

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	St Giles House Hotel
Address of food business:	St Giles House 41 - 45 St Giles Street Norwich NR2 1JR
Date of inspection:	09/09/2019
Risk rating reference:	19/00658/FOOD
Premises reference:	14/00235/FD_HS
Type of premises:	Hotel
Areas inspected:	Main Kitchen
Records examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report
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 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 ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- magnetic wall knife strip is located directly above the wash hand basin and could become contaminated from splashing, and thus contaminate food. Relocate this.
- no date markings were being applied to products when opened, such as sundried tomatoes, cured meats and fresh clotted cream. Some products had been open longer than the time that they should have been kept for. Be careful to buy products in quantities that they will be used quickly, the clotted cream was a large container and unlikely to be used within its date marking
- a few open dry goods were seen. It is recommended that you secure bags closed or decant into containers.)
- tray shell eggs were stored above ready to eat foods like cream. Please store

below and not next to ready to eat foods.

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Legal Requirement** Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats or aprons for visitors

**Recommendation** Please retain outer packaging so you can identify product origin and use by dates.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued new guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough hand washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

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

**Observation** I was pleased to see you have colour coded boards and a rack. You are going to identify a separate surface for raw meat.

### Hand-washing

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

**Information** View the video on good handwashing technique at <https://www.youtube.com/watch?v=Vylx2K2vhKI>

**Guidance** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

**Recommendation** After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands.

**Observation** I was pleased to see hand washing was well managed.

**Recommendation** That you move the stickers, soap and towel dispensers from where the old wash basin was located so closer to the new one.

### Personal Hygiene

**Legal Requirement** You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

**Recommendation** To further improve personal hygiene I suggest:

- hats be worn.

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

### Temperature Control

**Legal Requirement** Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible following the heat-processing stage, to a temperature which does not result in a risk to health.

**Information** All food products should be stored in accordance with the manufacturer instructions.

**Recommendation** You can place a food mimic in your fridges. These can be probed to get a more realistic idea of the actual temperature of the foods in the fridge (some businesses use a lemon/ block of lard).

**Recommendation** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75 degrees C for 30 seconds or an equivalent time/temperature combination (e.g. 80 degrees C for 10 seconds).

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures. You had adequate monitoring equipment that is calibrated. You maintain good records.

Most food is cooked to order, with minimal reheating. You were aware of good cooling techniques.

### Unfit food

**Contravention** The following food was unfit (and was destroyed in my presence) because it was past its use by date:

- chorizo slices been frozen with a use by 3.9.19. This was now past. It is an offence to use a product passed its use by date. If you need to freeze you must apply additional dates of date frozen, and date defrosted.

**Information** High risk items bear a use by date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is rice which should not be kept longer than 24 hours)

### 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:

- ensure your date coding system is clear, and that one system is used. Evidence showed some products labelled with date made, others date to dispose of.
- a large goats cheese, with a best before date of 20.7.19 was found. This had either been supplied near the end of date, or had been unused. Aim to use items quickly, and within date.

**Guidance** It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

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

- missing indicators to tap tops to sink taps.

**Information** A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

**Information** CORRECT DILUTION: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

**Information** Disinfectant: is a chemical that kills bacteria.

**Information** Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

**Observation** The kitchen had been well maintained and the standard of cleaning was good.

**Observation** At the time of this visit the first floor kitchen was not in use. A brief look suggested that it is structurally in good condition.

#### Cleaning of Equipment and Food Contact Surfaces

**Information** Please refer to [www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance](http://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance)

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

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

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- your sanitiser Relay appeared to meet the recommended British Standard. However the contact time was not available, and staff were unaware. Please identify and follow this.
- it was identified that the Relay product had not been diluted correctly. Ensure key staff know how to do this.
- another product Slave was also used. The dilution was unclear. Please confirm.

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label. It is recommended you use one product only, that all staff have been trained to use correctly.

**Information** You must ensure that the sanitisers you use are effective against bacteria. Ensure hat they meet the following standards BS EN 1276:1997 and 13697:2001.

**Guidance** Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

**Recommendation** Use disposable paper wipes for cleaning and for mopping up spillages.

### Maintenance

**Observation** You are maintaining the premises in good condition.

### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

**Observation** You have a dishwasher.

### Pest Control

**Legal Requirement** The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

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

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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

**Contravention** Your current Food Safety Management System requires review to ensure it reflects what is occurring in the current business as there have been changes to staff, ownership and foods offered. Key staff must be involved in its preparation, review and monitoring. Also ensure relevant staff are trained in this. You could use the Safer Food Better Business pack for caterers, with your additional monitoring records.

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.

- Keep appropriate records to demonstrate control measures are effective.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

**Observation** You were generally 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** You have not identified these food hazards or the methods of control at critical points in your operation:

- your documentation does not mention the length of time to keep perishable foods although the chef was aware and using acceptable times.
- you were freezing food bearing a use by with no additional date codes
- you were not dating food when opened for use.

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

- date coding.

### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.



## Waste Food and other Refuse

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

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

## Training

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

**Legal Requirement** Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Information** There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512 . Some staff had not yet undertaken training.

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Observation** I was pleased to see that food handlers had been formally trained to an appropriate level and evidence of their training was made available. However better training is required with regard to chemicals as mentioned.

## Infection Control / Sickness / Exclusion Policy

**Guidance** Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

## 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)

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

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

**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.