



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555
DX41001 ELY Fax: (01353) 665240
www.eastcambs.gov.uk

Mr [REDACTED]
Foon Lok House
97 The Causeway
Burwell
Cambridgeshire
CB25 0DU

This matter is being dealt with by:

[REDACTED]
Telephone: 01353 665555
E-mail: [REDACTED]
My Ref: BU315/0095/1/002
Your ref

24th June 2019

Dear [REDACTED]

**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: Foon Lok House 97 The Causeway Burwell Cambridge Cambridgeshire**

This letter confirms my partial, food hygiene inspection of the above premises on the 20th June 2019. I was accompanied by [REDACTED], Senior Environmental Health Officer, who took photographs that are attached with this letter.

I will re-visit your premises on Tuesday 16 July at 15:30 to check that you have addressed the contraventions listed. If this appointment is not convenient, please contact me to re-arrange this as soon as possible.

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

1. Food must be protected from the risk of contamination. The following are examples of where food was at risk of contamination:
 - Open containers of food were covered with old, prawn cracker bags. Re-used wrapping must not be used to cover open food such as trays of cooked rice. Stop the practice of covering food with old wrapping or packaging. Cover food with hygienic equipment or wrapping materials. See photograph;
 - Containers of different, high risk foods were not covered in the fridges. An open container of cooked duck was placed immediately below the dirty fan of the Williams fridge. Several other containers of food were left uncovered in the fridges and freezers Cover food to protect it from contamination. See photograph;
 - Food containers/equipment were not kept thoroughly cleaned and disinfected. Chopping boards in the rack ready for use were greasy to the touch. Some containers were not washed properly and some food equipment had visible dirt around tops such as the seals of the rice cookers, white plastic boxes and the containers used to store the prepared spring onion and cucumber. Thoroughly clean and disinfect equipment before use. Store chopping boards and clean containers away from sources of contamination, this means finding a more hygienic place to store your chopping boards;

- If food containers are not being thoroughly cleaned, there is a risk that food put into those containers will be contaminated. All food containers must be cleaned and disinfected effectively.
- Open containers of food were stored in the upright freezer. The freezer was not clean and required defrosting. Cover the food to protect it from contamination. See photograph;
- The wooden-handled, rice scoop was so frayed that pieces of wood were loose on the handle. Check food equipment before use and remove the wooden handled spoon from the food premises. See photograph;
- Scourers were left in the sink where food handling had taken place. Re- used scourers are a source of contamination so there is a risk of equipment, food and hands becoming contaminated. Keep scourers in hygienic containers ensuring those used for raw food equipment are kept separate from those used for ready to eat food equipment. See photograph;
- A number of damp cloths and also brown flannels were left on the work surfaces. Damp and stained cloths are a potential source of contamination unless they are laundered at a high temperature (above 82C) and only used once. See photograph.

You must review your practices to protect food from the risk of contamination at all times.

Regulation (EC) No 852/2004 Annex II Chapter IX Para 3

2. Food handlers must maintain a high degree of personal cleanliness. I watched both you and your wife use the wash basin for hand washing. However, you re- contaminated your hands because you turned the taps off with your washed hands. Either turn the taps off with paper towel or provide taps that do not have to be touched to turn on and off.

Regulation (EC) No 852/2004 Annex II Chapter VIII Para 1

3. Sauces must be stored above 63C if held hot for service for more than 2 hours. The curry sauce was below this temperature. Check the temperatures of hot held food and ensure that you set your equipment to keep it hot above 63C.

The Food Safety and Hygiene Regulations 2013 Regulation 32 Schedule 4

4. Food in a food business is considered to be for customers unless you can show evidence that it is not to be used for the business. Personal food, such as milk and sliced ham was stored in the double fridge in the rear kitchen. You must ensure that any food and food storage equipment that is for personal use is marked "not for sale" or with similar wording to identify its use.

The Food Safety and Hygiene (England) Regulations 2013 regulation 3

5. You had completed your food preparation at the time of my visit. I remind you that it is an unsafe practice to wash meat and poultry and of the importance of protecting food whilst it is cooled down.
6. I was unable to see your processes for cleaning and disinfection and I remind you of the two-stages of the process. Surfaces must first be cleaned thoroughly and then disinfected, ensuring that the correct contact time is used for the disinfectant. A safe practice is to use a single use cloth or paper towel for the process.

Structure

7. Food equipment must be kept in good repair. The wooden handled, rice spoon was frayed with loose splinters of wood. Remove the wooden handled spoon from the food premises. See photograph.

Regulation (EC) No 852/2004 Annex II Chapter V Para 1 (c)

8. Surfaces are to be easy to clean and disinfect. Stop the practice of lining surfaces in the food rooms with old, packaging material. The lower shelf of the central work bench in the kitchen was partly covered by a food bag. This prevents the stainless steel from being cleaned and disinfected. Remove the packaging and clean and disinfect the shelf.

Regulation (EC) No 852/2004 Annex II Chapter II Para 1 (f)

9. The general standard of cleaning was below that required in law. Equipment must be kept cleaned and disinfected. Thoroughly clean the following:
 - The stored chopping boards in the rack were greasy to the touch

- The fridge fan cover in the Williams fridge. See photograph;
 - The hot cupboard aside the Beko fridge. See photograph;
 - The chest freezer in the room with the large table (blood and debris over the base of the unit)
 - The chest and upright freezers that were heavily frosted-up. See photograph;
 - The plastic, re-used containers. See photograph;
 - Frame to the small table supporting a large pan by the double sinks. See photograph.
- Regulation (EC) No 852/2004 Annex II Chapter V Para 1 (a) and Chapter II Para 1 (f)*

10. The structure of food premises must be kept clean. The general standard of cleaning was below that required in law with different surfaces sticky and or greasy to the touch. Thoroughly clean the kitchen structure and especially the following:

- Insect screening to the kitchen windows. See photograph;
- Door between the kitchen and serving area. See photograph;
- Edges of the floor and skirting boards and under table legs. See photographs;
- Walls aside the double sink unit. See photograph;

Regulation (EC) No 852/2004 Annex II Chapter I Para 1 and Chapter I

It is recommended that you revise your cleaning schedule to help to maintain standards of cleaning.

11. Food premises must be maintained in good repair and condition.

- The edge seal of the work bench aside the washbasin was damaged and in poor repair. The metal top had lifted leaving a gap between the frame and metal. Seal the metal top in place on the frame and replace the edge strip leaving the workbench in good repair and condition. Seal the metal top in place on the frame;
- The ceiling above the main cooking and serving area is stained and cracked. Seal the crack and redecorate the surfaces.

Regulation (EC) No 852/2004 Annex II Chapter I Para 1

12. The condition of the old, domestic sink units in the rear kitchen together with the uneven mastic between the unit and old wall tiles continues to deteriorate. It is recommended that you plan the replacement of the units and wall tiles to maintain their condition to that required by the regulations.

13. I saw large sheets of cardboard stacked behind the double fridge in the rear room. These have previously been used to put on the floor at these premises. You are reminded that it is an unhygienic practice to put cardboard on the floor.

Confidence in management/control procedures

14. You had the Food Standards Agency, Safer Food Better Business (SFBB) pack as your food safety management system based on HACCP principles. You were signing the daily diary sheets however:

- There was no record of when you changed over to cooking in the evenings; changed to use a day dot system; when your male food handler stopped working or, the days during the week of the inspection that you said you did not open the business due to ill health;
- The "extra check" records were blank;
- You had not completed the opening checks for the day of the inspection.

The system is more than just ticking boxes. The diary sheets must be used to record when something different happens and for extra checks, such as cooling times and delivery and other temperatures. You must put the full system in place and keep the records up to date.

Regulation EC No. 852/2004 Article 5 1 and 2(g)

You have made some improvements, such as to your practices of cooling more quickly in large trays; using a day-dot system; no longer employing the food handler with poor personal hygiene; having commercial chemicals available and having full hand washing facilities available. However, the rating scheme demands that the history of compliance is considered as well as confidence in your improving or maintaining standards.

Hygiene contraventions about risks of contamination and cleanliness have been raised with you in previous inspection letters going back to 2016, together with Hygiene Improvement Notices in 2018 and this has resulted in your high score for confidence in management and a hygiene rating of 1.

Any legal requirements relating to cleaning, temperature control and practices require your attention immediately. Other items should be completed within the next two months.

A re-visit will take place in approximately **two weeks** when it is expected that all legal requirements will have been attended to. See 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	10
Compliance with structural requirements	15
Food hygiene rating	1 MAJOR IMPROVEMENT NECESSARY

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.

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 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] Environmental Services Manager, on 01353 665555.

Yours sincerely

[REDACTED]
Senior Environmental Health Officer

Enclosure: Copies of photographs, hygiene rating sticker