

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Coach & Horses
Address of food business:	Coach And Horses 82 Thorpe Road Norwich NR1 1BA
Date of inspection:	15/11/2017
Risk rating reference:	17/00700/FOOD
Premises reference:	16900/0082/1/000
Type of premises:	Public house with catering
Areas inspected:	Main Kitchen, Storeroom, Cellar
Records examined:	Cleaning schedule, SFBB, Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public house with catering

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

Your Food Hygiene Rating is 4 - a good standard



A re-rating visit was carried out on the 17th January 2018

Your Food Hygiene Rating is 5 – a very good standard



I was pleased to see that

- you now have colour coded utensils and containers and these were being stored separately
- the chest freezer had been replaced
- staff had been re-trained in your procedures
- the leaking pipe in the cellar had been repaired however you were waiting for the wall to dry out before repairs could be carried out

However the following matters need to be addressed

- the opening checks in your diary had not been done. Please ensure that your diary is kept up to date at all times as this is an essential part of your food safety management system

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

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens:

- raw foods i.e vegetables were being stored above ready-to-eat foods i.e bread in the 2 door King fridge
- the same containers were being used for raw foods i.e lamb shanks, mushrooms, bacon and ready-to-eat foods i.e wasabi, lime and coriander mayonnaise, celeriac roulade and prawn bisque

Contravention You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods and did not have a dishwasher. Undertake the following work:

- purchase separate containers preferably colour coded i.e red for raw foods.

Contravention You had not protected articles and/or equipment used for ready-to-eat (RTE) food) from the contamination risk posed by raw food or its packing. In particular undertake the following work:

- purchase separate containers for use of raw foods.

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

Guidance If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- a food handler was seen wearing a friendship band, food handlers should not wear jewellery that could present a risk of contamination.

Temperature Control

Recommendation Check the core temperature of cooked and reheated foods, particularly larger items such as joints of meat, to ensure that it reaches 75°C for 30 seconds (or equivalent). This can be helpful in addition to visual checks of the food to determine whether it is properly cooked.

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.

Unfit food

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- using the same containers for raw and ready-to-eat foods
- cooked chicken which had been prepared on 7/11/17 had a 'use by' date of 17/11/17, this is 10 days after it was prepared
- an open pack of Lasagne in the upstairs storeroom.

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 bottom to the door leading into the kitchen
- electric sockets to the wall next to the Polar fridge
- the light switch in the kitchen
- the light switch to the upstairs storeroom where the fridges and freezers are stored.

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:

- plastic container storing used chits on the shelf above the stainless steel preparation table
- the seals to the 2 door King fridge

- the seals to the 2 door Polar fridge
- the electric fly killer
- underneath the towel dispenser
- interior rear shelves to the Hotpoint fridge upstairs
- seals to the Hotpoint fridge
- interior drawers to the Beko freezer
- seals to the Beko fridge
- the interior rim to the small chest freezer
- lid to Panko
- interior of lid to the flour bin
- scoop in the flour
- electric extension lead under the stainless steel table in the storeroom.

Cleaning Chemicals / Materials / Equipment and Methods

Guidance Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

Contravention Touch points are dirty, thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build-up of bacteria.

Maintenance

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

- the diffuser missing to fluorescent light in the storeroom
- the wall behind the small chest freezer
- wall in the cellar
- leaking pipe in the cellar.

Facilities and Structural provision

Recommendation A plastic diffuser cover is recommended on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- storing raw foods and ready-to-eat foods together
- storing raw foods and ready-to-eat foods in the same containers.

Proving Your Arrangements are Working Well

Contravention The following are examples of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- Staff training records
- it states in your pack that no Jewellery is worn
- not working to your cleaning schedule
- no opening checks had been done on the day of my inspection
- there was no record of the complaint of a customer being served rare burgers in your pack.

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.