



## Public Protection (food & safety)

### Food Premises Inspection Report

Name of business:	Maids Head Hotel
Address of food business:	Maids Head Hotel 20 Tombland Norwich NR3 1LB
Date of inspection:	15/08/2022
Risk rating reference:	22/00438/FOOD
Premises reference:	14/00200/FD_HS
Type of premises:	Hotel
Areas inspected:	All
Records examined:	Cleaning Schedule, SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hotel 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	<b>10</b>	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	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:

- splash water from hand washing could contaminate clean crockery stored too near the wash hand basin
- uncovered foods stored in walk-in fridge
- uncovered foods stored in walk-in freezer
- open foods stored in storeroom. Once opened foods should be decanted into clean lidded containers
- cloths were being used to cover foods
- cling film hanging from shelf in fridge

- scoops stored in food
- vac packers used for raw and ready-to-eat foods were being stored too close together in the upstairs kitchen

**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.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued up to date guidance in summer 2019 on controlling E.coli 0157. Some aspects of this are relevant to you. This can be found to read at [www.food.gov.uk](http://www.food.gov.uk)

### Hand-washing

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

- bar of soap to bar wash hand basin was cracked and dirty

### Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- food handlers were wearing watches

### Unfit food

**Guidance** If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

### Poor Practices

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- stock control was unclear as some prepared foods were being stored for 3 days and some for 4 days

**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)

## **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:

- around equipment feet
- flooring behind and under equipment
- ceilings
- ceiling tiles
- floor/wall junctions
- wall tiles and grout
- pipework
- interior light cover to walk-in fridge
- back of door to dry store upstairs
- flooring in storeroom upstairs
- shelving behind bar sticky

### **Cleaning of Equipment and Food Contact Surfaces**

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

- food storage containers
- lids to food storage containers
- around nozzle area to Pergal fridge
- scoop stored in food storage container
- underneath towel dispensers
- shelving to plate rack
- trays stored on racking
- interior behind grill to 3 x door fridge
- interior to cutlery trays
- interior to microwave
- wheels to equipment
- legs to equipment
- rear door to upstairs storeroom
- shelving underneath hot lamps upstairs kitchen
- hazard sign

- interior to ice machine

### Maintenance

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

- top to freezer cabinet numbered 2
- lids to dried ingredients containers upstairs
- cutlery trays
- missing tiles to walls
- chipped paint to door architrave upstairs
- chipped paint to tray to Pergal milk fridge
- damage to flooring
- damage to bottom to wall
- wall to cellar

### 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. Your records are appropriate and generally maintained but some deficiencies were identified. 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

You had a Safer Food Better Business pack. However this had been filled in by the previous chef. You need to update and review your procedures

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

- cross-contamination

## Proving Your Arrangements are Working Well

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

- cleaning schedule
- cloths / cross contamination

## Traceability

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

## Fitness to Work

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

## Waste food and other refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

## Training

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

- standard of cleaning was poor

**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.

## Allergens in food

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