



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Brook Hotel
Address of food business:	The Brook Hotel 2 Barnard Road Norwich NR5 9JB
Date of inspection:	30/05/2018
Risk rating reference:	18/00697/FOOD
Premises reference:	02060/0002/1/000
Type of premises:	Hotel
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Cleaning schedule, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Hotel with full catering

**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
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Your Food Hygiene Rating is 1 - major improvement is necessary

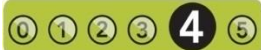


### **Food Hygiene Rating Re-Scoring Visit**

Date: 2nd August 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:

#### **1. Food Hygiene and Safety**

I was pleased to see that both wash hand basins were fully stocked with soap and paper towel and the whb near the entrance to the kitchen was back in regular use.

Contamination risks were controlled with new chopping boards, improved cleaning of the slicing machine and containers used to store utensils

The walk in chiller had an independent thermometer inside and this was used to monitor the air temperature of the unit and hence the food temperature.

## **2. Structure and Cleaning**

I was pleased to see that the standard of cleaning had greatly improved following the introduction of a new cleaning rota and the retraining of staff.

Maintenance issues had/were being addressed and due for completion soon.

## **3. Confidence in Management**

I was informed that the Safer Food Better Business pack had been reviewed and staff retrained on those sections relevant to their job role. Ensure you record the date when this review took place and further reviews in the future and the date of the retraining of staff following this review. Ensure the pack is kept on the premises at all times.

## **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. 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:

- Broken fly screen- dead flies/ moths in uncovered tub of oil on windowsill below
- Colour coded boards badly scored and stored on a dirty shelf
- Utensils stored in dirty containers
- slicing machine not being cleaned properly- build up of food debris
- filthy can opener
- single cling-film dispenser used for both raw and ready to eat foods

### **Hand-washing**

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

- One hand basin near entrance to kitchen was not in use due to leaking pipes
- 2nd hand basin near vegetable preparation area had no soap in dispenser
- Staff observed using sink in pot wash and washing up liquid to wash hands

### **Personal Hygiene**

**Contravention** The wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically :

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food.

### **Temperature Control**

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- The walk in chiller had no thermometer (built in or independent)
- No food temperature monitoring being carried out/recorded

**Recommendation** The use of an ♦equivalent food temperature♦ such as a food safe fridge thermometer, is and easy ways of ensuring your checks of temperature of refrigerators is accurate

### 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; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- tuna mayonnaise dated Monday
- salad leaves not dated with date of receipt/no day dot applied going yellow
- frozen smoked chicken breast with use-by-date of 29.01.2018 (no indication as to when frozen)
- part used packet of smoked chicken breast with a use-by-date of 07.04.2018 found in service fridge

### Poor Practices

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- staff not seen using the hand wash basins

## **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:

- deep clean of high level surfaces such as walls, ceiling, ventilation grills throughout the kitchen
- filters and their fixings in the extraction system
- deep clean of low level surfaces under shelves, benches, cookers i.e under hard to move equipment

- grills to vents of the fridge's and rational oven
- pipework and floor behind cooking range
- racking systems in pot wash area
- music centre on shelf in preparation area

**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** All redundant equipment be removed from the kitchen to facilitate cleaning (such as the 'Eco lab' dispensers that are still on the wall and the broken 'robochef' in the preparation area) and monitoring for signs of pests.

### 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:

- equipment such as magimix/ robochef,
- broken food grater
- badly scored chopping boards

### Cleaning Chemicals / Materials / Equipment and Methods

**Guidance** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**Recommendation** I recommend that items such as mops, buckets and brooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised. (Dirty dust pan and brush in pot wash area)

### Maintenance

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

- wall tiles chipped and broken (few in main cook area, several in pot wash area near sink)
- fly screen at openable window hanging loose
- radio/music centre in preparation area
- racking system in dry goods store room leaning at an angle

### Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- the fly screen at the open window was broken

### Pest Control

**Contravention** The fly screen at the openable window in the preparation area was broken allowing pests access to the premises. The netting or frame must be adapted to prevent access: (uncovered pot of oil on windowsill beneath fly screen contained bodies of several flying insects)

## **3. Confidence in Management**

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. You have a varying track record. 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
- stock rotation is poor

**Contravention** The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- you are not monitoring the temperature of foods in chilled storage, on completion of cook or reheating

### Proving Your Arrangements are Working Well

**Contravention** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The daily diary and or four-weekly reviews
- The cleaning schedule
- Your Suppliers and/or Contacts lists
- 'Prove it' records
- Suppliers list

## Traceability

**Contravention** Foods that had passed the use-by-date applied by the manufacturer were being accepted from a supplier. You must check the delivery at the time of receipt to ensure that all foods are in date and there is sufficient date for your purposes to ensure it is safe to eat. Foods with a use-by date support the growth of bacteria and it is illegal to sell or use foods beyond this date.

**Recommendation** To improve traceability of foods such as salad leaves garnishes which have no dates provided by the packer should be dated on receipt.

## Training

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

- the premises were dirty
- foods were not being labelled (containers of sauces not labelled once opened or made, unwashed salad leaves on receipt from supplier)

## Allergens

**Contravention** You have not yet identified the allergens present in the food you prepare.:

**Contravention** You have not properly informed your customers about the presence of allergens in the food you prepare.:

**Contravention** You have not warned your customers about the potential for cross-contamination with 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. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Observation** You claimed to have allergen information available but could not find it at the time of the inspection