

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Brook Hotel
Address of food business:	The Brook Hotel 2 Barnard Road Norwich NR5 9JB
Date of inspection:	07/02/2023
Risk rating reference:	23/00132/FOOD
Premises reference:	02060/0002/1/000
Type of premises:	Hotel
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hotel now used for private accommodation.

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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

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::

- mops stored in Kitchen, and leant near clean articles
- staff coats and bags stored in Kitchen near clean articles
- very dirty metal shelving- generally used for dirty washing up, but which should still be incorporated in regular cleaning
- external cardboard boxes stored above and near ready to eat foods. These may be dirty and should therefore be removed wherever possible.
- cardboard box of raw eggs stood on work top directly next to a tray of cooked eggs

Guidance The FSA (visit www.food.gov.uk for more information) has issued 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
- * thorough 2-stage cleaning and the correct use of sanitisers
- * and by controlling the risks posed by soily vegetables.

Information You have a vac packer and meat slicer, but these are not in use.

Hand-washing

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

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

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::

- some staff were not wearing suitable protective clothing at all. Others were wearing partial and inadequate over clothing.
- new staff had started on the day of my visit and were preparing open ready to eat food, and had not been issued with any washable overclothes.

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

Guidance Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

Temperature Control

Information Please make yourself aware of the dangers posed by E.coli 0157 particularly to the young and the elderly. Infection with E.coli 0157 can be fatal or result in kidney failure requiring lifelong dialysis.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Guidance Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

Recommendation The core temperature of cooked and reheated foods should reach 75°C for 30 seconds or an equivalent time and temperature combination.

Recommendation That you record the cook/reheat temperatures of your main dishes cooked for your own due diligence.

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.

Unfit food

Information High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

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.

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 cooked 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::

- cooked chicken was seen, which had been cooked and date coded 5.2. However on the day of the inspection it had been relabelled 7.2 and use by 10.2. Items must not be relabelled in this way as it is misleading and results in a longer shelf life. Be clear on shelf life and labelling systems.
- some items such as raw chicken, marinading were un dated.
- rice is reheated but also kept for several days. (It would be recommended that reheating of rice does not take place.)
- chicken cooked 6.2 had been labelled 7.2. Items should be correctly labelled.

Recommendation If you continue to cool and reheat, I recommend you purchase a blast chiller.

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 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:

- walk in chiller door
- kitchen ceiling

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

Cleaning of Equipment and Food Contact Surfaces

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

- can opener underside
- walk in chiller fridge shelving mouldy underneath

Information Please refer to www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance

Cleaning Chemicals / Materials / Equipment and Methods

Guidance Even when using a surface sanitiser you should be following the TWO STAGE cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697.

Recommendation Store items such as mops, buckets and rooms in an area, room or cupboard separate from a food areas.

Observation I was pleased to see that the premises was kept generally 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::

- tiles are broken, holed, chipped un grouted or missing
- silicon sealant damaged to rear of wash hand basin

Facilities and Structural provision

Observation I was pleased to see that adequate facilities had been provided.

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.

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

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.

Contravention The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Although you had SFBB pack, staff were clearly not following this, or aware of how to use this. This should reflect the activities being undertaken. There were gaps in the daily diary when the breakfast chef was absent. Only opening checks had been carried out, and no closing checks. Staff need training in this, and it needs full implementation.

Observation Your SFBB/food safety management system was not in place and working well. I was not confident you had effective control over hazards to food.

Observation You were not date labelling perishable foods appropriately and could not demonstrate effective control over food spoilage organisms.

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::

- staff hygiene is inadequate-lack of washable over clothing
- staff training is inadequate-both in the formal sense, and also in the contents and use of the SFBB pack.

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 You are not working to the following safe methods in your SFBB pack/the systems that I was advised were occurring::

- 4-weekly checks
- chilling / chilled storage / display of chilled food
- Daily Diary
- food allergies
- personal hygiene / hand washing
- training records / supplier lists
- I was informed that no reheating was taking place of meals. This was not found to be the case. (cooked chicken pieces, and chicken curry and rice were seen.) Reheating can take place safely, but I am concerned that staff were reheating food, whilst the Manager thought this was not taking place. You should ensure

that your SFBB is reflective of what is occurring.(Reheating can take place safely if adequate controls are in place.)

Recommendation In addition you do not record when you calibrate your probe thermometer, which is recommended.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency 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.

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 an approved waste contractor.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- had not carried out formal training, or for new staff, even received any rules of hygiene.
- were unaware of and not following the SFBB pack.

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

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

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

Allergens

Contravention You are failing to manage allergens properly::

- you do not have a system for informing customers about the presence of allergens in the food you prepare
- you have not identified the allergens present in the food you prepare

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

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid