



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Georgian Townhouse
Address of food business:	30 - 34 Unthank Road Norwich NR2 2RB
Date of inspection:	04/04/2019
Risk rating reference:	19/00325/FOOD
Premises reference:	14/00208/FD_HS
Type of premises:	Hotel
Areas inspected:	External store, Main Kitchen, Cellar, Yard
Records examined:	FSMS, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	pub with full catering and accommodation

**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 2 - improvement is necessary



### 1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

#### Contamination risks

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- One container on top of another open container of food in service fridges
- Dirty badly scored chopping boards
- Uncovered foods in service fridges and freezers
- Roles of cling film 'stored' between wall and raw meat fridge
- Loose plastic film left on ice machine
- Partially cooked burger stored on top of raw burgers

**Observation:** All foods in the walk in chiller were found to be properly segregated and clearly labelled

#### Hand-washing

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

- Wash hand basins and taps were dirty

#### Personal Hygiene

**Observation** I was pleased to see food handlers wearing clean protective overclothing

#### Temperature Control

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

- Cold foods were being stored above 8°C in the walk in chiller
- No records for monitoring cook temperature of high risk foods prepared using sous vide

## **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. There is evidence of pest activity. 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 items were dirty and require more frequent and thorough cleaning:

- Floor wall junctions
- Around equipment feet
- Behind and under equipment (including pipework)
- Extraction canopy
- Grills to fresh air inlets and ducting
- High level cleaning
- Ceiling throughout kitchen
- Hand contact surfaces such as light switches and door handles
- Wash hand basin
- External store room
- Woodwork (architraves and doors)
- Glass wash area

- Cellar

**Contravention** The following items could not be effectively cleaned and must be covered or made non-absorbent:

- Damaged walls behind/above the food preparation surfaces throughout kitchen

#### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- Fridge and freezer seals
- Hand contact surfaces
- Chopping boards
- Ice machine
- Deep fat fryer
- Oven
- Larder style freezers require defrosting
- External surfaces of the bins in the kitchen

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods and had separate areas within the kitchen where preparation is carried out.

#### Maintenance

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

- Floor surfaces
- Peeling/chipped paint to wall surfaces
- Perished plaster/ peeling paint to walls in stairwell to cellar and in external store
- Loose coving at wall floor junction kitchen
- Handle/catch to door to walk in fridge was broken causing door to fail to remain closed
- Broken seals to fridges and freezers
- Water leak through kitchen ceiling (suspect problem with the flat roof above)
- Broken/ missing catch to door to external store.

**Observation** It was noted that building work is due to commence within the next 2 weeks and most if not all of these maintenance items will be addressed then. The inspector was disappointed to note that these works had been awaiting improvement for some considerable time.

#### Pest Control

**Contravention** There is evidence of pest activity on the premises:

- Bar flies indicating poor cleaning notably in the glass wash area

**Contravention** The external store where food and equipment is stored was not pest

proof

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### **Food Hazard Identification and Control**

**Contravention** The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- Cleaning and sanitation are poor
- Maintenance is poor

#### **Proving Your Arrangements are Working Well**

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- Maintenance recording and follow up action
- Cleaning schedule (what, when, how and by whom)

#### **Training**

**Contravention** The following evidence indicates there is a staff training need as food handlers:

- Were using poor food storage practices
- Some foods in service fridges were not dated (stock control)
- Were not completing records for sous vide
- Were not cleaning properly

#### **Allergens**

**Legal Requirement** Food manufacturers must label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

**Recommendation** Add allergy information to your menu

## **Health and Safety**

Duct cleaning works: It was noted that the professional clean of the extraction ducting was not completed in January 2019 due to access problems.