

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Holiday Inn Norwich City
Address of food business:	Carrow Road, Norwich, NR1 1HU
Date of Inspection:	5 November 2015
Risk Rating Reference	15/00658/FOOD
Inspection Reference	EH15/35128
Type of Premises:	Hotel/Guest House
Areas Inspected:	Main kitchen, store room, cellar
Records Examined:	Food safety management system
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	0 – 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

Hotel, part of national chain. Serving cooked breakfasts, lunches, evening meals to guests, visitors and staff.

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):

- Damaged/split seal to door of ice machine behind bar.

2. I was pleased to see that foods were covered within fridge's and freezers.

(Observation)

Personal Hygiene

3. The following items were examples of poor personal hygiene or where it was made difficult for food handlers to maintain high levels of personal cleanliness

(Contravention):

- One of the dedicated wash hand basins in main kitchen was obstructed by brooms and cleaning equipment.
- No soap or means to dry hands in main bar wash hand basin.

Temperature Control

4. I was pleased to see that fridge's and freezers were operating correctly.

(Observation)

Unfit Food

5. The following food was was not produced, prepared or processed in accordance with the regulations **(Contravention):**

- A block of cheese had no 'Use by' date. If you remove high risk foods from manufacturers original packaging you must transfer the 'Use by' date/labelling to ensure it is not used past its shelf life.

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):

- Lino flooring at base of units in main bar had ingrained dirt.
- Between wall and under counter service fridge as there was a build up of dirt and debris.
- Dedicated wash hand basins.
- Broom heads.
- Flooring under doors at base of walk in fridge and freezers had accumulation of ingrained dirt. There was a build up of 'sludge' due to small water leak.
- Wheels to moveable equipment in main kitchen
- Wall/floor joints in main kitchen.
- Seals to freezer 3 and on top of freezer door.

Maintenance

7. I was pleased to see that you had repaired the damaged lino flooring in front of cooking range since the last inspection. (Observation)

Facilities and Structural Provision

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

- You need to investigate water leak to walk in fridge in main kitchen.

9. You have limited storage space and have converted a staff WC into a drinks and crisps food storage area. I am satisfied there is no food safety risk but if the room is changed back into its original usage, no foods or drinks be stored in this room. (Observation/Recommendation)

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

10. I was pleased to see that you had a dedicated written food safety management system. **(Observation)**

Proving Your Arrangements are Working Well

11. The following matters are needed in order to demonstrate your food safety management system is working as it should **(Contravention)**:
- You were not recording hot hold temperatures i.e. carvery as specified in your written food safety management system.
 - Not following your cleaning schedule. I recognise you have a large kitchen but you must ensure you follow your written cleaning procedures. Your food hygiene rating may be affected if matters in this report are not attended to at the next inspection.

Training

12. I was pleased to be able to check food hygiene training certificates. **(Observation)**

Allergies

13. Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been 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)**