

Action Plan			
Premises	Hong Kong Star	Reference	23/00282/MIXED
Address	Hong Kong Star 77 North Walls Winchester Hampshire SO23 8DA		
Date of Visit	30 May 2024	Date of Report	05 June 2024
Inspector	XXXX	Email	eh@winchester.gov.uk

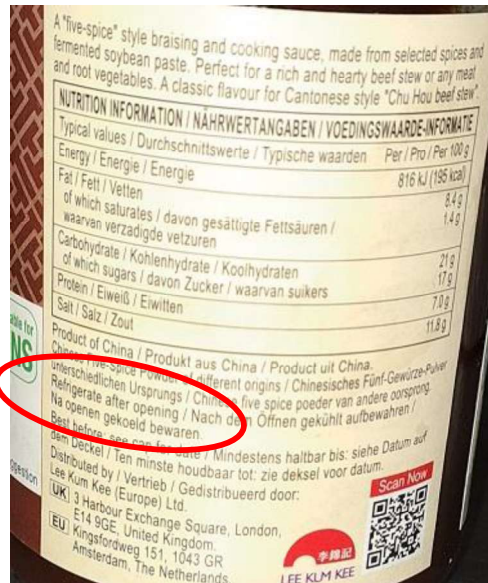
Food Hygiene and Safety	
Requirements	
1	Cooling of foods On arrival a container of cooked rice was found to be sat on the side at room temperature. After some discussions it was found that the rice had been left on the side all night. A check with a temperature probe confirmed that the rice was at 18°C. Leaving food out of temperature control like this allows ideal conditions for food poisoning bacteria to grow. Most concerning was that your chef was completely unaware of the risk of doing this and was trying to place the rice back into the fridge to be served to customers. Cooling of hot foods must be done as quickly as possible and placed into the refrigerator. Cooling should be done within a maximum of 90 minutes. In order to speed up the cooling process, you may want to consider splitting food down into smaller portions, using shallow trays, placing in a cooler part of the kitchen or using ice. Food must not be left out over night.
Date for compliance	Immediate

2 Sauce jars

A number of jars of sauce were found on your preparation surface which had spoons buried in them. This is poor practice and may result in the transfer of bacteria from the spoons to the food product. Utensils should always be removed from foods after use.

It was also noted the these products had been left out overnight, however the manufacturers instructions state that they should be refrigerated after opening. Ensure that you are following the manufacturers instructions at all times.

Date for compliance Immediate




3 Wash hand basin

Your kitchen wash hand basin was found to contain food debris and a cleaning sponge. Empty the wash hand basin, thoroughly clean it and ensure that it is dedicated for the purposes for hand washing.

Date for compliance Immediate



4	Chopping boards
<p>You have a set of ready to use colour coded chopping boards stored next to your wash hand basin, and beneath the paper towel dispenser. By storing clean equipment in this area, there is a risk that it may become contaminated by splashes from people washing their hands. Move ready to use equipment to a location where it will not become contaminated.</p>	
Date for compliance	Immediate
	

5	Cleaning and disinfection
<p>To ensure that cleaning is effective and that bacteria are reduced to a safe level you must adopt a 2 stage cleaning process as described below:</p> <p>Stage 1: general cleaning using detergent</p> <p>This involves the physical removal of visible dirt and food particles from surfaces and equipment, followed by a thorough rinse to ensure the removal of all residues from the surface before moving to stage 2.</p> <p>Stage 2: disinfection</p> <p>This involves the use of a disinfectant following the manufacturer's instructions for its dilution rate and contact time. Disinfectants will not be effective if used on dirty surfaces, or if applied at the incorrect dilution rate or for the insufficient contact time or incorrect temperature.</p> <p>When using a sanitiser (product that combines a disinfectant and detergent) the two stage cleaning process as described above is still required. Therefore you must apply the sanitiser (or a detergent) first for general cleaning, rinse and then apply the sanitiser again for the disinfection stage.</p> <p>Chemicals must always be used in accordance with the manufacturer's instructions, regarding dilution, contact times and rinsing. Staff involved in cleaning procedures must be suitably trained in how to use the products correctly.</p>	
Date for compliance	Immediate

6	Stock rotation
<p>You are currently bringing in much of your prepared food from Supreme Chinese, due to a lack of staff and time to carry out food preparation at Hong Kong Star. Items are being provided in clear containers with labels on showing the date that the foods went into the freezer, however there is no labelling show when they have been defrosted or when they need to be used by. It is strongly recommended that you put in place a labelling system to ensure that food is being effectively rotates and used within an appropriate time limit.</p>	

7	Take away containers
<p>It is recommended that take away containers are stored in an upside down position to prevent the inside from becoming contaminated, or any foreign bodies falling into them.</p>	

Structure	
Requirements	
1	Toilet wash hand basin
<p>No hot water was available at the wash hand basin in the staff toilet. Carry out repairs to ensure that the basin is supplied with hot water at all times.</p> <p>It was also noted the basin was slow to drain, carry out an investigation to ensure that the basin is draining properly.</p>	
Date for compliance	1 st July 2024

2	Cleaning
<p>Further attention is required to the cleaning of the following areas,</p> <ul style="list-style-type: none"> • Behind and beneath your wok range • Corners where the wall and floor meet • Hand contact points, such as handles of fridges, freezers etc. <p>Food preparation areas must be maintained in a clean condition at all times. In order to assist you keep on top of cleaning tasks, I recommend putting in place a cleaning schedule. A template for this can be found in your Safer Food Better Business pack.</p>	
Date for compliance	Immediate



3	Walk in freezer
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There is a large amount of ice build up inside the door of your walk-in freezer. Remove the ice build-up and investigate to ensure that there are no faults with the operation of the freezer.

Date for compliance	1 st July 2024
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Management	
Requirements	
1	Food Safety Management System <p>You are required by law to have in place a documented food safety management system. In order to assist you in complying with this requirement, I provided you with a printed copy of Safer Food Better Business, which was written in Chinese.</p> <p>It was therefore very disappointing to find that the pack had not been completed and was not in use at the time of my visit.</p> <p>You must do the following:</p> <ul style="list-style-type: none"> • Complete all blank sections within the Safer Food Better Business pack to explain what you do to ensure that the food you serve is safe. • Ensure all staff read and understand the safe methods and understand your procedures • Once understood, staff must all complete the staff training section • The diary must be completed on a daily basis, you must tick to confirm that the opening and closing checks have been carried out. You must also record details of problems that you have encountered and an explanation of what you have done to rectify the problem • Every 4 weeks you must complete the 4 weekly check list to review any outstanding items or where things have changed. • Periodically you must review the safe methods to ensure that they are up to date and still reflect your current procedure. <p>Your Safer Food Better Business pack must be on site and kept up to date at all times.</p>
Date for compliance	1 st July 2024

2	Training <p>The following issues identified at the inspection, indicate that your staff are not adequately trained in food hygiene matters:</p> <ul style="list-style-type: none"> • Food being left out all night and then trying to place it back into the fridge • Leaving utensils buried in jars of sauce and leaving them out of the fridge • Not carrying out 2 stage cleaning • Not completing the food safety management system <p>You did say that you were looking to get training for your staff that is provided in Chinese, but were struggling to get a date. Continue to engage with the training provider to get this training completed as soon as possible. All staff must be trained at a level appropriate to their job.</p>
Date for compliance	1 st August 2024

3	Allergen management
<p>Your online ordering app allows customers to include comments about allergies and intolerances, and when questioned you seemed confident that your chef would be able to prepare an allergen free meal.</p> <p>On inspection it was found that many foods were being stored in unlabelled containers, you have no method for ensuring that allergen free foods are prepared separately and standards of food safety management were generally poor. I therefore feel that it is unlikely that your staff could reliably prepare an allergen free meal.</p> <p>You need to look in detail at your food handling practices for the preparation of allergy-free meals. Until you are able to identify all allergens correctly and have adequate procedures in place to prevent all cross contamination risks then you should inform customers that you are unable to guarantee that foods will be free of allergens.</p> <p>I recommend looking at the Allergen guidance for food businesses that can be found at the following link and includes some free online training. https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses</p>	
Date for compliance	Immediate