



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Holiday Inn Norwich North
Address of food business:	Holiday Inn Amsterdam Way Norwich NR6 6JA
Date of inspection:	29/08/2019
Risk rating reference:	19/00639/FOOD
Premises reference:	00400/4000/0/000
Type of premises:	Hotel
Areas inspected:	Main Kitchen, Storeroom, Cellar
Records examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hotel

**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 3 - a generally satisfactory standard



### Food Hygiene Rating Re-Scoring Visit

Date: 21<sup>st</sup> January 2020

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 3 – a generally satisfactory standard



**Observation** I was pleased to see that some of the contraventions had been addressed

- soap was available at the wash hand basins
- the extraction canopy had been cleaned and new filters had been fitted
- the table top salad fridge had been serviced

**Contravention** the following items require attention

- flooring behind and underneath equipment
- shelf behind the water heater
- seals to fridge numbered 3

- handle to microwave
- electric cables next to the fruit juice machine
- lid to cool box in walk-in fridge
- trays to degreaser and sanitiser dispensers
- protective film on fridge numbered 6 needs removing
- cutlery tray split
- loose coving to floor/wall junctions
- indicator to hot tap to wash hand basin
- flooring badly damaged needs repairing or replacing
- tiles missing to ceiling in cellar

## **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

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

**Observation** I was pleased to see disposable aprons were available for use when preparing raw foods i.e meat

**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

### Hand-washing

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

- there was no soap to the wash hand basin behind the bar

**Recommendation** keep a waste bin near the wash-hand basins

### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high.

## Temperature Control

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

- prepared food i.e salad temperature was reading 11.2°C in the table top fridge

**Legal requirement** The cold chain is not to be interrupted. However, limited periods outside temperature control are permitted, to accommodate the practicalities of handling during preparation, transport, storage, display and service of food, provided that it does not result in a risk to health.

**Legal Requirement** If you rely on selling cold food (displayed over 8 °C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed

## **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:

- floor wall junctions
- around equipment feet
- flooring behind and under equipment
- flooring under dishwasher
- high areas above fridge numbered 12
- shelf behind water heater
- ceiling around vents
- flooring near water heaters
- bottom of door to cellar

**Recommendation** remove protective film from rear of stainless steel cupboard used as a desk

### Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals
- seals to fridge numbered 3
- handle to ice cream freezer
- interior to microwave
- handle to microwave
- door and around nozzle to purgal fridge
- side and legs to purgal fridge
- filters to extraction canopy
- water tray to water heater
- front to bins
- nozzle area to fruit-juice machine
- electric cables to plugs next to fruit juice machine
- underneath hot tap to wash hand basin near fruit juice machine
- pipe work to wash hand basin
- interior to cutlery trays
- underneath tap to water heater
- around top to containers storing onions
- interior bottom to grey food storage containers in the walk-in fridge
- interior to clear food containers in the walk-in fridge
- handle to walk-in fridge
- blade to table top can opener
- drip trays to Rational ovens
- plastic strip curtain to cellar
- underneath coffee machine in bar
- runners to doors to drinks fridge in bar

#### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

#### Maintenance

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

- loose coving at wall floor junction
- indicator to hot tap missing to wash hand basin
- split seals to ice cream chest freezer
- handle missing to fridge numbered 5
- flooring damaged
- pooled water seen to floor in front of fridge numbered 6
- green board was badly scored and needs replacing
- hole to ceiling
- holes to wall
- tiles missing to ceiling in cellar

- lemon board in bar badly scored and needs replacing

#### Facilities and Structural provision

**Observation** I was pleased to see that adequate facilities had been provided.

#### Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

### **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. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### Type of Food Safety Management System Required

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

#### 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
- Maintenance is poor
- Staff hygiene and training is inadequate

## Proving Your Arrangements are Working Well

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

- you were not working to your cleaning schedule

## Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

## Training

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

- standards of cleaning was poor
- food handler was unaware of the 30 second contact time of sanitiser

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

## Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

## Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.