



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |   |
|----------------------------------|---|
| Name of business:                | Mercure Norwich   |
| Address of food business:        | 121 - 131 Boundary Road Norwich NR3 2BA   |
| Date of inspection:              | 26/08/2021  |
| Risk rating reference:           | 21/00205/FOOD   |
| Premises reference:              | 11/00346/FD_HS  |
| Type of premises:                | Hotel   |
| Areas inspected:                 | Main Kitchen, External Store, Basement, Dry Store, Storeroom                        |
| Records examined:                | FSMS, Cleaning Schedule, Training Certificates/records, Temperature Control Records |
| Details of samples procured:     | None  |
| Summary of action taken:         | Informal  |
| General description of business: | Hotel with function suites  |

**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 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

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

**Contravention** A pair of scissors which were partially covered in cling film/sticky tape posed a risk of contamination and could not be effectively cleaned. These were disposed of in my presence.

### 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.

### Temperature Control

**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.

## **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 were dirty and require more frequent and thorough cleaning::

- behind and under fixed equipment (sinks)
- Flooring and pipework beneath the rational ovens

**Observation** The kitchen had been well maintained and the standard of cleaning was generally found to be exceptionally high.

#### Cleaning of Equipment and Food Contact Surfaces

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

- can opener

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

**Observation** I was pleased to see that the premises was kept clean and 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::

- taps serving several sinks in the kitchen were constantly dripping

#### Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

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

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

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

#### Type of Food Safety Management System Required

**Observation** Your food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**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 as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

**Observation** It was noted that the hotel owners have employed a management company to provide a documented food safety management system, staff training guidance and support. The new system appears to be working well.

#### Food Hazard Identification and Control

**Observation** Food hazards have been identified and control measures put in place at all stages of storage and production.

#### 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

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available. Refresher training on a pre selected topic is given as part of regular staff meetings.

#### Allergens

**Observation** You had clearly shown the presence of allergens in your food on your menu.