

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Holiday Inn
Address of food business:	Ipswich Road NR4 6EP
Date of Inspection:	11/09/2017
Risk Rating Reference:	17/00532/FOOD
Premises Reference:	15/00122/FD_HS
Type of Premises:	Hotel
Areas Inspected:	Kitchen, dry store, waste storage area, rear yard, bar, cellar
Records Examined:	FSMS, Temperature records, Cleaning schedule, Training certificates, Allergy information
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Hotel supplying breakfast, lunch and dinner

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
 Food Information Regulations 2014

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
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Your Food Hygiene Rating is 5 - a very good standard



1. Food Hygiene and Safety

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

Observation Contamination risks were controlled.

Observation Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation e.g raw meat.

Hand-washing

Contravention The following evidence indicated hand-washing was not suitably managed:

- Hand washing was suitably controlled within the kitchen with all stations fully stocked with soap and paper towel.
- In the bar service area: I was informed the dedicated hand wash station was not used and a sink by the glass washer was used instead; this sink had sanitiser in the dispenser and no soap or paper towel was available. I was informed by the beverage manager, that 'green t-towels were used for drying hands and it was

- common sense, they were not used for other tasks'.
- Install soap and a paper towel dispenser in this area, if you wish to use this area as an alternative to the dedicated hand wash station. Ensure your procedures reflect this.

Information 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 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.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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.

Observation Your main walk-in freezer had broken down, it is noted, you had hired a temporary mobile freezer unit which was stored in the rear yard.

Information The chest freezer in the main kitchen required defrosting as an ice build-up around the rim was preventing the freezer lid closing down properly - the temperature of the freezer was satisfactory.

Unfit food

Recommendation Provide a lid for the bulk sugar storage container in the dry store area to prevent contamination entering the container from the shelving above or the environment.

2. Structure and Cleaning

The structure facilities and standard of 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 adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- The area surrounding the hand wash station in the sandwich / starter area of the kitchen required additional attention when cleaning;
- the top of the towel and soap dispenser had a dust build up
- the tiles and pipework around the rear surround of the sink required cleaning.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- There was a little mildew on the internal surfaces of ice machine - ensure cleaning is thorough to prevent areas being missed within complex equipment.

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

Observation You had colour-coded equipment on which to prepare food.

Recommendation Pay additional attention to cleaning hand contact areas of doors particularly the doors leading to the waste storage area and along the rear corridor behind the kitchen.

Observation The back hinge area of the Bratpan had a build-up of grease - pay additional attention to cleaning this area during your deep cleaning process.

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.

Observation I was pleased to see bulk storage of cleaning products were located in a 'COSHH' cupboard at the rear of the kitchen.

Maintenance

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

- There were a number of areas within the kitchen where paint had come off the walls and plaster was exposed - seal these areas to provide a surface that is easy to clean and control the risk of contamination by plaster dust.

Observation I was pleased to see new taps had been installed at all equipment and food wash stations.

Facilities and Structural provision

Observation The kitchen layout was good and you have sufficient space and dedicated areas to prepare foods safely.

Pest Control

Observation I was pleased to see you employ the services of a pest contractor.

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 staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Proving Your Arrangements are Working Well

Observation The cleaning sign off sheet for the evening of Sunday 10th September had not been completed at all.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Observation Your waste storage area was fenced off and kept tidy.

Training

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

Matters of evident concern

Observation I noted you are using a waste compactor - ensure the member of staff who uses this equipment is aware of the risks involved in using this equipment.

