

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	The Oaks- Brewers Fayre And Norwich Airport Premier Inn
Address of food business:	The Oaks Delft Way Norwich NR6 6BB
Date of inspection:	24/04/2018
Risk rating reference:	18/00631/FOOD
Premises reference:	06/00282/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Main Kitchen, Storeroom, Front of house, Servery
Records examined:	FSMS, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Large restaurant/public house. Part of a national chain

### **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.

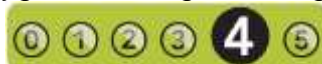
## FOOD SAFETY

### 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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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 cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- uncovered foods were found within upright fridge's

**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 hand washing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

**Observation** Contamination risks were generally controlled very well

### Hand-washing

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

- no soap or means to dry hands to one of the wash hand basins behind the bar

### 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:

- base of door thresholds where they meet the floor in rear corridor and main kitchen
- light switch in dry store
- feet and wheels to moveable equipment in main kitchen
- wall/floor joints in rear corridor
- walls near large sink in wash up area to main kitchen.
- internal surface to base of upright fridge in main kitchen
- high level cleaning in dry store as cobwebs were seen. There was also a large live spider in the cobweb.
- dust to shelving in bar area
- on top of fire extinguishers in main kitchen
- rear of large upright fridge. There appeared to be a missing access panel exposing the internal surface of the fridge to generally kitchen dirt.

### Cleaning of Equipment and Food Contact Surfaces

**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.

### Maintenance

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

- damage plinth to built under fridge door behind the main bar.
- water was pooling under and around the rational oven and pasta boiler in main kitchen. I was informed this was due to a faulty pipe connection behind the oven. The pooled water was also creating the risk of slipping. You need to urgently attend to this faulty pipe. Can you please contact me with an intended action/timescale to attend to this.
- leaking water to area around wash up sink in main kitchen. I was informed it was due to a poor silicone seal to the wall. Again, this is creating a slip hazard to staff, visitors and contractors.
- damaged/bent piping to water supply in main wash up area

### **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 records are appropriate and generally maintained. 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** 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 fridge's 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** The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- items/equipment were found damaged and in disrepair in the main kitchen. According to your written food safety management system equipment should be maintained and repaired. This would appear not to be followed as equipment was found to be faulty with no record of an intended date or action to remedy or

repair these items.

#### 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** You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

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

**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.

### **HEALTH, SAFETY AND WELFARE**

#### Uncontrolled Hazards

The following hazards had not been controlled and were of immediate concern.

#### **(Contravention):**

- risk of staff slipping in main kitchen due to water leakage from faulty equipment.