



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Norwich Nelson (Table Table)
Address of food business:	Nelson Hotel Prince Of Wales Road Norwich NR1 1DX
Date of inspection:	19/03/2018
Risk rating reference:	18/00348/FOOD
Premises reference:	08/00390/HASAWA
Type of premises:	Pub restaurant
Areas inspected:	Main Kitchen, Dry store
Records examined:	FSMS, Temperature control records, Pest control report, Third party audit
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub restaurant employing standard catering practices

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 5 - a very good standard



1. Food Hygiene and Safety

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

Hand-washing

Recommendation Provide a plug for the wash hand basin by the entrance. The tap ran very hot making it impossible to use without first mixing with cold water in the basin.

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 dessert hand wash basin waste outlet was dirty and blocked
- accumulation of grease between the grill and the flatbed
- grease around the wheels of some tables

Recommendation Consider moving the flatbed to make cleaning easier.

Maintenance

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

- there a few cracked wall tiles (at low level and not in a sensitive area)
- strip bar needed in the ceiling above starters
- silicon seal around the food hand wash basin needs replacing

3. Confidence in Management

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. You have a very good track record. **(Score 0)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

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

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

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers.

Guidance Allergen information could be written down in the menu, on a chalk board or chart, or alternatively provided orally by a member of staff. Where the specific allergen information is not provided up-front, clear sign-posting to where this information can be obtained must be provided.

Observation I was pleased you had devised a chart listing all your allergens and would bring this to the attention of customers declaring they had an allergy to certain foods. However, you should improve the sign-posting so it is more obvious you have this information to hand. That most customers will volunteer information about their specific allergy does not replace your legal duty to provide allergen information up-front or to sign-post where such information can be found. I noted the instruction to ask a member of staff was at the end of the menu in very small writing.

Recommendation You can do more to properly inform your customers about the presence of allergens in the food you prepare. The sign-posting to where allergy information could be found was written in very small print at the end of the menu. Consider making this information much more visible.

Contravention You should do more to warn your customers about the potential for cross-contamination with allergens. Provide a warning about the potential for cross-contamination on your menu or place on a sign where your customers will see it.

Information You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc