



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:	28/11/2018
Risk rating reference:	18/01041/FOOD
Premises reference:	11/00346/FD_HS
Type of premises:	Hotel
Areas inspected:	Main Kitchen
Records examined:	FSMS, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	hotel with full catering including function rooms

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 cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects::

- The ice machine was dirty

Contravention The following exposed ready-to-eat food to the risk of cross-contamination with E.coli 0157 or other pathogenic bacteria::

- Ice in the ice machine

Hand-washing

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

Unfit food

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- Packets of herbs/salad leaves in the walk in chiller were going brown

Recommendation That you apply date of receipt to all incoming fruit and vegetables, to aid stock rotation in the walk in chiller which will enable you to minimise wastage by monitoring turn over more closely.

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:

- Under bench mounted equipment (microwaves etc).
- The old hot plates/griddle and oven equipment which is due to be replaced

Observation It was noted that these old pieces of equipment are due to be replaced before Christmas. Never-the-less they should still be kept clean and remain on the cleaning rota until finally replaced.

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:

- The can opener.

Recommendation you review your signing off procedure at the end of the day to ensure that the kitchen has been left in a clean condition at the end of the shift. It was evident that some of the debris seen was from the previous evening shift.

Observation I was pleased to see a marked improvement in the standard of cleaning throughout the kitchen.

Maintenance

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

- The broken, ill fitting ceiling tiles for the breakfast area and the pot wash area
- The paint work to the walk-in chiller door

Observation I was pleased to see that the outstanding maintenance items were programmed for replacement/re-decoration before Christmas.

Pest Control

Observation I was pleased to see that premises was proofed against the entry of pests and that pest control procedures were in place.

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

You have a company food safety policy that has been reviewed since the previous inspection. Additional monitoring and check sheets have been introduced and appear to be working well.

Observation It was noted that you have introduced monthly audits carried out by the management team

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

Observation You had identified the presence of allergens in dishes on your menu and had brought this to the attention of your customers.

Observation You are using a computerised system which is kept up to date with information from suppliers for all products used in the business and this information can be easily accessed and the relevant information given to customers on request.