



**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of Business:	Marlborough Guest House
Address of food business:	18-22 Stracey Road, Norwich, NR1 1EZ
Date of Inspection:	4 June 2013
Inspection Reference	13/00431/FOOD
Type of Premises:	Guest house
Areas Inspected:	Main kitchen
Records Examined:	FSMS
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following legislation:

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 852/2004 and No 853/2004 applied by Regulation 17(1) of the Food

Hygiene (England) Regulations 2006.

Health and Safety at Work Etc. Act 1974 and related regulations.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

## FOOD SAFETY

Please note that this is not a formal Hygiene Improvement Notice that requires you to do work. Nevertheless, if you do not comply with this informal request, formal action will be considered. Any contraventions should be given priority. It is in your interests to act now to secure compliance.

### How we calculate your Food Hygiene Rating

Compliance Area	You Score					
Food Hygiene and Safety	0	5	10	15	20	25
Structure and Cleaning	0	5	10	15	20	25
Confidence in management & control systems	0	5	10		20	30
<b>Your Total Score</b>	<b>0 – 15</b>	20	25 – 30	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0

Your Food Hygiene Rating is 5 – a very good standard



### Food Hygiene

#### Summary:

Full compliance with legal requirements. All necessary control measures in place to prevent cross-contamination. Safe food handling practices and procedures demonstrated. **(Score 0)**

#### Contamination Risks

1. I was pleased to see that you had a good arrangement to prevent cross contamination. **(Observation)**

#### Hand-washing

2. Proper hand-washing is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide '*E.coli* - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe. **(Information)**
3. I was pleased to see that you did not touch the taps with your hands when turning them on. **(Observation):**

### Temperature Control

4. I recommend that you purchase and use a probe thermometer and probe wipes to monitor temperatures of stored ingredients. **(Recommendation)**

### Practices

5. I was pleased to see that you had set up good practices for cross contamination. **(Observation)**

### Structure and Cleaning

#### Summary:

Full compliance with legal requirements. Structure and equipment clean and well maintained. No repairs or improvements identified. Evidence of effective pest control and waste disposal provision. **(Score 0)**

#### Cleaning

6. I was pleased to see that the premises were clean and tidy, and newly refurbished. **(Observation)**

#### Maintenance

7. I was pleased to see that the premises were in a good state of repair. **(Observation)**

### Confidence in Management

#### Summary:

There is a written food safety management system which works well. Any omissions to your written system are minor and easily rectified. **(Score 5)**

#### Documented Food Safety Management System

8. You had not written down the all of the procedures you have in place to ensure your food is safe. Put in place a documented system (such as HACCP or SFBB) that identifies the hazards to food at every stage and the methods you use to control these at points which are critical to food safety. **(Contravention)**
9. I would strongly recommend you choose 'Safer Food Better Business' as your food safety management system. **(Recommendation)**
10. I was pleased to see that you had set up good practices but you need to formally record them. **(Observation)**