



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:	18/09/2019
Risk rating reference:	19/00676/FOOD
Premises reference:	14/00208/FD_HS
Type of premises:	Hotel
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hotel/pub with full catering

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)

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:

- damaged equipment is in use that could shed broken particles (whisk/tongs/perished insulation to pipes in external bar area)
- uncovered food in freezers and fridges (bread rolls, tubs of ice cream, items in fish service fridge)
- lid to flour bin missing
- ice machines dirty
- damaged insulation to pipes above ice-well in external bar
- coat hanging on fire extinguisher in kitchen

- badly scored/worn chopping boards used throughout the kitchen and bars

Hand-washing

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

- wash hand basins were dirty
- no soap or paper towel at hand basin in main bar

Personal Hygiene

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

I was pleased to note that all food handling staff were wearing suitable clean work wear and aprons.

Recommendation To further improve personal hygiene I suggest:

- you consider the risk of hair contaminating food and introduce a policy on using hats or hair nets.

Temperature Control

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

- Sous vide chicken was found to be at 9.7°C in the walk in chiller

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- records for the cooking of food in the water bath (sous vide) are not being kept

There was no evidence that the safe procedure for the production of sous vide meats, contained in the food safety management system, was being followed.

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:

- prepared sous vide foods were not being held below 3°C

Recommended good practice vacuum packed meats should be stored between 3-5°C

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
- behind and under equipment
- extraction canopy
- high level cleaning (notably in the external store rooms)
- walls particularly behind food preparation surfaces (under grill)
- hand contact surfaces such as taps light switches and door handles
- wash hand basins
- cellar
- external food store
- wash up area
- underside of soap and hand sanitiser dispensers

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

- unsealed wooden structures (doors to external stores, external bar counter former door in external bar)
- wooden panelling in external bar
- painted wall behind the food preparation surface
- shelving in breakfast cereal storage area
- shelving where crockery is stored

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals (including chest freezer in external beer store)
- internal surfaces of fridges and freezers
- microwave oven
- can opener
- chopping boards (also badly scored)
- ice machines
- hot water still (limescale build up)

Maintenance

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

- wall surfaces in external bar and store rooms
- wall surface beneath/behind grill in kitchen

- loose floor boards front of house
- splits, open joins or holes in flooring
- broken door to cupboard
- cellar floor
- walls and woodwork in external bar
- uncapped drain in external storeroom

Pest Control

Contravention There is evidence of pest activity on the premises:

- bar flies indicating poor cleaning in the main bar area

Contravention The external bar area is not pest proof. A former wooden door has open sections and the shutters at the front are open jointed planks of wood. Provide a pest proof enclosure to this 'food room'

3. Confidence in Management

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

Observation It is understood that the Food Safety Management System is under review. The current generic system needs to be tailored to this particular establishment and staff need to be trained on those parts that are relevant to their job role.

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

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- no records are kept for foods initially cooked using sous vide stored, chilled, and reheated at point of service.

Whilst it is accepted that your procedure involves the initial cooking of meat in the water bath and then (after chilling for up to 5 days) reheating in a pan/oven/grill, no records are kept to verify that the procedure has been followed and the food is safe to eat.

There were no records for the chilling down of the sous vide products nor a method statement seen. Products in the chiller were above 8°C.

Proving Your Arrangements are Working Well

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

- daily records (there were gaps in your records)
- temperature records for all stages of production of 'sous vide' foods; temperature of water bath, temp of product being placed in water bath, time taken for water bath to achieve required temperature (at least 2.5°C above cook temperature is recommended), time food achieves the required 'cook' temperature, time left in water bath to complete the cook, time taken to reduce temperature to at or below 5°C until reheating and held at 70°C for 2 minutes before serving.
- temperature records for all batch cooked high risk products
- staff training records

Traceability

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

Contravention A tray of pork pies were found in the walk in chiller not labelled/dated. (A label with information from the manufacturer as to ingredients and allergen content was attached.)

Information The outer packaging of such products should contain the batch number the date of production/best before date. Transfer this information to you own stock control labels.

Observation I was pleased to see that you have a good stock control system in place

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 indicates there is a staff training need as food handlers:

- were not cleaning properly

Health and Safety

Matters of evident concern:

The following matters were found to require your attention:

- loose hand rail to cellar stairs
- uneven floor in cellar posing a trip hazard
- gas cylinders not chained

- loose floor boards 'front of house'.