

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	Lansdowne Hotel and Business Centre
Address of food business:	116 Thorpe Road, Norwich, NR1 1RU
Date of Inspection:	7 January 2016
Risk Rating Reference	16/00036/FOOD
Inspection Reference	EH16/934
Type of Premises:	Hotel
Areas Inspected:	Main kitchen
Records Examined:	FSMS / SFBB
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
<b>Your Total Score</b>	<b>10</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



#### 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](http://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](http://www.norwich.gov.uk/foodhygieneratings)

<u>General description of the business</u> Hotel providing breakfast and evening bar meals, conference facilities and buffets.
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**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 box of small milk cartons was stored on the floor the in walk-in chiller, below packs of raw bacon.
2. There was a temporary problem with the hot water supply to the kitchen. I was pleased to see that the hot water supply was restored to the kitchen during the inspection visit. **(Observation)**

Hand-washing

3. I was pleased to see that hand wash basins had hot water, antibacterial soap and paper towels. **(Observation):**

Personal Hygiene

4. 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):**
  - The chef was wearing a piercing stud and a necklace.

Temperature Control

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

Practices

6. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation):**
  - Some food, e.g. packs of sausages, had been purchased at reduced price and then frozen down and were beyond their use by dates. You must have a system to show when they were frozen down while still within their safe use by date.

*Read this report on our website [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)*

7. I was pleased to see that food in the kitchen refrigerator was date labelled with a use by date. **(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**

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

- Ice machine had a scaled and mouldy interior
- Dishwasher had orange scale deposits
- Gents staff W.C. had a stained scaled toilet bowl

#### **Facilities and Structural Provision**

9. I was pleased to see that the kitchen had been cleared of unused equipment. **(Observation)**

### **Confidence in Management**

#### **Summary:**

A food safety management system is in place and you comply fully with the law. Hazards to food are understood, properly controlled, managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. **(Score 0)**

#### **Documented Food Safety Management System**

10. I was pleased to see that the kitchen was using SFBB, together with other record sheets to form a comprehensive food safety management system. **(Observation)**

#### **Allergies**

11. 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](http://www.norfolk.gov.uk/abc)

**(Information)**