



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:	02/05/2019
Risk rating reference:	19/00396/FOOD
Premises reference:	02060/0002/1/000
Type of premises:	Hotel
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	hotel with full catering for guests and functions

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 3 - a generally satisfactory standard



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)

Cross contamination

Contravention The following exposed food to the general risk of physical contamination with dirt or foreign objects:

- broken/ utensils found such as grater, sieve, plastic spoon, wire spoon, wicker basket.
- uncovered containers of food (flour/oats) in the dried goods store

Hand-washing

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

- wash hand basins were dirty
- dirty taps indicate that staff are not following good hand washing technique

Guidance Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands

Poor Practices

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

- loose rolls of cling-film laid on bench surfaces

Recommendation. Keep opened sacks of flour in an easy to clean lidded container, provide easy to clean dispensers for the rolls of cling-film and clearly identify their use for either raw or ready to eat foods to minimise the risk of cross contamination.

Unfit Food/Stock Control

Observation I was pleased to see that you have introduced a date and labelling system that clearly identifies the food, the production date and the use by date (day of production +2). Any foods which form part of a batch and have been frozen for later use are also clearly labelled.

Temperature Control

Observation I was pleased to see that you regularly monitor and record the temperature of food in chilled storage, on completion of cook and on reheating. You regularly calibrate the probe thermometer and record your findings.

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 items were dirty and require more frequent and thorough cleaning:

- equipment feet/wheels
- extraction canopy filters and their housing
- high level cleaning, particularly of fresh air ceiling vents
- ceiling
- hand contact surfaces such as light switches and door handles, taps
- mastic joints behind sinks/wash hand basins
- wash hand basins
- flooring in/under carvery/buffet display counters
- hot cabinets
- racking used for collection of dirty dishes pots and pans

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

- walls pitted /cracked tiles
- chipped dented wooden architraves to doorways
- no grouting to tiles on pillar

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:

- microwave oven
- cling film dispenser
- chopping boards badly scored distorted due to heat

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The cleaning equipment was dirty. Ensure that mop and brush heads are regularly cleaned/replaced to prevent dirt being spread around the kitchen

Maintenance

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

- broken, chipped or missing tiles
- worn or peeling paint
- sealant to sinks whb
- ceiling tiles
- wall panels above walk in fridge loose/illfitting
- broken fly screen to window
- floor to walk in freezer badly worn and rusty
- broken handle to microwave oven
- broken handle to gas cooker

Facilities and Structural provision

Observation light fittings were being replaced with LED units

Pest Control

Observation I was pleased to note that there are currently no pest problems

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. 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::

- maintenance is poor
- staff hygiene and training is inadequate

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- maintenance
- contamination
- personal hygiene / handwashing

Recommendation Devise a cleaning schedule to cover all areas of the kitchen and major pieces of equipment train staff and ensure that the cleaning is done to the standard expected

Introduce a system to check that procedures are being followed.

Observation the premises were in the process of a deep clean.

Training

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

- staff were not cleaning properly

Allergens

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.