



Derby City Council

Mount Everest Ghurkha Restaurant Ltd
Mount Everest Ghurkha Restaurant
165 London Road
Derby
DE1 2SU
[REDACTED]

Team	Food and Safety Team
Contact	[REDACTED]
Our ref	240917 SOR/HM
Email	[REDACTED]k
Tel	[REDACTED]
Deaf people can text	07774 333 412
Date	16 September 2024

Dear [REDACTED]

Food Safety and Hygiene (England) Regulations 2013, Assimilated EC Regulation 852/2004 and Assimilated EC Regulation 178/2002

Mount Everest Ghurkha Restaurant 165 London Road Derby DE1 2SU

I refer to my visit to the above premises on Thursday 12 September 2024 and my discussions with you. I also refer to my revisit on Friday 13 September 2024. The purpose of my visit was to investigate a complaint regarding an allegation of a pest problem at the premises.

During my visit I found the kitchen to be dirty with grease, debris and mouse droppings. I found mouse droppings to floor/wall junctions and to low level shelving posing a risk of contamination to food and a real risk of food poisoning.

As a result, you agreed to voluntarily close the food business whilst you carried out works to the structure and contacted your pest controller to treat for the active pest infestation.

A PACE Code B notice was served, and photographic evidence was taken. A carbon report was left on site outlining the works you were required to complete before you could reopen. Your pest controller arrived whilst I was on site and began checking and replacing bait.

I revisited the premises by appointment the following day where standards were found to be much better, and the voluntary closure agreement was lifted so you could reopen the food business and start to trade.

The following areas were inspected at the time of my visit:

- Kitchen
- Bar

Continued

The Council House, Corporation Street, Derby, DE1 2FS
www.derby.gov.uk

To view Derby City Council Privacy Notices please visit derby.gov.uk/privacy-notice



- Restaurant Seating Area
- First Floor Storerooms
- Cellar

Inspection Report

Following on from my visits I enclose an inspection report, detailing my findings and the actions you need to take. **I shall revisit later on this week** to check compliance and ensure food safety.

I also attach some photographs taken at the time of my visit showing the standards found.

This inspection report contains only those issues identified at the time of my visit and a full inspection was not undertaken. It is your responsibility to ensure that your business complies with all relevant legal requirements on an ongoing basis.

Food Hygiene Rating

As discussed with you at the time of my visit, I was very disappointed by the standards found and you were not operating at the 5 Food Hygiene Rating awarded to you at your last inspection on 20 June 2023. On the basis of the standards found at this visit your food hygiene rating has been adjusted as follows:

Compliance with food hygiene and safety procedures	20
Compliance with structural requirements	15
Confidence in management/control procedures	20
Total score	55
Food hygiene rating	0 – Urgent Improvement Necessary

Details of how your rating was calculated are contained on our website, www.derby.gov.uk/food-safeguards. Paper copies can be provided on request.

A sticker showing your rating is enclosed. Please destroy the sticker showing your previous rating as only one rating – the most recent rating - should be displayed. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008.

Your rating will also be published on the Food Standards Agency's website at www.ratings.food.gov.uk approximately five weeks from receiving this letter.

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Derby City Council is a public body for the purposes of the Freedom of Information Act 2000 and information may be disclosed in accordance with the provisions of that Act or its statutory Publication Scheme. Please note that regular requests are made to this Department for copies of the inspection letters relating to food premises that have been rated as a 0, 1 and 2 under the scheme.

Safeguards

Forms and further information is available on the Council's website, www.derby.gov.uk/food-safeguards. Paper copies of forms can be provided on request.

Appeal

If you feel that the rating is unjust you have 21 days to appeal. An appeal may be lodged by submitting a completed Business Appeal form. I recommend that you contact me first so that I may explain your rating scores.

Re-score

If you make improvements you can request a re-visit to generate a new food hygiene rating. There is a charge of £203 for each re-score visit. To apply for a rescore you must complete a request form which can be accessed at www.derby.gov.uk/food-safety/rescore-request-form or via the QR code below.



Payment must be made online at www.derby.gov.uk/food-pay.

Right to Reply

Your comments can be published online, alongside your rating, to explain unusual circumstances or action taken since the inspection. You must complete and return the 'Business Right to Reply' form.

More information and relevant forms about safeguards are provided on the Council's website at www.derby.gov.uk/food-safety/fhrs. Paper copies of forms are available upon request.

Please contact me if you have any questions or concerns about your inspection report or about your food hygiene rating.

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As part of our policy for evaluating our performance, my manager, [REDACTED] would welcome any feedback about the inspection. She can be contacted by email at [REDACTED]

Any information will be treated in confidence and used solely for performance monitoring and improving our services.

The Food and Safety Team is committed to protecting and respecting your privacy when you use our services. Please visit <https://www.derby.gov.uk/privacy-notice/> for further information. Printed copies are available on request.

If you choose to release this letter to others, please ensure that that name and contact details of the inspecting officer(s) are not disclosed to third parties without prior authorisation from the Council.

Yours sincerely

[REDACTED]

Senior Environmental Health Officer

Encls: Report and Photographs
Premises FHRS Sticker
Monthly Hygiene Checklist

Copy e-mailed to: [REDACTED]

Revisit Report For: Mount Everest Ghurkha Restaurant, 165 London Road, Derby, DE1 2SU

Date of Visit: Thursday 12 September 2024

Food Hygiene and Safety Procedures

Active Pest Infestation & Voluntary Closure

1. I was disappointed to find a serious food safety risk at the time of my visit on Thursday 12 September 2024 due to an active mouse infestation. Please refer to the photographs in Schedule C to show the extent of the problem. The business was found to be dirty with debris, grease and mouse droppings identified at floor/wall junctions and to low level shelving. Worryingly the mouse droppings were found in the hot cupboard where clean plates and bowls were stored and on the shelf around your food preparation boards posing a risk of contamination to food that will come into contact with these items. You had no antibacterial cleaner available in the kitchen to clean and disinfect at the time of my visit.

Mice carry food poisoning bacteria and can contaminate food and food surfaces they come into contact with. Therefore, due to the standards found I was satisfied there was an imminent risk to health and as a result you agreed to voluntarily close the food business. A carbon report was left outlining the steps you needed to take before the voluntary closure could be lifted.

I revisited the premises at your request on Friday 13 September 2024 and the standards were found to be much better. The pest controller was on site and he informed me that he had caught a mouse in the kitchen under the double fridge. As a result of the cleaning, you had undertaken and the controls you had put into place the voluntary closure agreement was lifted, and you were able to start to trade. Now that you are open and trading, you must ensure you continue to manage the risk to public health within your food business. You must now continue to follow the management controls we discussed and ensure that:

- You have regular visits from your pest controller to monitor and treat the infestation. You must have two consecutive weekly clear visits before reverting back to monthly proactive checks.
- You monitor the levels of pest activity on a daily basis. Record the details of any activity found (e.g. droppings, gnawed food etc.) along with the date and location found and the action taken to ensure food safety. I have enclosed a monitoring book for you to use.
- If you find further activity, you must contact me or your pest controller to seek advice/treatment. You must ensure you follow any instructions/advice provided.

Continued

- All packaged food is kept covered or stored in pest proof containers, cupboards, or refrigerators to protect it from contamination. The onions stored in the cellar must be placed in lidded storage containers.
- All food packaging and where possible food utensils and equipment is stored in pest proof containers or cupboards at the end of each day to protect them from contamination.
- You clean and disinfect all utensils and equipment that cannot be put away. This includes food preparation surfaces and hand contact points prior to use, using a food grade sanitiser or anti-bacterial cleaning solution that is BS EN compliant.
- You must ensure that before you open each night, that you have the basics in place including hot and cold running water, hand soap, blue roll and an adequate supply of a food grade sanitiser or anti-bacterial cleaning solution that is BS EN compliant. If you do not have these items, then you do not open until you have them.
- Regular cleaning of all food storage and handling areas is undertaken so that they are completely free from dirt, grease, and food debris. This should include floors and shelving, paying particular attention to behind and around cooking equipment and electrical equipment such as fridges, and freezers. This is to minimise potential food sources for pests, ensuring that they take the bait being offered by your pest controller.

Recommendation : This can be achieved by implementing a daily cleaning schedule. I also suggest you use a steam cleaner to help you remove and break down grease around the cooking area.

- You keep the rear yard clean and tidy and all waste in closable containers. This is to prevent attracting mice and rats to the area.
- You regularly check the premises to ensure you have no cracks, gaps or holes to prevent mice entering the premises. If you find any proofing issues, then these must be filled/sealed using a durable material. Remember a mouse can get through a hole the size of a pen.

I remind you that standards found at my visit on 12 September will not be tolerated by this Department. If similar poor standards are found in the future, then further legal action may be taken.

Assimilated Regulation (EC) No. 852/2004 Article 5

Continued

Structural Requirements

2. Cleaning at a low level was poor and unacceptable. Low levels throughout the premises such as at wall floor junctions, behind and under equipment were dirty with a buildup of dirt, food debris, and mouse droppings. Whilst I appreciate as part of the voluntary closure the premises has been deep cleaned, you must now maintain the whole premises in a clean condition. Photographs of the poor standards of cleaning can be found in Schedule C.

Assimilated Regulation (EC) No. 852/2004, Annex II, Chapter I, Paragraph 1

3. There was a room on first floor at the front of the building being used to store redundant/surplus items and seasonal decorations. The room was heavily stocked and an ideal nesting area for mice. The room was that full it was very difficult to check for signs of pest activity but during my visit on 12 September your pest controller opened a bait box stored in this room and all the bait had been taken indicating that there were mice up here.

As discussed, you must now clear, clean and organise this room. If you wish to store items in here, then they must be stored off the floor to enable pest checks to be undertaken going forward.

Assimilated Regulation (EC) No. 852/2004, Annex II, Chapter I, Paragraph 1

4. Although there were no signs of pest activity in the food storage room on the first floor, this room requires a thorough clean to remove any spilt food debris that could attract mice.

Assimilated Regulation (EC) No. 852/2004, Annex II, Chapter I, Paragraph 1

5. The bar area in the restaurant was dirty and in a poor condition with damaged shelving exposing bare chipboard, making it difficult to keep clean. In the short term as a minimum you will need to line shelves with something like lino so that they can be easily cleaned. Shelving where glasses are stored require plastic matting so that glasses are not stored directly on shelving and to help with drying. The bar area must be maintained in a clean condition.

Assimilated Regulation (EC) No. 852/2004, Annex II, Chapter I, Paragraph 1

Confidence in management

6. The standards found, and the items raised above concerned me and indicate that you are were not managing food safety risks within the business. You must address the issues above and ensure you have on going controls in place to prevent issues with un-controlled pest problems from occurring again. You must also keep on top of the cleaning and structural works so that the premises can be maintained in a sound and clean condition.

Assimilated Regulation (EC) No. 852/2004 Article 5

Continued

7. I understand that [REDACTED] is now managing the day to day running of the business as [REDACTED]. You must review your documented food safety management system (SFBB pack) with [REDACTED] so that [REDACTED] understands the controls that need to be in place and the checks [REDACTED] needs to undertake to ensure compliance with the safe methods and ultimately food safety. I look forward to seeing this pack being followed and implemented at my next visit.

In addition to reviewing your procedures and maintaining some monitoring records you must be able to verify that it is being followed. This can be done by completing the 4-weekly review in the pack or by photocopying and completing the monthly hygiene audit enclosed.

Regulation (EC) No. 852/2004 Article 5

Photographs of some of the issues found

	
<p>Photo 1 – Dirt, debris and grease at wall/floor junctions behind the sink area</p>	<p>Photo 2 – Dirty wall and droppings to shelf below the sink where the food preparation boards were stored.</p>
	
<p>Photo 3 – Droppings to shelf below sink area where the food preparation boards were stored.</p>	<p>Photo 4 – Droppings to shelf below sink area where cooking pans were stored.</p>

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Photo 5 – Mouse droppings in hot cupboard used to store serving plates and bowls.



Photo 6 – Grease build up under wall mounted shelving in the kitchen.



Photo 7 – Dirt and debris and droppings to floor/wall junction behind preparation level fridge.



Photo 8 – Dirt and debris and droppings to floor/wall junction in corner of cooking area.



Photo 9 – Grease dirt, debris and droppings to floor/wall junction under cooking area.



Photo 10 – Grease dripping down wall at back of cooking area.



Photo 11 – Grease dripping from the underside of the cooking range.



Photo 12 – Droppings to low level shelf in cooking area.



Photo 13 – Dirt droppings and food debris to floor/wall junction at the back of tandoor oven.



Photo 14 – droppings to low level shelf below cooking area.



Photo 15 – Gnawed foam at side door in restaurant area.



Photo 16 – Droppings to shelf amongst orange juice cartons in bar area.



Photo 17 – Dirt and droppings to shelf under bar sink area.



Photo 18 – Dirty bar sink.



Photo 19 – heavily stocked first floor storage area providing ideal nesting area for mice.



Photo 20 – heavily stocked first floor storage area providing ideal nesting area for mice.