



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Red Lion
Address of food business:	Red Lion Public House 79 Bishopgate Norwich NR1 4AA
Date of inspection:	14/05/2018
Risk rating reference:	18/00676/FOOD
Premises reference:	12/00188/FD_HS
Type of premises:	Public House with catering
Areas inspected:	Main Kitchen, Storeroom, Yard
Records examined:	SFBB, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub restaurant

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 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:

- use of bar mats to stabilise cutting boards
- clean the container used for holding the temperature probes

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

Observation Contamination risks were controlled.

Observation I was pleased to see you had colour coded equipment for handling for raw and cooked food

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.

Recommendation Write the critical temperature limits on your record sheets

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:

- grease to the sides of the chip fryer and between nearby equipment
- filters and grease traps were very greasy. Increase the frequency of cleaning
- the fly screen to the window was greasy
- grouting between tiles was discoloured and had been poorly applied

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.

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from the room where the pizza oven is housed, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

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:

- toaster
- some fridge door seals were split and were dirt traps

Maintenance

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

- there were holes in the kitchen floor. The laying of a new floor had been delayed

Recommendation The kitchen structure was tired and the kitchen in need of refurbishment. Walls were yellow with age and discolouration.

Pest Control

Contravention Repair the hole in the bottom rail of the door serving the external store to prevent entry of rodents.

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)**

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. Tidy the pack, remove old records and clean the cover

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 were not wearing hats when your SFBB said they should. Amend the pack to reflect what you do in practice

Contravention The following sections in your SFBB pack were missing:

- the four-weekly reviews

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.

Allergens

Contravention You have not warned your customers about the potential for cross-contamination with allergens. Add a warning note to your allergen poster.

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

Matters of evident concern

Contravention The following matters were of immediate concern:

- old bulbs had been removed from the chest freezers exposing live terminals.
Replace the bulbs