

# **MEDICAL DIET POLICY**

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# PRIMARY SCHOOL MEDICAL DIET POLICY

## INTRODUCTION

**This Impact Food Group Medical Diet Procedure for Education sets out the steps that must be followed to cater for pupils with dietary requirements.**

## FOOD ALLERGIES AND INTOLERANCES

Under the EU Provision of Food Information to Consumers Regulation, it is a legal requirement for all food operators to provide allergen information for 14 allergens for all foods, including foods served without packaging. (The 14 prescribed allergens are listed in Appendix 1.)

Impact Food Group complies fully with the requirements of the regulation and can provide information on the presence or absence of the 14 allergens (Appendix 1) in each dish served.

## SCOPE

This Medical Diet Policy covers all meals prepared and served by Impact Food Group. 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.

## EXCLUSIONS

Impact Food Group are unable to provide medical diets for food allergies that fall outside of the list on Appendix 1. 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 Impact Food Group can only provide medical diets for children with no more than a combination of two specified food allergies/intolerances (Appendix 1) plus one or any of the following: tree nut, peanut or shellfish.

Impact Food Group 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 2 for a list of Food allergies that are excluded from the medical diet process.

## MEDICAL DIET PROCEDURE

Prior to any pupil with a medical diet request being served a school meal, the following process must be followed:

1. The parent/carer to contact the school to request a medical diet.
2. The school is to provide the Impact Food Group medical diet form (Appendix 3) to the parent/carer.
3. The parent /carer to complete the forms, provide 2 recent photos of the child and a copy of the written medical evidence\*\* from the hospital medical consultant and/or paediatric dietitian. This must confirm details of the diagnosis and the required diet.
4. The parent/carer to provide this completed information to the school. For primary schools the contact will be the Primary Co-ordinator. For secondary schools the contact will be the Catering Manager/Executive Chef.
5. Impact Food Group to confirm receipt within 5 days to both the parent/carer and the school of the completed medical diet request form (Appendix 3) with supporting medical evidence. If there are any issues with this information the Impact Food Group will discuss this with the school and parent/carer at this stage.
6. Impact Food Group will provide a copy of the allergen matrix for all products on offer, from which a suitable medical menu will be devised. The medical menu will be put into a medical menu template, which will also identify the pupils name and allergen needs.
7. The commencement date for medical diet is to be agreed with all parties and confirmed by Impact Food Group to the school. The school must confirm with the parent/carer the commencement date.
8. The parent/carer must date and sign the medical diet template prior to the commencement date and confirm their authorisation for the medical diet that will be provided for the pupil.

**Impact Food Group is unable to provide a meal until the medical diet procedure has been completed and all required information has been received.**

**Partially completed forms or missing supporting information (i.e. medical evidence) will be returned to the school, who will be responsible for chasing the parent/carer for the missing information.** A packed lunch should be provided by the parent/carer until a commencement date for a special medical diet is confirmed.

Impact Food Group does not offer a medical diet service for any pupils on medical dietary trials or elimination trials, only for diagnosed medical diets with supporting evidence.

**\*\*Medical evidence** - must be dated within 12 months of the medical diet request from a medical consultant/paediatric dietitian. Impact Food Group will not hold medical diet evidence, following receipt. Only the pupil's name, school details and detail of the required medical diet template will be included on Impact Food Group's records.

The medical diet procedure must be completed for each pupil with a dietary requirement and renewed for the pupil each academic year.

## MEDICAL DIETS

Following receipt of a completed medical diet request form (Appendix 3), Impact Food Group will create a specific medical diet for each pupil:

- ▶ Any proposed medical diet will be based on the school's 3-week menu cycle.
- ▶ 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.
- ▶ The medical diets encompass all variations of specific food allergies. For example, the egg free template is used for all pupils with egg allergy, and excludes both cooked and raw egg.
- ▶ The Impact Food Group will contact the parent and the school with the appropriate medical diet.
- ▶ Parents/carers must review and sign the medical diet for their child. This will have the child's full name on and type of medical diet required. A signed copy of the agreed medical diet needs to be returned to Impact Food Group. The parent should also keep a copy.
- ▶ Impact Food Group staff in the kitchen can only produce a medical diet once they have received confirmation that the medical diet has been signed by the parent/guardian and the pupil's photo is displayed in the kitchen on the medical diet photo board.
- ▶ The Impact Food Group will then will send a copy of the medical diet to the school Catering Manager/Executive Chef cc'ing the operations team and brief them on any specific requirements.
- ▶ When parents are notified of a change to their child's medical dietary needs then they are requested to complete a Medical diet review form (Appendix 4), this is to ensure that Impact Food Group are up to date with any food allergens have been removed or added to the pupil's medical needs and a review of their existing medical diet can be undertaken by Impact food Group.

## PREPARATION OF MEDICAL DIETS

- ▶ All Impact Food Group staff are required to complete the allergens e-learning modules on allergen awareness and allergen procedures within IFG classroom, which are revalidated annually.
- ▶ Impact Food Group 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.
- ▶ Impact Food Group staff are required to follow best practice procedures to minimise the risk of cross contamination.
- ▶ Impact Food Group 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 from Impact Food Group.

## SERVICE OF MEDICAL DIETS

- ▶ Photographs of pupils with special medical diets are displayed in the kitchen area on the medical diet photo board, to ensure that Impact Food Group staff can identify pupils with special medical diet requirements and ensure that the correct menu items are served.
- ▶ Each pupil with a medical diet must wear a **coloured sticker** which will be provided to them by the school staff prior to service – this must be given to the servers before the pupil is served.
- ▶ 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. The packing of the medical diets and receipt of medical diets must be recorded on the Impact Safety Daily transport sheet.
- ▶ Where Impact Food Group do not serve, the school must sign for delivery of medical diet meals on the Impact Safety Daily transport sheet and follow agreed local procedure to ensure that the named meal is served to the correct pupil.
- ▶ Once the correct meal has been served to a pupil, it is the lunchtime supervisor's/school's responsibility to ensure the child eats the appropriate meal.



## REVIEW PROCESS FOR MEDICAL DIETS

- ▶ Medical diets will be reviewed annually in order to ensure that children do not continue to receive a restricted diet unnecessarily. This review must be recorded by the Operations manager using the I-Auditor platform.
- ▶ Impact Food Group will not provide medical diets for complex medical needs deemed to be too complex or high risk to manage at site level and will be referred back to the parent/carer. In these cases, it may be that the only appropriate solution is a packed lunch to be brought in from home.

## BREAKFAST CLUBS, AFTER SCHOOL CLUBS AND FOODS SERVED OTHER THAN LUNCH

In schools where Impact Food Group 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 meal templates for pupils with medical/special dietary requirements.

The templates 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.

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

Parents/carers of children with special dietary requirements will be required to provide a packed lunch for school trips where the standard special diet template cannot be followed.

## PRESCRIPTION FOODS

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 Impact Food Group Food Team.

Foods must be labelled clearly with the name of the pupil and the date that it was brought into school. Special dietary products must only be used for the named child, and not for any other child. Storage instructions must be followed by Impact Food Group 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.

**No diet will be put in place without adhering to this procedure.**



# PRIMARY SCHOOL MEDICAL DIET POLICY

## FREQUENTLY ASKED QUESTIONS

### What is a medical diet?

A medical diet is a medically prescribed therapeutic diet as a treatment for a medical condition. Our medical diet procedure also includes special diets required for pupils with food allergies or food intolerances. Medical Diets will not be provided for any pupils on allergen trial diets including exclusion or reintroduction diets.

- ▶ Medical diets will not be provided for pupils with food allergies outside of the 14 allergens prescribed within the Food Information Regulations.
- ▶ Medical diets will not be provided for pupils with complex food allergy requirements i.e. where the pupil has 3 or more different food allergies.
- ▶ Medical diets will not be provided for allergies to the foods listed in Appendix 2.

### What is not a medical diet?

Medical diets do not include diets required for religious, cultural or personal requirements/preferences and dietary trials or elimination diets. These diets can all be met through our standard menus.

### How do I get a medical diet for my child?

Speak to your child's school to get a medical diet request form. Complete this in full and sign and return it to school with a copy of your child's medical evidence. This will be given to Impact Food Group to process.

### Why do I need to provide medical evidence?

Medical confirmation is required so Impact Food Group have all necessary information to safely prepare a medical diet menu for your child.

### What is classed as medical evidence?

Medical evidence is a letter from your child's paediatric consultant or dietitian that outlines their medical condition and/or their need for a medical diet. In some circumstances the Impact Food Group will accept evidence from a GP or specialist nurse.

### How long does the medical diet process take?

For new children starting in September requiring a medical diet, the Medical Diet Request form and Medical Evidence needs to have been provided to the school and forwarded to Impact Food Group before the end of the Summer term in order to be processed and in place for September start. Any requests received after that date will be processed in time for the new menu cycle starting after October Half-term. New Medical diet requests that occur mid menu cycle, and are not complex in nature, will be processed within 2 weeks.

### How often will my child's medical diet change?

If your child has a medical diet menu in place, Impact Food Group provide a new medical diet menu for your child at each menu change. The menu changes twice a year, at the beginning of the summer term and following October half term.

### Why has my child previously been provided with a medical diet menu and now isn't?

Impact Food Group have worked very hard to try to provide a medical diet to all children that require one. Impact Food Group take allergens very seriously and due to the significant increase in severe and complex multiple allergies, in order to best manage the increased risk around providing medical diets for those children, Impact Food Group has restricted its medical diet provision to a combinations of 2 food allergies, within the 14 allergens prescribed within the Food Information Regulations.

### My child has allergies/intolerances to multiple allergens, why can't Impact Food Group cater for them?

Impact Food Group has restricted its medical diet provision to combinations of 2 allergens as more than this can become too complex to manage within our kitchens. Impact Food Group routinely cook with foods containing allergens and whilst our school cooks are trained in the management of allergies, the complexity in managing multiple allergies is beyond the reasonable expectations of our school cooks and deemed too high risk.

**I don't have medical evidence of my child's allergy, what do I do?**

Impact Food Group are unable to provide a medical diet without the required medical evidence. If you suspect your child has an allergy/intolerance please approach your GP.

**Partial reintroduction - my child can eat some things that contain their allergen but not others. Why do your medical diets remove all items?/ My child is partially reintroducing allergens back into their diet – do you cater for this?**

Due to varying degrees of tolerance when reintroducing allergens and the reintroduction process requiring parental monitoring in order not to cause unnecessary harm, Impact Food Group do not participate in partial reintroductions of any kind.

**My child has an appointment to see the consultant, but my GP has told me to remove an allergen from my child's diet in the meantime. Can Impact Food Group provide my child with a medical diet menu whilst we wait to see the consultant?**

Yes, on receipt from a letter from your GP explaining this along with a completed medical diet request form, Impact Food Group can put in place a provisional medical diet.

**My child's meal is very different from what the other children are eating, why is this?**

Although Impact Food Group try to ensure medical diet meals reflect the wider menu wherever possible, it may be that your child's allergens are such that they require an alternative meal to be made on a specific day.

**Why can my child only eat from their medical diet menu and not join in Theme days?**

Due to the complexity of creating medical diets and time-consuming nature of providing medical diets it is not possible for Impact Food Group's to look into the ingredients of all the recipes across the differing theme days held across all sites nationwide and create specific medical diets accordingly.

**My child no longer needs a medical diet, what do I do now?**

Please provide your school with a letter from your GP, paediatric consultant or dietitian specifying that your child is no longer allergic/intolerant to their allergen(s) and that it can now be reintroduced in full into your child's diet.

**Why are some dishes repeated across my child's medical diet menu?**

Although Impact Food Group aims to provide as much variety as possible, where a child has multiple allergies it may be that their options are restricted and repeated across a week to ensure that a suitable meal can be provided. Alternative recipes can only be created from a specific list of foods used within the primary sector and there is not access to all options that can be found in the open market.

**To what degree is my child's medical diet free from allergens?**

Impact Food Group's kitchen staff are all allergen trained and whilst all care is taken to manage the risk of allergens and cross contamination, due to the nature of school kitchens and the routine handling of allergens Impact Food Group are unable to guarantee that your child's meal will be completely allergen free.

**What food will my child eat whilst waiting for their paperwork to be processed?**

A suitable jacket potato option will be available whilst awaiting your medical diet. **THIS MUST BE AGREED IN WRITING BY THE PARENT BEFORE SERVICE.**

**My child has Type 1 Diabetes can Impact Food Group provide a carbohydrate count?**

Yes, please follow the medical diet menu process and a carbohydrate count will be provided.

**My child has autism and will only eat certain foods, does my child need a medical diet menu?**

No, your child will not require a medical diet menu as this can be successfully managed locally. If you feel your school requires support with understanding your child's condition, please ask the school to contact their dedicated operations manager, who will be able to provide support.

**My child is eligible for free school meals but falls outside of Impact Food Group's criteria for a medical diet, what do I do?**

Impact Food Group takes the need for Medical Diets very seriously and whilst we are as inclusive as possible whilst reasonably managing the significant risk around providing meals for primary school children, if your child falls outside of Impact Food Group's criteria, please be aware that there will be a daily suitable jacket potato option available. **PLEASE NOTE THAT THE SUITABLE JACKET POTATO OPTION MUST BE AGREED WITH THE PARENT IN WRITING BEFORE BEING OFFERED.**



# SECONDARY SCHOOL MEDICAL DIET POLICY

## PURPOSE

**This Medical Diet Policy defines Impact Food Group's practice in the delivery of safe school meals for pupils with medical dietary requirements in Secondary Schools.**

## SCOPE

This Medical Diet Policy covers all secondary school meals prepared and served by Impact Food Group. 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.

## MEDICAL DIET PROCEDURE

1. It is expected that the majority of secondary school-aged pupils self-manage their individual dietary requirements following the below process.
2. Pupils that self-manage their individual dietary requirements are able to ask our staff for information on the presence of any of the 14 allergens, listed in the Food Information Regulations (Appendix 1) within the foods served and select foods that meet their own individual needs from the menu.
3. Key attributes of our food safety systems related to allergens and provision of allergen information to customers (*including pupils, staff and visitors*) includes:
  - ▶ Suppliers provide specific information about the ingredients of prepared foods through detailed labelling descriptions.
  - ▶ Chefs are trained to follow approved standard recipes containing ingredients that have allergen information stored in Saffron. Additionally, all food handlers are trained to follow the 'manual allergen process' to provide allergen information. If there have been any substitute products then the new allergen information must be recorded using the manual matrix (*within the IMPACT SAFETY DAILY LOG*), and signed and dated.
  - ▶ For grab and go items the allergen information will be provided on the individual food labels, on the ticket describing the food or within matrixes that will be placed in a clearly visible location for all customers to refer prior to making a food selection.
4. Pupils requiring medical diets that cannot be provided through standard process.
  - ▶ All food handlers receive training on food allergy awareness and procedures including, the risks involved and how to minimise these when storing, preparing and serving food. All colleagues are trained on the correct procedure to follow when providing allergen information to our customers.
  - ▶ Chefs will be able to provide a list of ingredients for foods prepared on site at the request of our customers.
  - ▶ For pupils requiring medical diets, including those with allergies or intolerances to foods that are outside the 14 allergens (Appendix 1), those with multiple complex allergies, or requiring a pre-planned medical diet menu, the below process applies.
  - ▶ Parent/Carer to make contact with the school who will contact Impact Food Group. A medical diet form (Appendix 3) must be completed for the pupil. Upon receipt of the completed medical diet form, Impact Food Group will contact the parent/Carer to provide information on the recipes and ingredients used within our kitchens.
  - ▶ Parent / Carer to determine dishes that are suitable based on their child's requirements. Parent / Carer to communicate this to their child. Alternatively the parent / carer can liaise directly with the school teaching staff to assist locally.
  - ▶ Pupils that have complex medical diet requirements including allergies to foods other than the 14 allergens (Appendix 1) may wish to make their needs known to the Impact Food Group who will assist where practically possible.
  - ▶ For complex medical dietary requirements where the support of the Food Team is required, supporting medical evidence in the form of a letter from a GP, paediatric consultant or dietitian may be requested.
  - ▶ Impact Food Group are unable to accept responsibility/liability for this process due to possibility of ingredient substitutions, or pupil making incorrect food choice.
  - ▶ The Food Team must be made aware of any pupil or parent / carer requests for dietary advice so that the appropriate support can be provided if required.
5. Impact Food Group 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. Such cases will be referred back to the parent/carers and the school will be notified.

## 14 Food Allergens Prescribed within the Food Information Regulations



### **CEREALS CONTAINING GLUTEN:**

*namely wheat (including specific varieties like spelt and Khorasan), rye, barley, oats and their hybridised strains) and products thereof*



### **CRUSTACEANS**

*and products thereof (for example prawns, lobster, crabs and crayfish)*



### **EGG**

*and products thereof*



### **FISH**

*and products thereof*



### **PEANUT**

*and products thereof*



### **SOYBEANS**

*and products thereof*



### **MILK**

*and products thereof (including lactose)*



### **NUTS**

*namely almond, hazelnut, walnut, cashew, pecan nut, Brazil nut, pistachio nut and Macadamia nut (Queensland nut) and products thereof*



### **CELERY**

*and products thereof*



### **MUSTARD**

*and products thereof*



### **SESAME SEEDS**

*and products thereof*



### **SULPHUR DIOXIDE AND SULPHITES**

*(at concentrations of more than 10mg/kg or 10mg/L in terms of the total SO2 which are to be calculated for products as proposed ready for consumption or as reconstituted according to the instructions of the manufacturers)*



### **LUPIN**

*and products thereof*



### **MOLLUSCS**

*and products thereof (for example clams, oysters, scallops, snails and squid)*



# APPENDIX 2

## Exclusion list for medical diets

### THE FOLLOWING EXCLUSION 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 Impact Food Group 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
- ▶ 'Beans'- unless the variety of bean is specified



## APPENDIX 3

### PUPIL MEDICAL DIET REQUEST FORM

Pupil's Name:

Pupil's Date of Birth:

Address:

Postcode:

Parent/Guardian's Name:

Contact Telephone Number:

Email Address:

School Name and Address:

Brief outline of pupil's food allergy/intolerance (as per medical letter):

Have you included medical evidence? YES ( ) NO ( )

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.

#### 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: \_\_\_\_\_



## APPENDIX 4

### MEDICAL DIET CHANGE TO PERSONAL DETAILS

Pupil's Name:

Pupil's Date of Birth:

School Name and Address:

Postcode:

#### PLEASE COMPLETE RELEVANT AREAS FOR CHANGE

Parent/Guardian's Name:

New Parent/Guardian Name:

Previous Address:

New Address:

Postcode:

New Postcode:

Email Address:

New Email Address:

Contact Telephone Number:

New Contact Telephone Number:

**Any changes to diagnosis please supply supporting medical evidence.**

Brief outline of pupil's food allergy/Intolerance (as per medical letter):

Have you included updated medical evidence (if applicable)? **YES ( )** **NO ( )**

**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.**

# IMPACT FOOD GROUP

