

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Maids Head Hotel
Address of food business:	Maids Head Hotel 20 Tombland Norwich NR3 1LB
Date of inspection:	16/04/2018
Risk rating reference:	18/00608/FOOD
Premises reference:	14/00200/FD_HS
Type of premises:	Hotel
Areas inspected:	Main Kitchen, Servery, Other, Storeroom
Records examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hotel kitchen and bars

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



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 physical contamination with dirt or foreign objects:

- the catch tray serving the electric fly killer by the back door had not been emptied of flies recently
- grills to the electric fly killer were covered in dead insects
- the table mounted can opener had been left with a dirty blade

Observation I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough handwashing. You have dedicated equipment (including complex equipment) for raw and ready-to-eat foods, practice 2-stage cleaning and use sanitisers correctly.

Hand-washing

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

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.

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:

- some hand contact surfaces like switches and handles in the ground floor kitchen
- the wheels to moveable units
- filters to the top kitchen extraction canopy were excessively greasy

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

- the tap head was missing from a tap in the ground floor kitchen exposing a recess in the top of the tap which had accumulated grease and dirt.

Cleaning of Equipment and Food Contact Surfaces

Recommendation Replace the missing cling film dispensers and label them as being used for either raw or ready to eat food.

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:

- numerous cracked and missing wall tiles in the ground floor kitchen
- numerous cracked floor tiles in the ground floor kitchen

Contravention Replace the missing filter in the top kitchen extraction canopy

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)**

Your Food Safety Management System

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.

Proving Your Arrangements are Working Well

Contravention You had not acted on the information contained in your internal/external audits with regard the outstanding repairs to the ground floor kitchen.

Recommendation Have a plan of the kitchens showing the areas used for raw and ready to eat foods and where cross-over points are.

Recommendation Write the critical limit to be met on your recording sheets together with the action to be taken in the event of a failure.

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 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.

Contravention You have not warned your customers about the potential for cross-contamination with allergens.

Observation You had clearly shown the presence of allergens in your food on your menu.

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

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