



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Holiday Inn
Address of food business:	Holiday Inn Ipswich Road Norwich NR4 6EP
Date of inspection:	30/05/2024
Risk rating reference:	24/00238/FOOD
Premises reference:	15/00122/FD_HS
Type of premises:	Hotel
Areas inspected:	Cellar, Main Kitchen, Storeroom
Records examined:	FSMS, Training Certificates/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	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 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

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

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

Hand-washing

Recommendation keep a waste bin near the wash-hand basin in which to discard disposable paper towels

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 seen wearing watches

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.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- prosciutto ham was being stored beyond its 'Use by' date of 29/5
- cooked sliced turkey was being stored beyond its 'Use by' date of 29/5
- parma ham was being stored beyond its 'Use by' date of 22/5
- open packet of raw chicken was being stored beyond its 'Use by' date of 29/5
- 3 x packets of beansprouts were being stored beyond their 'Use by' date of 27/5

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 day or 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)

Guidance When food is removed from the freezer, you must have a good system to manage the food when you have defrosted it to ensure it is used before the USE BY date and when defrosted labelled with a date so that it is used within 2 days

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:

- 7 x packets of Udon Japanese style noodles were being stored beyond their 'Best before' date of 9/5
- blue stilton cheese was being stored beyond its 'Best before' date of 28/5

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it

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:

- flooring behind and under equipment
- pipework
- door
- mould seen to wall in cellar
- cobwebs were seen to high areas in cellar

Contravention The following items could not be effectively cleaned and must be covered, made non-absorbent or replaced:

- walls

Cleaning of Equipment and Food Contact Surfaces

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

- cling film dispenser
- interior ceiling to microwave
- wash hand basin
- interior bottom to upright freezer
- around interior top to chest freezer
- filter to extraction canopy
- hob to cooker
- seals to fridges/freezers
- shelving to trolley
- interior and outer door to pergal fridge

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see 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:

- cracks to walls
- damage to walls

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. 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

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.

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:

- maintenance is poor

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

- bacteria growing on food
- bacteria surviving in cooked food

Contravention The following matters demonstrate your Food Safety management system is not working as it should:

- staff were not following your written procedures
- the premises was dirty
- maintenance is poor especially in the larder room

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.

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.

HEALTH, SAFETY AND WELFARE

Slips, Trips and Falls

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- the step which now exist where the office had been removed is now a trip hazzard

Information The HSE has guidance on the controlling the risk of slips, trips and falls www.hse.gov.uk