



# EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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Fernando Rocha Ltd  
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*This matter is being dealt with by:*

Telephone: 01353 665555

E-mail:

My Ref: 09/00015/MIXED

Your ref

11<sup>th</sup> February 2019

Dear [REDACTED] (Directors)

## **Food Safety Act 1990 (As Amended)**

**General Food Regulations 2004; Food Safety and Hygiene (England) Regulations 2013  
Regulation (EC) No 178/2002 and 852/2004**

**Re: A Tasca 24 High Street Soham Ely Cambridgeshire**

I refer to my food hygiene inspection of the above premises carried out on the 1<sup>st</sup> February 2019

The matters detailed below require your attention. This letter confirms the things you need to do to comply with the law and the relevant legislation is listed under each item. Some items may be listed as recommendations and these are included to give you advice in support of your business, but they are not requirements in law.

## **Food hygiene and safety**

### Use of sinks

1. It was noted that you do not have a dish washer. This means that containers and equipment that have been in contact with raw meats are washed up at the same sink as containers and equipment that come into contact with ready to eat foods (such as salads). I also noted that disinfection of the sink area is ineffective (see below). This creates a cross contamination risk. Either, effectively clean and disinfect the sinks (and taps) before use with ready to eat foods or, provide separate sinks in which to handle ready to eat foods.

*(EC) No 852/2004 Annex II Chapter II, paragraph 3*

The time for compliance is immediate and on-going

A container can be used to avoid direct contact between ready to eat food and the sink as an additional way to protect the food.

## **This was brought to your attention in March 2017**

**Recommendation:** It is recommended that you have separate sinks:

- one for washing contaminated foods / equipment
- one for washing ready to eat foods / equipment

### Provide an approved sanitiser

2. There was no effective sanitiser/disinfectant in the kitchen. You must effectively disinfect contaminated surfaces with a sanitiser / disinfectant that complies with BSEN1276 standards to kill *E.coli* and other harmful bacteria.

Dettol that you use does not comply with this standard.

There are two officially recognised laboratory standards for assessing the effectiveness of disinfectants against a range of micro-organisms, these are

- BS EN 1276
- BS EN 13697

These standards will be indicated on the label. Provide and use an approved, food safe sanitiser for effective disinfection of food surfaces and equipment.

*Regulation (EC) 852/2004 Annex II Chapter V, paragraph 1*

Time for compliance is immediate and on-going

There are many products which comply with the BS EN standard and they can be found by following this link:- <http://www.disinfectant-info.co.uk/>

**This was brought to your attention in March 2017**

### Separation of raw meat handling

3. The raw meat handling area is too close to the salad preparation area. There is a risk from raw meats being chopped on the red board being sprayed onto other items on the same workbench. I saw a cleaver in use chopping chicken carcasses on the same workbench as a salad preparation board; a bowl of salad and open cans of tomatoes. Either:

Create a greater distance between raw meat activities; ideally on a different work surface, or, prepare raw meats at a different time.

*Regulation (EC) 852/2004 Annex II Chapter IX, paragraph 3*

We discussed the practicalities of preparing raw meats at the start of the day. It is essential, then, that you effectively disinfect surfaces after you have handled contaminated foods (such as raw meats and dirty vegetables) and before you handle ready to eat foods (such as salads / garnish and sandwiches)

**This was brought to your attention in March 2017**

### Ineffective disinfection of contaminated articles, fittings and equipment

4. It was understood that a single stage disinfection process was in use. [REDACTED] told me that she sprayed Dettol on a contaminated surface and wiped it off.

In order to kill harmful bacteria and reduce the risks of cross-contamination, **surfaces must be disinfected properly**. It is **critical** that all disinfection procedures are strictly followed on **every** occasion before ready-to-eat foods can be handled. Disinfection involves a **2-stage process**

- **Cleaning:** using a detergent or sanitizer so that the surface is visually clean,
- **rinsed**, then
- **Disinfection:** using a disinfectant or use the sanitizer again.

(Sanitizers combine both cleaning and disinfection in a single product)

Note: a 1-stage spray and wipe is useful as an interim 'clean-as-you-go' measure but **never** as a disinfection control for cross-contamination.

There are two officially recognised Standards BS EN 1276:1997 and BS EN 13697:2001 for disinfectants/sanitizers. This should be on the label as well as the contact time.

Please note that Dettol is not an approved sanitiser.

The adequacy of the disinfection **procedure**, the **chemical**, the accurate **dilution** and the **contact time** are critical.

We also discussed the importance of the contact time for the sanitiser. The **contact time** is the necessary time that the disinfectant / sanitizer must be in contact with the contaminated surface to kill harmful bacteria. The contact time is different depending on the sanitizer / disinfectant and on the dilution. It is essential, then, that the contact time is known and adequate advice is provided to staff. This should be written into the cleaning schedule and instructions. While there is no clear guidance on an acceptable contact time, it is generally considered that a **contact time of 1 minute is practical** in a busy kitchen. You must effectively clean and disinfect contaminated articles, fitting and equipment with which food comes into contact.

*Regulation (EC) 852/2004 Annex II Chapter V, Paragraph 1*

Time for compliance is immediate and on-going

#### Prolonged Cooling time

5. I was advised that cooked foods are cooled at room temperature for 2 hours before being placed into the refrigerator. The cooling stage of any food production is **critical** to food safety and you must take steps to cool hot foods as quickly as possible.

*Regulation (EC) 852/2004 Annex II, Chapter IX, paragraph 6*

Time for compliance is immediate and on-going

The general advice is to transfer foods to the fridge within 1 ½ hours after cooking. High risk foods should be cooled from **55°C down to 20°C within 2 hours** (reference Industry Guide to Good Hygiene Practice Catering Guide).

It is recommended that rapid cooling be achieved by:-

- reducing the portion size by decanting into shallow containers to a depth of 2 inches/5cm;
- the container should be a metal container rather than plastic (which insulates and slows down cooling)
- cutting the food into smaller portions (ensure knives are clean);
- cooling on a bed of ice;
- cooling in a dedicated 'fridge or freezer (with no other foods in there/ low risk foods such cans of drink or vegetables);
- cooling in an efficient chilled unit that can accommodate warm foods without affecting the temperature of other foods stored in the same unit (eg a walk-in chiller);
- rinse under running water (eg rice);
- surrounding the food container in water with ice packs in it.

I suggest that a (sanitised) solid probe is left in the food and the reduction in temperature is monitored closely.

#### Hand washing

6. The wash hand basin is used after handling raw meats and after handling ready-to-eat foods. This presents a cross-contamination hazard via the taps. When food handlers were asked to demonstrate how they wash their hands, I noted that hands were re-contaminated after washing them by touching the contaminated taps. Clean hands must not come into contact with contaminated taps and food handlers must maintain a high degree of personal cleanliness.

*Regulation (EC) 852/2004 Annex II Chapter VIII, Paragraph 1*

Time for compliance is immediate and on-going

It is recommended that taps are turned off using the paper towel that is used for drying hands.

**Recommendation:** An alternative solution to this problem is to install levers to the taps so they can be turned on and off using the side of the wrist or the back of the hand. Other solution is to install push-operated mixer taps; this would also solve the problem of the tap being too hot (see below).

#### Hot water at wash hand basin is too hot for handwashing

7. The hot water at the wash hand basin was too hot to use and presented a scalding risk. I was unable to keep my hands under the hot water because it was hurting my hands and I noted that food handlers only used the cold tap. Adjust the temperature of the water at the wash hand basin to allow food handlers to maintain a high degree of personal cleanliness and hygiene.

*Regulation (EC) No 853/2004 Annex II Chapter VIII Paragraph 1*

Time for compliance within 4 weeks

#### **Health and Safety**

8. It is the duty of every employer to ensure so far as is reasonably practicable to ensure the health safety and welfare at work of all his employees. Also it is the employer's duty to provide plant and systems of work that are, so far as is reasonably practicable, safe and without risks to health. Ensure that employees are not at risk of scalding from the hot water at the basin.

*Health and Safety at Work etc. Act 1974 Section 2 and 2(a)*

Time for compliance within 4 weeks

As discussed, examples of how to comply include fitting a thermostat device to the hot tap or replacing the individual taps with a mixer tap.

**Structure** Satisfactory

#### **Confidence in management/control procedures**

9. The lack of management of effective cleaning and disinfection and allergen controls at A Tasca has affected the score for confidence in management.

#### The Food Information Regulations 2014: Provision of allergen information

10. It is a legal requirement for all food businesses to provide information about allergenic ingredients used in food sold (includes drink). It was established during the visit that the management of food allergens is still significant below the required standard.

██████ told me that "I don't have anything with allergies" when I pointed to the egg custard tarts.

This situation presents a significant concern for public safety. Some people have a very serious reaction to allergens which can have fatal consequences.

You must make immediate improvements and put in place a robust system containing details of all allergenic ingredients contained in all the foods you sell.

*Food Information Regulations 2014, Regulation 5*

Time for compliance is immediate and on-going

You were previously given advice regarding allergen control but have not acted on it.

As a reminder, currently the ingredients that you must be aware of are:

Cereals containing gluten (wheat, rye, barley, oats, spelt, kamut or their hybridised strains),  
Crustaceans,  
Peanut,  
Egg,

Fish,  
Lupin,  
Milk,  
Molluscs,  
Nuts (almond, hazelnut, walnut, cashew, pecan nut, Brazil nut, pistachio nut and macadamia nut (Queensland nut)),  
Soybean,  
Sesame,  
Celery,  
Mustard  
Sulphur dioxide (>10mg/kg or 10ml/L in ready to eat or reconstituted products).

It is recommended that a prominent statement be added to your menu stating how customers can obtain allergen information in any of the meal choices you sell. For instance a statement such as the following would be acceptable: "For allergen information please ask any member of staff".

Food Standards Agency guidance states that where this information is provided orally a suitable system needs to be in place to ensure that the information is accurate, consistent and verifiable and that verification should be provided through the presentation of written material.

### Refresher Training

11. It was apparent during my inspection that there were some important aspects of food safety that were not fully understood, such as:-

- The procedure for hand-washing after handling raw meats and use of taps;
- The importance of disinfection to avoid cross-contamination;
- The cooling of hot high risk foods;
- A knowledge of allergens and their content in the foods you prepare / serve.

You must ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters to a level appropriate to their work activity.

*Regulation (EC) 852/2004 Annex II Chapter XII paragraph 1*

Time for compliance is 2 weeks

The *E.coli* fact sheet which provides information about cross-contamination and effective disinfection can be found by following this link: <https://www.food.gov.uk/sites/default/files/ecoli-cross-contamination-factsheet.pdf>

You will also benefit from the information available on the Food Standards Agency website regarding allergens; on-line training is available and I would urge you to undertake this training. Details can be found at <http://allergytraining.food.gov.uk/>

In addition there are posters that can be printed off and a section entitled "Dishes and their Allergen content" (Chef's allergen matrix) which you should download and complete.

<https://www.food.gov.uk/business-industry/allergy-guide/allergen-resources>

### History of Compliance and Enforcement action

Several of the above problems have previously been brought to your attention and these include:-

- Cross-contamination issues (paragraphs 1, 2, 3)
- The lack of compliance with allergen information laws.

Officers work with businesses to support high standards of hygiene. However, where there are repeated failures in compliance, officers must follow the Council's enforcement policies and make use of hygiene

improvement notices and or other formal action (e.g. court). Please act on all matters in this letter to avoid formal action.

A re-visit will take place in approximately 4 weeks when it is expected that all legal requirements will have been attended to. As stated above, should you fail to attend to these items within this period formal action will be considered. Please be aware that your business will not be issued with a new food hygiene rating after this re-visit.

### Your Food Hygiene Rating

Confidence in management/ control procedures	20
Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	0
Food hygiene rating	<b>1</b> <b>Major Improvements necessary</b>

Please find enclosed your sticker for display. Your rating will be published after the appeal period of 21 days or if you have not appealed, within 28 days of your receiving your rating at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings).

Please remove and destroy any existing certificate and stickers on display. Continuation to display old stickers and certificates can constitute an offence under Trading Standards legislation. Stickers and certificates remain the property of the local authority and all rights are reserved.

If you consider that the rating given is unjust, you may appeal by submitting the appropriate appeal form to the Senior Environmental Health Officer (Commercial) within 21 days of the day you are informed of your rating.

A web link to information on the scheme including template forms for lodging an appeal, 'right to reply' or requesting a re-visit (re-rating visit) is available at <http://www.eastcambs.gov.uk/food-safety/national-food-hygiene-rating-scheme>

Note: From 01 April 2018 re-rating visits will no longer be free. You will be charged a fee of £130 before the re rating visit.

Should you require any further information or advice or wish to discuss these matters, please do not hesitate to contact me on the details at the head of this letter. If you have any comments regarding the inspection or advice issued, please contact [REDACTED], Senior Environmental Health Officer, on 01353 665555.

Yours sincerely

[REDACTED]  
Environmental Health Officer (Commercial Team)

Enclosure: Hygiene rating sticker; translation sheet