



Public Protection (food & safety)

Food Premises Inspection Report

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|---------------------------------|---|
| Name of Business: | The Bell Hotel |
| Address of food business: | 5 Orford Hill Norwich NR1 3QB |
| Date of Inspection: | 22/12/2016 |
| Risk Rating Reference | 16/00745/FOOD |
| Premises Reference | 12390/0005/0/000 |
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| Type of Premises: | Public House with catering |
| Areas Inspected: | All |
| Records Examined: | FSMS, Temperature control records, Pest control report, Training certificates / records, Supplier audits, Third party audit |
| Details of Samples Procured: | None |
| Summary of Action Taken: | Informal action |
| General Description of business | Public House with catering - Wetherspoons |

Relevant 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

What you must do to comply with the law

The report may include **Contraventions** - matters which do not comply with the law . You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away.

Contraventions relating to structural repairs, your food safety management system and staff training, should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include **Observations** of current practice, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements**.

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

FOOD SAFETY

How we calculate your Food Hygiene Rating:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table.

| 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 | 15 | 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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. You have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Contamination risks

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- Clean cutlery was exposed to contamination, as stored in the communal area in the rear stairwell.

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

Poor Practices

Information Considering the very limited space available, good layout and patience amongst staff, have created the ability to create safe and hygienic food. More space is required to facilitate the safe handling of food and effective cleaning and disinfection.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- a build up of debris in the grill at the of bottom freezer 6 and above freezer 5
- the paper labels used to mark the fridge numbers is peeling off and due to its paper nature cannot be cleaned or disinfected
- the silicon around the tiles - near the dumb waiter
- a build up of grease around extraction canopy and filters
- dirt and loose debris from exposed wall - where tiles are missing near the deep fryers
- flaking paint to the walk to the chiller door - prevents adequate cleaning and disinfection

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- chiller door
- cellar floor - concrete unsealed
- flaking paint in cellar
- floor missing a patch of lino

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Contravention The following items had not been suitably maintained and must be repaired or replaced:

- there were numerous issues caused by the age and lack of space in the premises.

3. Confidence in Management

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)**

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- the premises structure is unsuitable
- the layout of the kitchen is poor and not conducive to good food hygiene practices and preventing cross contamination

Allergens

Recommendation Foods stored wrapped in the freezer containing allergens was stored in direct contact with other non-allergen wrapped foods, as the wrapping is only plastic bags, there is a possibility if the plastic is ripped or damaged there could be cross-contamination of allergens. I recommend using sealed plastic tubs and storing the products in separate areas.

4. Health, Safety and Welfare

Matters of evident concern

Contravention The following matters were of immediate concern:

- In the communal area off the rear stairs, the stair tread edge is loose creating a trip fall hazard
- the fire exit route signage on the 3rd floor by the flat is not indicating in the correct route
- there is a manual handling risk - emptying food waste bin in the kitchen and travelling through the pub to outside bin area with heavy bags

