

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Maids Head Hotel
Address of food business:	20 Tombland,NR3 1LB
Date of inspection:	07/01/2026
Risk rating reference:	26/00001/FOOD
Premises reference:	14/00200/FD_HS
Type of premises:	Hotel
Areas inspected:	All
Records examined:	Cleaning Schedule, Temperature Control Records, Pest Control Report, FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Large hotel with bars, two kitchens and a restaurant within a listed building

**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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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. **(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:

- Insectocutor above clean plates and equipment in upstairs kitchen. I was informed that this unit is to be moved shortly.

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

#### 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.

## **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. **(10)**

### Cleaning of Structure

**Contravention** The following items were dirty and require more frequent and thorough cleaning:

- floor wall junctions

### Maintenance

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

- paint work worn or peeling
- wall surfaces damaged
- floor surfaces damaged
- wall cladding damaged
- tiles are broken, holed, chipped un-grouted or missing

### Facilities and Structural provision

**Contravention** The following matters need attention:

- During my inspection there were two separate cuts to the power supply to the downstairs kitchen resulting in no lighting nor power supply to fridge's/freezers etc. On both occasions power was restored within a few minutes by your on site electricians. I was satisfied that after a short investigation the power supply was 'tripped' due to a faulty or overloaded supply to a deep fat fryer. You need to ensure that this issue is investigated thoroughly and steps taken to remedy any possible future loss of power. I took your verbal assurance that this was a one-off incident and not a regular occurrence.

### 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**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(5)**

#### **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:

- general maintenance needs improving. I acknowledge that large parts of the hotel are listed and this can be problematic with regarding to replacing/upgrading damaged internal walls/floors surfaces in your main current kitchens, food rooms, bars, cellars or where food is stored or handled.

#### **Traceability**

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

#### **General matters**

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

**Observation** I was pleased to note that you took advantage of a pre-inspection audit and attended to many matters identified in the inspection report. These included installing/improving hand wash facilities and removing possible contamination risks.

**Information** I was pleased to note that you intend to undertake a full refurbishment of many parts of hotels catering facilities which may include new kitchens and equipment etc.

#### **Allergens**

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

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

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