



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Mercure Norwich
Address of food business:	Ramada Jarvis Hotel 121 - 131 Boundary Road Norwich NR3 2BA
Date of inspection:	18/04/2018
Risk rating reference:	18/00619/FOOD
Premises reference:	11/00346/FD_HS
Type of premises:	Hotel
Areas inspected:	Main Kitchen, Storeroom, Dry store, Servery
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hotel with full catering including for events.

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 1 - major improvement is

necessary



Food Hygiene Rating Re-Scoring Visit

Date: 19th July 2018

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

Food Hygiene and Safety. Score 5

Stock control had greatly improved with products being labelled on receipt not just when opened for use. The day dot system was working well. The food storage areas were generally much cleaner. Freezer stock in process of being reduced to aid stock control/rotation.

Wash hand basins were well stocked with soap and paper towels, staff had been retrained on good hand wash technique and a poster demonstrating this was displayed above the basins. Wash hand basins in regular use.

Structure and cleaning Score 10

The standard of cleaning had been improved and maintenance issues are being dealt with more swiftly. Some issues identified with high level cleaning/ taps to hand wash basin/fly screens and external bins store.

A new cleaning rota had been introduced and staff retrained. Daily checks by the management team are now being carried out more thoroughly.

Management Score 5

The Food Safety Management has been reviewed and amended as found necessary. New record/ monitoring sheets are in use and appear to be working well.

1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

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:

- can opener not being cleaned between uses
- open tubs of icecream/sorbet in freezer
- underside of one tub of icecream/sorbet in direct contact with the contents of tub of icecream/sorbet beneath
- surface of open tub of sorbet contaminated with leaf of rocket.

Hand-washing

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

- the taps were dirty and staff not following good hand washing technique as displayed on the poster above the basins.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements;

- packet of mouldy root ginger in the walk in chiller
- packets of old fresh herbs not dated and of poor quality
- container of precooked carrot tops (contaminated with soil)
- container of precooked large whole carrots (contaminated with soil)

Poor Practices

Observation I was pleased to see that prepared foods in the walk in chiller were properly covered and labelled with good separation between raw and ready to eat foods

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Improvements are needed in hand and/or equipment washing facilities. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- floor under equipment
- walls behind equipment and above preparation benches
- extraction canopy and filters
- stove tops/ griddles/rational ovens/hot cabinets
- internal surfaces of free standing fridges
- hand contact surfaces including plugs and sockets, door handles

It was clearly evident that the cleaning schedule was either not detailed enough or had not been followed for some time.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean. Ensure that all staff responsible for cleaning know how to clean, what to use to clean to the standard you expect, and how often the item has to be cleaned.

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:

- Fridge internal surfaces and door seals
- can opener
- griddle (carbonised deposits)

Maintenance

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

- Hand wash basins slow to drain
- 'Rational ovens' leaking
- many dripping taps to sinks

Pest Control

Contravention The fly screen to the open window in the 'breakfast area' was broken and dirty allowing pests access to the premises. The fly screen frame must be refixed/repaired and cleaned to prevent access:

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Food Hazard Identification and Control

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

- Cleaning and sanitation are poor
- Maintenance is poor (many pieces of redundant equipment including serving dishes, wooden boards hot plate/ovens cluttering the kitchen)

Contravention Your Food safety management (FSM) system is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points

critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- cleaning schedule
- staff training

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- cleaning schedule requires review and updating to cover all parts of the structure fixtures and fittings and equipment with in the catering operation.

Training

Contravention The following evidence indicated there was a staff training need:

- the cleaning schedule was not being followed
- hand was technique not being followed
- stock control system not being followed