck cooking range. You must urgently improve onsite practices to prevent you making your customer becoming ill. I have included the *e.Coli* guide for your perusal.

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 when contraventions listed in this report will be checked. If the necessary improvements have not been made, formal enforcement action will be taken. I will be in touch to arrange to meet you onsite to discuss the issues further.

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
Product Traceability				
1	Regulation (EC) No 178/2002 Article 18	There were no systems and procedures in place to identify your food suppliers.	Put into place systems and procedures to identify any person or business that has supplied you with food. This may include keeping receipts and invoices, or keeping a separate list. Provide evidence of your suppliers i.e. invoices, when I revisit.	1 week
Food Safety Procedures				
2	Regulation (EC) No 852/2004 Article 5	The documented procedures in place to control food hazards at critical points were not available.	Documented food safety procedures must be put into place and kept up to date.	1 month
Advice		<p>You must ensure that staff are trained in your documented procedures, particularly the section on preventing cross-contamination.</p> <p>You must ensure that your procedures include sushi preparation and the controls you have in place for this process.</p>		
Risks of Food Contamination				
3	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3 and 6	Rice had been left to cool for over 3 hours 15 mins at the time of the inspection. It was all dried up.	Hot food which is to be cooled before storage or sale must be cooled as quickly as possible before being placed in the refrigerator. The rice was thrown away.	Immediately

No.	Regulation	Contravention	Action Required	Timescale
Advice		<p>Food must be cooled as quickly as possible i.e. within 90 minutes, portion down the rice, run under cold water or place in a container in iced water to speed up the cooling time.</p> <p>I was also told that cooked chicken balls were cooled up to 2 hours; reduce the cooling time.</p>		
4	<p>Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 2 and 3</p>	<p>The following cross-contamination issues were noted onsite:</p> <ul style="list-style-type: none"> • Raw prawns were stored next to the frozen ready to eat salmon (sushi) in the freezer • Cooked prawns were stored next to raw chickens feet in the freezer • Raw meat was placed in the cooked food area by the cooking range • Raw duck was hung over the fruit/veg wash sink & raw meat was soaking next to the fruit/veg wash sink yet there was no disinfection of these areas after use • Raw duck was hung in the kitchen dripping blood onto the side of the duck cooking range. 	<p>You must ensure that raw and cooked foods are stored separately at all times. Ensure that raw meat is kept out of the cooked food area and ensure staff follow the rules for raw and ready to eat preparation areas in the kitchen.</p> <p>Do not wash raw meat unless all food safety controls are in place, staff are adequately trained and procedures are fully documented. Instead ask your suppliers to supply pre-washed meat.</p>	Immediately
	Advice	<p>Check your Happy Shopper disinfectant is compliant with BS EN1276, this is essential if using it as a control between preparing raw and ready to eat foods in/around the same sink, see www.disinfectant-info.co.uk for more information.</p>		
		<p>Retrain all your staff on preventing cross-contamination; ensure they are all aware of the separate preparation areas for raw and ready to eat foods in your kitchen.</p>		

No.	Regulation	Contravention	Action Required	Timescale
5	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	Cloths are disinfected by soaking them in Deepio.	Cloths must be adequately cleaned and disinfected	Immediately
Advice		Ideally, wash cloths in a washing machine on a hot cycle. Using dirty cloths can spread bacteria very easily. A boil 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.		
6	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	The yellow chopping board was black with mould underneath.	Ensure the mould is removed and that the board is thoroughly cleaned and disinfected between uses.	Immediately
7	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	The following items were damaged and posed a contamination risk: <ul style="list-style-type: none"> • Cloths • Sponges/scouring pad 	Dispose of any damaged equipment and ensure equipment is maintained in a good condition in the future.	Immediately
8	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	Open unwrapped cakes and gateaux's were stored at the walk in freezer entrance where they could be contaminated.	Food must be kept covered.	Immediately
9	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	Food was stored on the floor in the cold room and the freezer.	Food must be stored off of the floor.	Immediately
10	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 7	Food i.e. raw fish was being thawed at room temperature in the sink.	Foods should be kept cool during thawing to minimise the growth of harmful microorganisms.	Immediately

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11	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 7	Food i.e. raw frozen chicken had been delivered at 12.30pm, it was still defrosting in the boxes on the floor at the end of the inspection (3.15pm).	The delivery should be put away straight away or if defrosting the food, it must be kept cool during thawing to minimise the growth of harmful microorganisms.	Immediately
Advice		This practice encourages the growth and spread of food poisoning bacteria. I recommend you thaw food in covered containers in the refrigerator. Ensure deliveries are put away as soon as they are delivered.		
12	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	The probe probes wipes were dried up in the service area.	The probe must be adequately cleaned and disinfected before use. Dispose of the probe wipes.	Immediately
13	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	Cling filmed old soup (31.6°C) had been placed in the plate cabinet in the kitchen. I was advised that this was going to be thrown away.	Throw any food waste away immediately to avoid any contamination risks.	Immediately
Advice		Red curry paste with the best before date 28/12/14 was noted in the kitchen. Ensure food is used before its best before date.		
Washbasins				
14	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 4	There was no soap at the toilet hand wash basin.	Ensure hand wash basins are supplied with soap at all times.	Immediately
15	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 4	The hand wash basin in the kitchen was obscured by bottles.	Ensure hand wash basins are kept free for washing hands at all time.	Immediately

No.	Regulation	Contravention	Action Required	Timescale
Hygiene of Food Handlers				
16	Regulation (EC) No 852/2004 Annex II Chapter VIII Paragraph 1	The level of hand washing onsite was poor.	<p>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:</p> <ul style="list-style-type: none"> • After using the toilet; • After handling rubbish; • After smoking; • After taking a break; • After handling raw food. <p>Hand washing is the best way of preventing cross-contamination.</p>	Immediately
Equipment				
17	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"> • Measuring jug • Oil strainer on the cooking range 	Thoroughly clean the equipment listed to minimise any risk of contamination of food.	Immediately

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Cleaning and Maintenance				
18	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The following areas were dirty: <ul style="list-style-type: none"> • Walls under cooking range • Wall floor junctions under the cooking range • Floor under the cooking range • Mouldy door release button in the cold room 	These area must be thoroughly cleaned (and disinfected) and maintained in a clean condition.	Immediately
19	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The following areas were damaged: <ul style="list-style-type: none"> • Tiles on wall in the wash up area • Tiles on floor in various locations throughout the kitchen 	Replace the damaged tiles.	6 weeks
20	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	There was a wooden pallet and loose unsealed pieces of wood in the kitchen which cannot be easily cleaned.	Remove any unsealed wood and the pallets from the kitchen.	Immediately
21	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The plastered walls in the toilet were in a very poor state of repair.	Renew the plaster wall covering in the staff toilet.	3 months

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Food Hygiene Training				
22	Regulation (EC) No 852/2004 Annex II Chapter XII Paragraph 1	There was no evidence of staff training onsite. Very poor practices were witnessed.	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. Provide evidence of staff training when I revisit.	1 week
	Advice	<p>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. Records should be kept of training completed by members of staff. Written evidence of hygiene training may be very important in demonstrating compliance with the requirement.</p> <p>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).</p>		
Pest Control				
	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. 		

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	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> <p>Repair your electric fly killer as it was not working at the time of the visit.</p>		

Allergens

23	Regulation (EU) No 1169/2011 Article 9 (1) (c)	The allergen information was not available for foods prepared on site.	You must ensure you have allergen information available for foods prepared onsite.	Immediately
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Advice on Provision of Allergen Information

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

These rules 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

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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

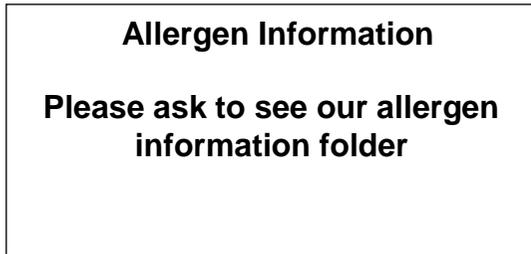
An example of how to provide this information on a menu board is shown below;

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

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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	√ wheat		√				√							
Seafood risotto		√ prawn		√			√		√					√ Mussels squid

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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)

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.

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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/>