



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Coach & Horses
Address of food business:	Coach And Horses 82 Thorpe Road Norwich NR1 1BA
Date of inspection:	03/10/2019
Risk rating reference:	19/00708/FOOD
Premises reference:	16900/0082/1/000
Type of premises:	Public House/Bar
Areas inspected:	Main Kitchen, Storeroom, Cellar, Front of house, Other
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub with 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
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Your Food Hygiene Rating is 5 - a very 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** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods. Lids to storage containers used for raw meat and raw fish are not discernable from those used for ready to eat foods.

You have colour coded the containers but not the lids. As you do not have a commercial dishwasher it is important that you clearly identify which lids are to be used for raw meat /fish containers and ensure that these are washed separately.

#### Hand-washing

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

## Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high. Disposable aprons are provided for use when preparing raw meats.

## Temperature Control

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

- open foods were not being stored at the temperature directed by the manufacturer (e.g bottle of soy sauce stored at ambient but manufacturer states once opened store in a fridge)

**Observation** I was pleased to note that the fridges and freezers were all provided with independent thermometers and appeared to be holding food at the correct temperatures. You have a probe thermometer and sanitising wipes available for checking the core temperature of cooked foods.

## Unfit food

**Recommendation** You currently 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 revise your labels on burgers that have been previously frozen to give a maximum 3 day shelf life i.e 2 days after the defrosting rather than the 5 currently given. You should aim to use a previously frozen potentially high risk food as swiftly as possible.

## **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/ equipment

**Contravention** The following items were dirty and require more frequent and thorough cleaning:

- around equipment feet
- high level cleaning (mesh screen to sky light, cobwebs and dust to pipework in kitchen)
- hand contact surfaces such as light switches and door handles
- pipes near cookers
- flooring and shelves in dried goods store
- small freezer on top of ice machine
- high level cleaning in brewery

**Observation** General house keeping in the brewery areas needs improving  
Maintenance

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

- missing corner strip to walling by ice machine
- gaps to wall covering around doorway and to skirting in lobby (ice machine area)
- fridge in brewery (rusty)
- damaged white rock walling in kitchen
- damaged wall in brewery near door
- flaking/blistered paint to ceiling in brewery (hops dispensing area)
- condensation mould to walls in brewery

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

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### Proving Your Arrangements are Working Well

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

- cleaning schedule

You have devised your own cleaning schedule which is displayed in the kitchen which generally works well. Some areas such as in the lobby and the store room need to be given more attention

It is understood that the brewery have their own documentation which is currently being reviewed/updated following it recently getting wet.

#### Allergens

**Contravention** You are failing to manage allergens properly:

- You have not identified the allergens present in some of the food you prepare

**Observation** Allergen matrix charts need further review following the recent menu changes. Not all dishes on the menu were found on the allergen matrix charts. I am confident that the staff in the kitchen are aware of the allergens present in the menu items This needs to be written down.

