



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	The Grill House Restaurant - Inn T/A Al Forno
Address of food business:	Trowel And Hammer 25 St Stephens Road Norwich NR1 3SP
Date of inspection:	29/05/2025
Risk rating reference:	25/00483/FOOD
Premises reference:	15820/0025/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant and small hotel

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 4 - a 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 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 - the plastic coating the handles of food tongs was damaged and split and presented risk of contamination of food with small pieces of plastic
- An open sack of flour was stored on a shelf in the kitchen. This presented risk of contamination of the contents of the sack

Recommendation The provision of a lidded container would reduce risk of contamination and spillage.

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

Hand washing

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

- Open food had been placed close to the wash hand basin in the kitchen. This presented a risk of contamination of food with splashes of water from hand washing.

Temperature Control

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

Recommendation Following discussion of the cooling of cooked rice that is to be reheated at a later time I understand that the cooling may take 2 hours or more. I would advise you that the cooling should take place over no more than 90 minutes. Rapid cooling can be achieved by reducing the portion size, either by portioning the batch of food into smaller amounts or by dividing into several smaller shallow containers.

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:

- hand contact surfaces such as light switches and door handles

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, you can then increase the frequency of cleaning.

Observation The kitchen had been well maintained and the standard of cleaning was generally good.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hand contact surfaces
- fridge and freezer handles

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises were generally kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Observation You are generally maintaining the premises in good condition.

Facilities and Structural provision

Observation I was pleased to see the premises had been generally well maintained and 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 are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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

Contravention The Safer Food Better Business pack was not in good order and the only entries in the diary were opening and closing checks which were not related to the list of opening and closing checks in the safe methods section of the pack. There were also sheets of temperature records for fridges and freezers which were exactly the same for the whole of the previous month and it was not possible to know the time that the temperature readings were taken.

In order for Safer Food Better Business to work as an effective food safety management system

- the safe methods section at the front of the pack must be completed and correspond to the way in it is intended to operate the food handling and preparation in the business.
- staff must understand and diligently complete the diary pages (including 4 weekly reviews that are part of the SFBB pack) and other records such as cold storage and cook temperatures that you may decide to incorporate

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Food Hazard Identification and Control

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

- From discussing the working practices around the preparation of rice I understand that batches of rice are cooked and cooled for reheating at a later time. Cooked rice is a high risk food that can support the growth of harmful bacteria and should not be kept at temperatures that would allow harmful bacteria to survive and multiply to dangerous levels. In order to safeguard against this food hazard you must have some means of checking that this is not happening in the kitchen.

Recommendation - Keeping a log or record of the time and temperature at the start and end of the cooling period as we discussed during the inspection would enable you to demonstrate that you are ensuring cooked rice does not spend more than 90 minutes between 8°C and 63°C.

Proving Your Arrangements are Working Well

Recommendation - Adequate cook temperature of high risk foods such as meals containing meat, fish dairy or eggs is an essential control measure to ensure the food you cook is safe to eat. As discussed at the time of the inspection I would strongly recommend keeping a record of the service/cook temperature of at least one such meal item at different times of service each day. Recording the menu item and the temperature and time that the temperature was taken would enable you to demonstrate that your arrangements are working well.

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Contravention You are failing to manage allergens properly:

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

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

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.