

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Maids Head Hotel
Address of food business:	20 Tombland, Norwich, NR3 1LB
Date of Inspection:	25 February 2015
Risk Rating Reference	15/00120/FOOD
Inspection Reference	EH15/6881
Type of Premises:	Hotel
Areas Inspected:	Main kitchen/ storeroom /prep kitchen /waste area /staff changing rooms
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 19(1) of the Food Safety and Hygiene (England) Regulations 2013.

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

How we calculate your new 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
Your Total Score	15	20	25 – 30	35 – 40	45 – 50	> 50
Your Worst Score	5	10	10	15	20	-
Your Rating is	5	4	3	2	1	0

Your Food Hygiene Rating is 5 – a very good standard



This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

General description of the business

Traditional hotel located in the centre of Norwich, with full catering for the hotel and events.

Food Hygiene

Summary:

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

Contamination Risks

1. The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals **(Contravention)**:
 - A stainless steel table in the prep kitchen had holes drilled through it which made it difficult to sanitise.
2. The following exposed ready-to-eat food or its packaging to the risk of cross-contamination with *E.coli* 0157 bacteria and/or other harmful pathogens from raw meat or unwashed raw vegetables **(Contravention)**:
 - The same work surface is used for raw and ready to eat food preparation in the main kitchen.
3. I was pleased to see that you have measures in place to ensure that surfaces are sanitised between use to minimise the risk of cross-contamination. **(Observation)**

Hand-washing

4. I was pleased to see that hand washing facilities were good. **(Observation)**

Temperature Control

5. I was pleased to see that temperature control at the premises was excellent. **(Observation)**

Structure and Cleaning

Summary:

The structure, facilities, cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning

6. The following items were dirty and require more frequent and thorough cleaning **(Contravention)**:

Main kitchen

- Taps on sinks and wash hand basin
- Grouting discoloured between wall ties
- Edges and corners of flooring below and behind equipment, behind pipes etc
- Area around hand wash basin
- Hand touch surfaces, e.g. doors, switches, handles

Prep kitchen

- Hand touch surfaces, e.g. doors, switches, handles
- Interior of dish washer - scaled up.

Staff changing rooms

- WCs - bowls badly encrusted with scale/stained
- Outer wooden door.

Bin store

- Accumulated debris on floor.

Ice machine

- Ice machine had some mould growth in the interior.

7. The following items could not be effectively cleaned **(Contravention)**:

- A sink blocker - plastic pipe with cement interior exposed, was in poor condition and should be disposed of/replaced.

8. I understand the dish wash area of the prep kitchen is very difficult to keep clean at the moment because of brick dust getting in the window from the building work outside the premises. **(Observation)**

9. I was pleased to see that the kitchens were generally clean. **(Observation)**

Maintenance

10. The following items/areas had not been maintained in good repair and condition **(Contravention)**:

Main kitchen

- Top of tap missing at the hand wash basin
- Missing and chipped wall tiles in various places
- Cracked floor tiles.

Dry store

- Tiles missing from walls.

Prep kitchen

- Leak under sink in pot wash room - plastic tray collecting drips
- Window held closed with string because the catch was broken.

Staff changing room

- Door unfinished wood - must be painted or sealed
- Cubicles do not close unless they are locked from the inside.

Bin store

- Many pallets and other unused items should be removed from the area to enable access for easy pest control inspections
- Pigeon proof netting had fallen down and had large holes in it.

11. I was pleased to see that generally the kitchens were well maintained and are undergoing further improvements. **(Observation)**

Facilities and Structural Provision

12. The following facilities were inadequate or absent and must be provided or improved **(Contravention):**

- Space in the main kitchen is very limited considering how busy the hotel is
- The area where raw meat is prepared, and at other times ready to eat food is also prepared, is not ideal, especially with staff passing back and forth behind the work station
- The dish wash area has pillars supporting the ceiling close to the sink, which makes it difficult to use.

13. I was pleased to hear that improvements to the structure of the kitchen are planned. **(Observation)**

Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood, properly controlled, managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

14. The following are examples of where your documented Food Safety Management System said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do. **(Contravention):**

- Some areas, e.g. taps and hand contact surfaces, were not being cleaned carefully or thoroughly enough.

15. I was pleased to: (Observation)

- see that the kitchen staff keep temperature records covering all stages of catering
- see that the kitchens have a comprehensive food safety management system which is updated by the kitchen manager/head chef regularly
- hear that once maintenance issues are raised they are actioned promptly.

16. The hotel is also audited for food safety twice a year by an external auditor and had scored well. (Information)

Training

17. I was pleased that staff are trained in all areas of food hygiene and that recent allergen training had taken place. (Contravention):

Allergies

**18. New legislation requires food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website:
www.norfolk.gov.uk/abc
(Information)**