

4 Medical diet procedure

Prior to any pupil with a medical diet request being served a school meal, the below process applies¹ (Diagram 1 provides an overview of the process):

4.1 The parent/carer should contact the school/Local Authority school team to request a medical diet. Details of where to obtain medical diet request forms will be communicated from the school/Local Authority school team as part of the new pupil induction pack prior to starting in September. For those pupils who develop a requirement for a medical diet within a school year, parents should contact the school directly for the appropriate form.

4.2 The school/Local Authority team will provide the parent/carer with a medical diet request form to complete and sign

4.3 The parent /carer must complete, sign and return the medical diet request form along with an up to date photograph of the child for identification purposes, supporting medical evidence² from the GP³, paediatric consultant or dietitian to the school/Local Authority team. Medical evidence must confirm details of the diagnosis and the required diet.

4.4 The school/Local Authority team to collate and ensure all required documentation has been returned. The school/Local Authority will pass the forms onto our catering Operations Manager who will ensure it is forwarded to the Nutrition and Dietetics Team for processing. Work on requests for medical diets can only commence on receipt of **all** required documentation.

4.5. The Nutrition and Dietetic Team will prepare medical diet templates based on the school's menu cycle. For each pupil requiring a medical diet, a named medical diet menu will be sent to the school and parent/carer. The parent/carer are to communicate their child's meal choices with the school directly.

4.6 The Nutrition and Dietetic Team aim to provide a child with a medical diet within 2 weeks of all required documentation being received.

4.7 In the situation of non-standard medical diets where diet templates have not been prepared in advance, and liaising with all stakeholders (parent/GP/hospital/local authority) is required to deliver a safe solution, the process may take longer than 2 weeks. The Nutrition and Dietetic Team will notify all parties if additional time is required to deliver the medical diet.

¹ Please note that this is the standard process, there may be local variation of the process at site or local authority level. This will be detailed in the Procedure Document for the specific site/local authority

² Medical evidence - should be dated within 12 months of the medical diet request and be from a GP³, paediatric consultant or dietitian. We will hold the medical dietary evidence and the photographs of the children on their records. This data is held in accordance with our data handling policy and will not be shared with third parties. For more information on how we will handle this data please see our Medical Diet Privacy Notice. 2

³ If we receive a GP letter the Nutrition and Dietetic Team will contact the parent/carer to determine if a medical diet is required prior to consultant diagnosis

Medical Diet Policy (Primary, Feeder, Diner and Through Schools)

1 Purpose
 This Medical Diet Policy defines our practice in the delivery of safe school meals for pupils with medical dietary requirements in Primary Schools.

2 Scope
 This Medical Diet Policy covers all primary school meals prepared and served by us. For the purpose of this policy a medical diet is defined as being a medically prescribed therapeutic diet as a treatment for a medical condition, including pupils with food allergies or food intolerances. It does not include diets required for religious, cultural or personal requirements/preferences and dietary trials or elimination diets.

3 Exclusions

Due to the increasing number and complexity of allergen and intolerance-related medical diet requests and to ensure the delivery of safe school meals for pupils with medical dietary requirements in Primary Schools we can only provide medical diets for children who meet the criteria outlined in this policy.

3.1 Under EU law, food manufacturers and suppliers are only legally required to provide information on the EU FIR 14 Allergens in their products. Any foods that fall outside of these 14 allergens may not be fully listed in a product's ingredient list (for example as an 'ingredient' within an ingredient' that may only be contained in small amounts within the final product, but may still present a risk for those with allergies). For this reason, where a pupil has been prescribed an EpiPen or equivalent adrenaline auto-injector as part of the management of a food allergy that falls outside of the EU FIR 14 Allergens (please see Appendix 2 for full list of EU FIR 14 Allergens) Elior is unable to safely cater for that pupil.

3.2 Elior can cater for no more than a combination of two specified food allergies/intolerances plus one or any of the following: tree nut, peanut or shellfish. We will cater for any number and combination of fruit allergies if in isolation of other requirements.

Requests for medical diets for children with multiple food allergies that fall outside of the above criteria cannot be safely provided for.

We reserve the right to refuse to provide a meal if it is deemed to be too complex or high risk to safely manage at site level. Please see Appendix 1 for our exclusion list of medical diets. Please see Appendix 5 for a flow diagram outlining Elior's medical diet provision.

4.8 There will be a suitable jacket potato option available for children requiring a medical diet whilst their medical diet template is being prepared.

4.9 Once meal choices have been communicated with the school / school cook manager the medical diet can commence providing all required ingredients are available.

4.10 The medical diet procedure needs to be completed for every pupil with a medical diet requirement within the specified criteria. Please refer to Section 9 'Review Process for Medical Diets' for details of the review process for medical diets.

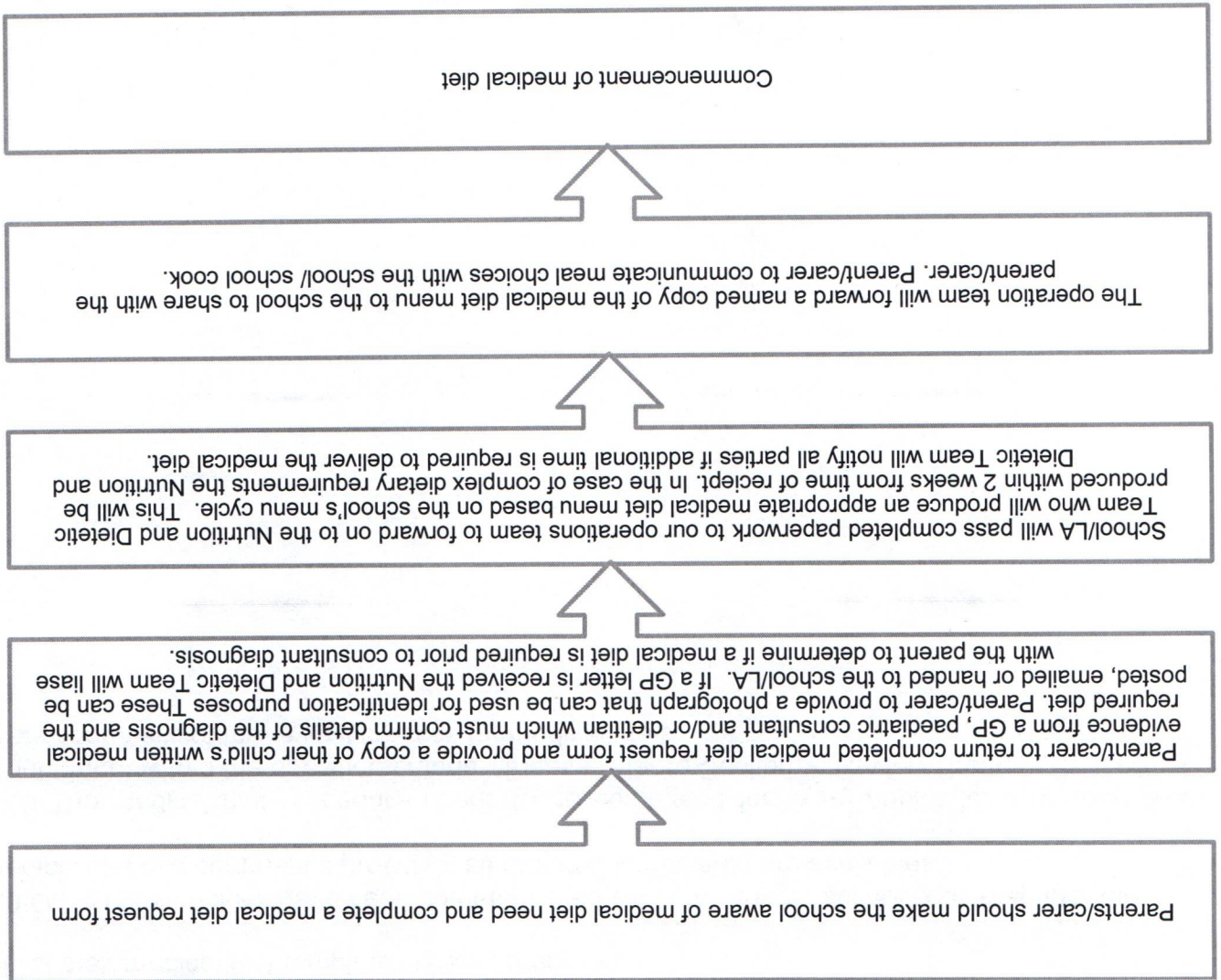


Diagram 1. Summary of Medical Diet Procedure



5 Medical diet menus

5.1 Following receipt of a completed medical diet request form, the Nutrition and Dietetic Team will create medical diet templates.

5.2 Any proposed menu will be based on the school's menu cycle.

5.3 The medical diet menu will be produced by our Education dietitians.

5.4 The medical diet menu removes allergens in full, for example see Appendix 2.

5.5 Medical diet menus will be derived from the following dishes on the menu: the top two lines of main course dishes, the sandwich line, the jacket potato line, the hot dessert line and the yoghurt and fruit dessert line. This applies to schools that are following our standard national menu. See Appendix 3 for further details.

5.6 Catering staff in the kitchen can only produce a medical diet once they have received a named medical diet menu

7.3 Processes for different service styles and medical diets transported to other sites are detailed in Appendix 4.

7.2 Any specific instructions as requested by Nutrition and Dietetic Team will be followed by our catering staff.

7.1 Photographs of pupils with medical diets are displayed in the kitchen area on the notice board, to ensure that our catering staff can identify pupils with special medical diet requirements and ensure that the correct menu items are served. Photos will be displayed in accordance with School policy.

The school catering team will produce the medical diet menu for each child in accordance with any specific instructions from the Nutrition and Dietetic Team.

7 Service of medical diets

6.5 All education catering staff are trained to follow best practice procedures in our kitchens and take steps to minimise the risks of foods coming into contact with other food products, including allergens. However, due to the presence of ingredients that contain allergens that are routinely used in our kitchens, and that normal operations may involve shared cooking and preparation areas, we can never guarantee that a dish is completely free from any allergens/specific ingredients.

6.4 Education catering staff are only permitted to cook and serve the exact recipe detailed in each of the medical diet templates for each named pupil, each day. No deviation from this may occur at any time on request from the school or parents without consultation and agreement with the Nutrition and Dietetic Team.

6.3 Education catering staff are required to follow best practice procedures to minimise the risk of cross contamination.

6.2 Education catering staff are required to follow recipes exactly (i.e. using the correct ingredients in the correct quantities and not substituting ingredients) so that each dish prepared matches the specification as documented in the medical diet template.

6.1 All our education staff are required to complete the allergens e-learning module which is revalidated annually and must follow the processes laid out in 'Section 6: Allergens', in the company Safety and Wellbeing Manual. This includes the responsibilities for different job roles at education sites, including those relating to food allergies and medical requirements.

6 Preparation of medical diets

7.4 Once the correct meal has been served to a pupil, it is the lunchtime supervisor's/school's responsibility to ensure the child only eats the appropriate meal that has been prepared for them.

8 Breakfast clubs, after school clubs, school trips and foods served other than lunch

8.1 In schools where we are contracted to provide a full food service at meal times other than lunch, and where ingredients are supplied via our own supply chain, we will, where safe, provide medical diet menus for pupils with dietary requirements. The menu will only be produced when it is confirmed that a pupil requiring a medical diet will be attending breakfast and/or after school clubs. Due to the limited range of foods on offer at breakfast, it may not always be possible to provide a meal for pupils with complex dietary requirements.

8.2 In schools where ingredients are purchased by the school for our catering staff to prepare (i.e. not using ingredients from our own supply chain), we will be unable to plan and prepare medical diet menus because the composition of the foods, for example allergen and nutritional composition, will not be known to our Nutrition and Dietetic Team in advance.

8.3 If we provide a packed lunch for a school trip, the cook will liaise with the Nutrition and Dietetic Team to confirm that a suitable recipe and contents is chosen for each child on a medical diet requiring a packed lunch.

8.4 Theme days, street food dishes and items from the salad bar area are **not** suitable for medical diets unless agreed as part of the menu planning process.

9 Prescription foods

9.1 This only applies to complex medical conditions where we cannot supply a product or ingredient via our supply chain e.g. a low protein mix for PKU, and not standard special diet items such as gluten free products.

9.2 Parents/carers of children with prescriptions for special dietary products may bring these items into school for use in the kitchen, in consultation with the Nutrition and Dietetic Team.

9.3 Foods should be labelled clearly with the name of the pupil and the date that it was brought into school.

9.4 Special dietary products must only be used for the named child, and not for any other child.

- 10 Review process for medical diets**
- 9.5 Storage instructions must be followed by our kitchen staff i.e. temperature control, conditions and shelf life. Special dietary products must be stored so that no cross contamination can occur with other food products, for example, in a clearly labelled sealed container. The original packaging must be retained.
- 10.1 Medical diets may be reviewed by the Nutrition and Dietetic Team from time to time in order to ensure that children do not continue to receive a restricted diet unnecessarily.
- 10.2 The review process excludes pupils with dietary requirements that will not, or are unlikely to change over time, for example a gluten free diet for coeliac disease, or carbohydrate counting for type 1 diabetes mellitus. Please note that this is not an exhaustive list and the exclusion criteria for the review process is available upon request from the Nutrition and Dietetic Team.
- 10.3 The Local Authority/School will update us of the pupils that no longer require a medical diet.

11 Reintroduction of Allergens

11.1 A child may grow out of their allergy or intolerance. In such instances, where it is no longer necessary for a child to follow a medical diet, a letter from a paediatric consultant, dietitian or GP is required stating that the child is no longer at risk from the allergen and it is safe to be reintroduced, in full, into their diet.

11.2 Allergens will only be introduced in full and will not participate in reintroduction trials or partial reintroduction of allergens.

11.3 The allergen will only be reintroduced on receipt of a letter from a paediatric consultant, dietitian or GP and with written consent of the parent/carer.

12 Monitoring and Governance process

12.1 The Procedure Documents are reviewed annually by the Nutrition and Dietetic Team and updated accordingly and signed off at Board level

12.2 Legal and Safety and Wellbeing Teams will notify the Nutrition and Dietetic Team of any new legislation that will require immediate changes to policy and/or procedures.

12.3. In certain circumstances we are unable to provide a meal if it is deemed to be too complex or high risk to safely manage at site level. Our standard exclusion criteria are described in Section 3, however, we reserve the right to exclude requests that do not meet these criteria. Such cases will be referred back to the parent/carer and the school/Local Authority will be notified.

12.4 Records of medical diets are kept, and data can be provided on a school-by-school basis on request.

Appendix 1. Exclusion list for medical diets

The following diets cannot be safely catered for in a school environment

- Onion
- Garlic
- Tomato (with the exception of raw tomato)
- Potato
- Fructose
- E-numbers and additives (with the exception of artificial colours, please note that we do not knowingly use ingredients containing undesirable additives)
- Herbs
- Spices
- 'Seeds' - unless the type of seed is specified
- Salicylates
- Low FODMAP
- Citric Acid
- Benzoates and cinnamon
- Legumes- unless the variety is specified
- Yeast
- Derivatives of corn i.e. Dextrose, Maltodextrin
- Derivatives of Bean i.e. Guar Gum

Appendix 2 Medical Diet Menu Approach for Food Allergies

Medical diet menus for children with food allergies encompass all variations of specific food allergies. Sensitivity/tolerance to certain food allergens can vary from individual-to-individual, for example some children with egg allergy may safely eat cooked egg. However, to safely cater for all pupils with allergies food allergens and products/derivatives thereof are excluded as detailed below:

- **Gluten free.** Medical diet menus exclude all cereals containing gluten, namely: wheat, rye, barley, oats and their hybridized strains, and products thereof. Derivatives of gluten containing cereals are also excluded from gluten free diets.
- **Crustacean free.** All crustaceans and products thereof are excluded.
- **Egg free.** All eggs and products thereof, both cooked and raw are excluded.
- **Fish free.** All fish and products thereof are excluded.
- **Peanuts.** All peanut and products thereof. we do not knowingly purchase any food products that contain peanuts or tree nuts.
- **Soya free.** All soybeans and products thereof are excluded.
- **Milk free.** Milk and products thereof (including lactose), in both cooked and uncooked forms are excluded
- **Nut free.** Tree nuts i.e. almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (Queensland nuts) and products thereof are excluded. We do not knowingly purchase any food products that contain peanuts or tree nuts.
- **Celery free.** Celery and products thereof, including celeriac and celery seeds are excluded.
- **Mustard free.** Mustard and products thereof are excluded.
- **Sesame free.** Sesame seeds and products thereof are excluded.
- **Sulphite free.** Sulphur dioxide and sulphites are excluded.
- **Lupin free.** Lupin and products thereof are excluded.
- **Molluscs free.** All molluscs and products thereof are excluded.

This is not an exhaustive list, but covers examples for the 14 EU Annex II allergens.

Appendix 3 Menu Template

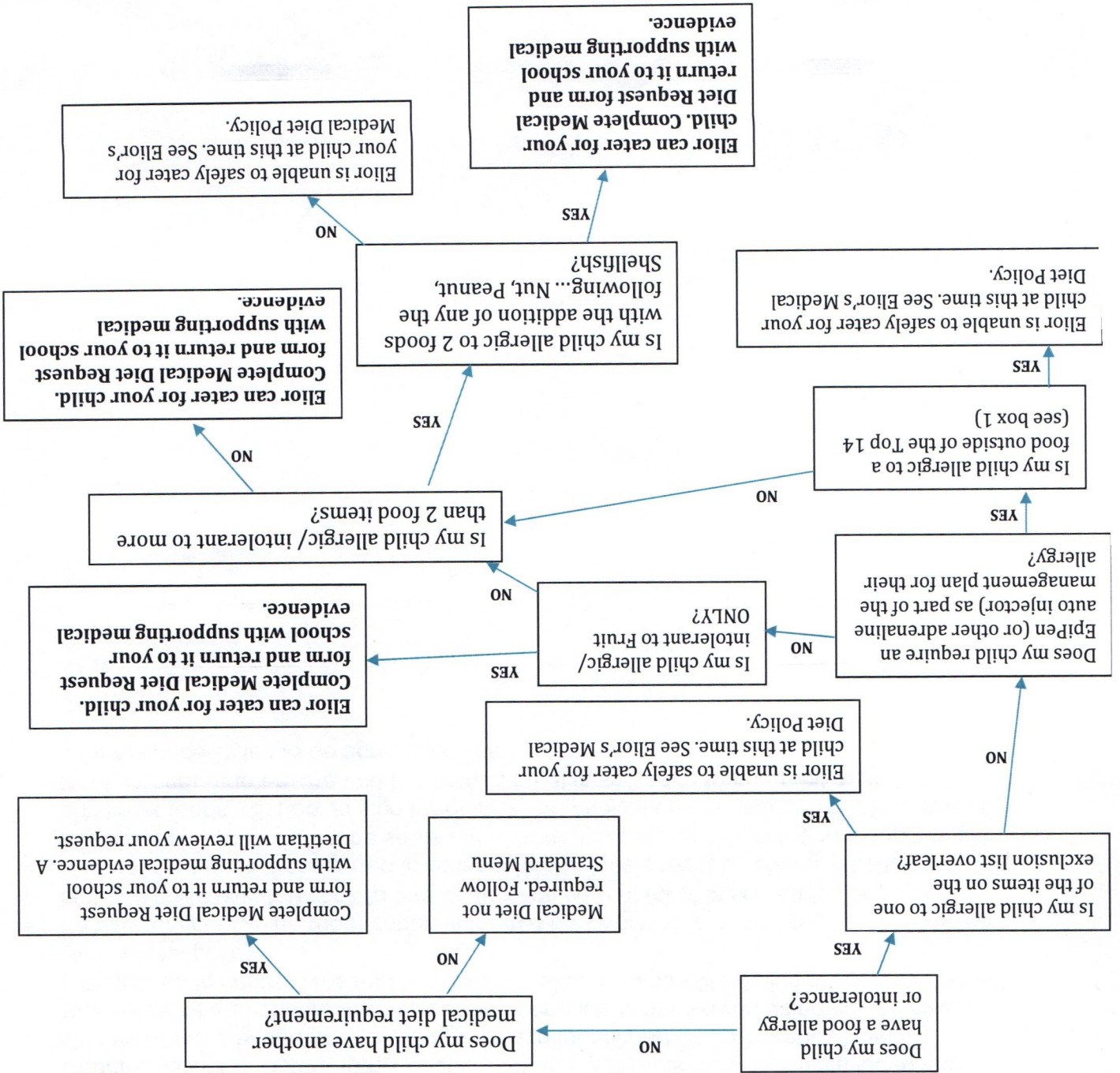
Medical diet menu will be derived from the following dishes on the menu: the top 2 lines of main course dishes, the sandwich line, the jacket potato line, the hot dessert line and the fruit and yoghurt dessert line (highlighted in purple).

	Monday	Tuesday	Wednesday	Thursday	Friday
Hot choice 1					
Hot Choice 2 (Vegetarian)					
Hot Choice 3					
Jacket Potato					
Sandwich					
Vegetables and salad					
Hot dessert (with 50% fruit 2 x week)					
Dessert Fruit and Yoghurt					

Appendix 4 Process for service styles and medical diet meals transported to other locations

- Counter service- Photographs of pupils with medical diets must be displayed in the kitchen area, to ensure that catering staff can identify pupils with medical diet requirements and ensure that the correct menu items are served using all necessary precautions to control cross-contamination risks. Photos will be displayed in accordance with School policy.
- Family service- Dining room supervisor must be aware of any pupil requiring a medical diet and liaise with the cook to ensure that the correct meal is served to the pupil
- Medical diet meals transported to other schools- Meals must be clearly labelled with the pupils' name. Meals must be sealed to ensure that they cannot come into contact with any other foods. School to sign for delivery of medical diet meals and to follow agreed local procedure to ensure that the named meal is served to the correct pupil.
- Other service styles to be agreed locally.

Appendix 5 Medical Diet Provision Flow Diagram?



Pupil Medical Diet Request Form

Pupil's Name:	Pupil's Date of Birth:
Address:	
Postcode:	
Parent/Guardian's Name:	
Email Address:	
Contact Telephone Number:	
School Name and Address:	
Brief outline of pupil's food allergy/Intolerance (as per medical letter):	
Have you included medical evidence? Without a copy of medical evidence in the form of a Dietitian or Paediatric Consultant letter, detailing your child's food allergy/intolerance, we will not be able to provide your child with a medical diet.	PLEASE TICK

Parental consent to data processing

The personal data about your child contained within this form will be gathered, stored and used to create a medical diet recipe template for your child and to ensure your child receives the correct safe meal. More information about how your child's personal data is available in our Medical Diet Privacy Notice.

Please sign below to indicate that you are happy for your child's personal data to be processed for the purposes indicated in this form and in the Medical Diet Policy. You can withdraw your consent to this processing at any time, but please note that if you do so, we will not be able to continue to provide your child with a medical diet.

Please note that if the details within this form (including your contact details) change, you must inform us immediately by requesting and completing a change of details form from your school.

It may be that we need to contact you annually to review your child's medical diet and if no response is received, your child's medical diet will be discontinued, so it is very important that we have up-to-date contact details for you.

By providing this information and signing the request form you are confirming your wish for us to provide your child with a medical diet.

Signed: _____

Date:

Print name:

Please return this form along with the medical evidence and a recent photograph of your child to your school.

Medical Diet Safeguarding Guidelines

These guidelines explain in which circumstances Elior UK's education catering businesses, Taylor Shaw and Edwards & Blake can cater for children who require a medical diet. Our procedures are in place to prioritise the safeguarding of pupils with a medical diet need ensuring they are able to enjoy a school lunch that is safe and appropriate for their needs.

EpiPen or Equivalent in the management of Allergies.

Under EU law, food manufacturers and suppliers are only legally required to provide information on the *EU top 14 allergens in their products. Any foods that fall outside of these 14 allergens may not be fully listed in a product's ingredient list. For this reason, to safeguard children, we are regrettably unable to cater for any child that has been prescribed an EpiPen or equivalent for a food allergy outside of the EU top 14 Allergens.

**EU Top 14 Allergens: Gluten, Milk, Egg, Fish, Nut, Peanut, Soya, Crustacean, Mollusc, Celery, Mustard, Sesame, Sulphites, Lupin.*

Exclusion List

Whilst our aim is to cater for as many children with a medical diet need as possible, there are certain foods or ingredients that are widely spread across our menu. It is not always possible to reasonably remove these items from a menu and/or controlling the risk of cross contamination of these ingredients is not possible within a school kitchen environment.

Please find our exclusion list is provided overleaf. If your child is allergic or intolerant to any of the items on this list, we are unable to safely cater for your child.

Multiple Allergies

Due to the increasing incidence of multiple allergies and increasing complexity of medical diet requests we can cater for no more than a combination of two specified food allergies/intolerances plus one or any of the following: tree nut, peanut or shellfish

Fruit only allergies

We will cater for any number and combination of fruit allergies if in isolation of other requirements.

These guidelines ensure we can cater for the majority of children that have a medical diet requirement but importantly safeguard those most at risk.

Please be aware our education kitchens use a high number of allergens daily and whilst all our kitchen staff are trained to manage the risk of cross contamination, due to the nature of our kitchens, we are not able to guarantee meals will be completely free of any allergen. Taylor Shaw and Edwards & Blake are education catering businesses and are not specialist medical food providers.

If you feel your child's medical diet requirements are too high risk to be catered for by an education caterer, please provide alternative meal arrangements.

Exclusion list for medical diets

The following diets cannot be safely catered for in a school environment

- Onion
- Garlic
- Tomato (with the exception of raw tomato)
- Potato
- Fructose
- E-numbers and additives (with the exception of artificial colours, please note that we do not knowingly use ingredients containing undesirable additives)
- Herbs
- Spices
- 'Seeds' - unless the type of seed is specified
- Salicylates
- Low FODMAP
- Citric Acid
- Benzoates and cinnamon
- Legumes- unless the variety is specified
- Yeast
- Derivatives of corn i.e. Dextrose, Maltodextrin
- Derivatives of Bean i.e. Guar Gum