

Medical Diet Policy for Primary Schools

1. Purpose

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

2. Scope

This Medical Diet Policy covers primary school meals prepared and served by Elior. For this policy, a medical diet is defined as being a medically prescribed therapeutic diet as a treatment for a medical condition, including children with diagnosed food allergies, food intolerances, or food sensitivities. It does not include diets required for religious, cultural, or personal requirements or preferences, 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 school meals for children with medical dietary requirements, we can only provide medical diets for children who meet the criteria outlined in this policy.

- 3.1. Elior will not participate in the partial reintroduction of allergens. For example, Elior cannot support reintroduction of milk using a milk ladder or differentiate between cooked or raw egg. The allergen will be fully excluded from the child's menu until the Nutrition Team receive written confirmation from the parent, guardian or carer or health care professional that the child can tolerate the allergen in full.
- 3.2. Elior reserve the right to refuse to provide a meal if it is deemed to be too complex or high risk to manage at site level.

4. Medical diet procedure

Prior to any child requiring medical diet being served a school meal, the following process must be applied.

- 4.1. For children who attend a school within the Sheffield City Council (SCC) contract, parents, guardians, or carers must contact the school/Local Authority school team who will provide details of where to access the medical diet request form. For new starters, the medical diet request form and additional guidance, are supplied in the new pupil induction pack prior to starting school in September and should be completed before the child starts school. For those children who develop a requirement for a medical diet within a school year, parents, guardians, or carers should contact the school directly for the appropriate form.
- 4.2. For SCC schools only, the Local Authority requires medical evidence to be provided for all medical diet requests. This must be in the form of a letter dated within the last 12 months, which clearly outlines the child's allergies/ intolerance, and must be from a GP, Paediatrician or Dietitian. This data is held by SCC.
- 4.3. Parents, guardians, and carers of children who do not attend a school in SCC, must make medical diet requests digitally via LunchHound, by following the link provided by the school. The request will then go to the child's school for verification. Once verified by the school, the request goes to Elior's Nutrition Team for processing.
- 4.4. For both paper medical diet requests (SCC schools only) and digital medical diet requests, parents, carers and guardians will be prompted to complete a 'Temporary Medical Diet Meal Selection Form.' (See section 4.6)

Medical Diet Policy for Primary Schools

- 4.5. Once the Nutrition Team has received a medical diet request either via paper form (SCC schools only) or via LunchHound, they will prepare a medical diet menu based on the current menu cycle. The Operations Manager will ensure a named medical diet menu is sent to the school for each child requiring a medical diet. The school must pass on a copy of this to the parent, guardian or carer. The parent, guardian or carer must inform the school of their child's meal choices.
- 4.6. The Nutrition Team aims to provide a child with a medical diet within 2 weeks of a medical diet request being made. During this time, children must be provided with a packed lunch from home or, the meal indicated on the child's 'Temporary Medical Diet Meal Selection Form.' If this form has not been completed and provided to the school office by the child's parent, guardian or carer, the child will only be served a plain jacket potato until their medical diet menu is in place.
- 4.7. Operations Managers will be notified should a medical diet menu require longer than 2 weeks to produce and will communicate this with school and/or parent, guardian, or carer.
- 4.8. The medical diet procedure must be followed for every child with a medical diet requirement within the specified criteria.

5. Medical diet menus

- 5.1. Following receipt of a completed medical diet request, the Nutrition Team will create a medical diet menu.
- 5.2. Medical diet menus are for a named child only, they must not be used for any other child.
- 5.3. The medical diet menu removes allergens in full only. Elior do not participate in partial reintroductions of any kind (see section 3.1).
- 5.4. Medical diet menus will offer the following options (or adapted versions of the following options) from the standard menu where possible: a meat option, a vegetarian option, a Halal option, a sandwich, a jacket potato with appropriate filling, a pasta/ rice option, a dessert, yoghurt, and fresh fruit. Individual schools may choose not to offer all options.
- 5.5. Where suppliers declare that an ingredient 'may contain' an allergen, Elior will consider this as the same risk as a 'contain' warning and will remove the allergen from all implicated medical diet menus.
- 5.6. Catering staff in the kitchen can only produce a medical diet once they have received a named medical diet menu. Until a medical diet menu is received, a child must only be served the meal selected on their 'Temporary Medical Diet Meal Selection Form' or they must be served a plain jacket potato (as per section 4.6)

6. Preparation and service of medical diets

- 6.1. All education staff are required to complete the allergens e-learning module, which is revalidated every 2 years, and must complete 'medical diets' e-learning which is revalidated annually. They must follow the processes defined in Section 6: 'Allergens' of the Food Safety Manual. This includes the responsibilities

Medical Diet Policy for Primary Schools

for different job roles at education sites, including those relating to food allergies and medical requirements.

- 6.2. Education catering staff are required to follow all instructions and practices detailed in the Working Instruction document: WI Managing Preparing and Serving Medical Diets. Failure to do so will be treated as act of gross misconduct and will be investigated and dealt with accordingly.

7. Breakfast clubs, after school clubs, school trips, theme days and foods served other than lunch.

- 7.1. In schools where Elixir are contracted to provide a full food service at mealtimes other than lunch, and where ingredients are supplied via our own supply chain, we will, where safe, provide medical diet menus for children with dietary requirements. The menu will only be produced when it is confirmed that a child 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 children with complex dietary requirements.
- 7.2. 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), Elixir are unable to produce medical diet menus using these ingredients because the ingredients will not be on the company's menu management platform StarChef, and therefore the allergen and nutritional composition will not be known to our Nutrition Team.
- 7.3. If Elixir provides a packed lunch for a school trip, the cook must either choose an option from the child's medical diet menu or liaise with the Nutrition Team to confirm that a suitable recipes and contents are chosen for the child.
- 7.4. 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.
- 7.5. On theme days, children who have an allergy that falls within the EU FIC 14 allergens, may choose from the 'Allergy Aware' theme day menu. Children with allergies that fall outside the EU FIC 14 allergens, must choose their preferred meal from their named medical diet menu.

8. Prescription foods

- 8.1. 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 or specific food items for children with Avoidant/ Restrictive Food Intake Disorder (ARFID). This does not apply to diet items such as gluten free products.
- 8.2. Parents, guardians, or 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 Team and the Operations Manager.
- 8.3. Foods should be labelled clearly with the name of the child and the date that it was brought into school.
- 8.4. Special dietary products must only be used for the named child, and not for any other child.

Medical Diet Policy for Primary Schools

- 8.5. 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.

9. Reintroduction of Allergens

- 9.1. A child may outgrow their allergy or intolerance. The Local Authority/ child's parent, guardian or carer must update Elixir when a child no longer requires a medical diet. This can be done using the medical diet request form (SCC schools only), or digitally via Lunch Hound.
- 9.2. Allergens will only be introduced in full. Elixir not participate in reintroduction trials or partial reintroduction of allergens of any kind.

10. Monitoring and Governance process

- 10.1. The Procedure Documents are reviewed annually by the Nutrition Team, updated accordingly, and signed off at Board level.
- 10.2. Legal and Safety Teams will notify the Nutrition Team of any new legislation that will require immediate changes to policy and/ or procedures.
- 10.3. In certain circumstances, we may be unable to provide a meal if we deem it to be too complex or too high risk to manage at site level, and we reserve the right to refuse to provide a meal in those circumstances. Our standard exclusion criteria are described in this policy; however, we reserve the right to exclude other requests that are not included in these criteria. Such cases will be referred to the parent, guardian or carer and the school/ Local Authority will be notified.
- 10.4. Records of medical diets are kept, and data (appendix 1) can be provided on a school-by-school basis on request.



Catherine Roe
Chief Executive, Elixir UK
March 25

Medical Diet Policy for Primary Schools

Appendix 1 - Medical Diet Privacy Notice

Medical Diet Parent, Guardian or Carer and Child Data Privacy Notice

To ensure that we can provide your child with a safe medical diet, we need to process and store personal data about both you and your child. This data is held in accordance with our data protection policies and in compliance with all legislation. The Taylor Shaw and Edwards and Blake brands are owned by Elior UK plc ("Elior"), and Elior will be the "data controller" and responsible for safely processing your and your child's personal data. Elior will process the following information:

- your child's:
 - name,
 - date of birth,
 - school and year group and
 - details about his or her dietary requirement or any medical condition we need to know about that requires a medical diet menu
- your own:
 - name
 - contact telephone number
 - email address
- any other personal data which you provide to us, for example in correspondence between you and us.

Purposes and basis for processing your information.

We process your contact details only for the purposes of contacting you in relation to your child's medical diet. If you think the contact details we hold on file are incorrect, or if your contact details change, please complete a new medical diet request form. We process your contact details on the basis that it is necessary for us to ensure your child's school performs its contract with you and provides your child with a safe meal.

Purposes and basis for processing your child's information.

We process all personal data about your child only for the purpose of creating a medical diet menu for your child and identifying your child on school premises to ensure he or she receives the correct meal. Medical information is classed as "special" category data under data protection law, and this means that, to process it in this instance, we need your consent (on behalf of your child) to process your child's data. We will collect this consent on the medical diet request form. Under data protection law, you can withdraw your consent at any time by writing to the Nutrition Team, Elior UK, The Courtyard, Catherine Street, Macclesfield, Cheshire, SK11 6ET. It is very important that you are aware that we need your child's medical information to make sure your child is provided with a safe meal and if you withdraw your consent, we may not be able to do so. Again, if any of your child's medical details change or you think the details we have are not correct, it is important that you let us know by completing a new medical diet request form.

Sharing and storing personal data

We will need to share the menu created for your child with your child's school to ensure that they receive the correct meal. We will not share any of your or your child's personal data with any other third parties. All your and your child's personal data will be stored securely either in the UK or within the European Economic Area.

Medical Diet Policy for Primary Schools

Your and your child's rights

Data protection law gives both you and your child certain rights in relation to your personal data, which you can exercise by contacting [Nutrition and Dietetic Team, Elior UK, The Courtyard, Catherine Street, Macclesfield, Cheshire SK11 6ET](#). These rights are as follows:

- A right to ask us for a copy of the personal data we hold about you or your child. Please note that the only personal data we hold about you and your child will be personal data that you have already provided to us on the medical diet request form or through further correspondence.
- A right to ask us to delete your or your child's personal data in certain circumstances, such as if you withdraw consent to us processing your child's data (though please note the consequences of this set out above) or if we no longer need the personal data. Note that if we are required to keep your personal data to deal with claims or complaints, we may not be obliged to delete all of it.
- A right to ask us not to do anything with the personal data except store it in limited circumstances, such as if you and we do not agree on the accuracy of the personal data and steps are required to validate it.

Questions about your and your child's personal data

If you have any questions or concerns about how we process your or your child's personal data, please contact [Nutrition and Dietetic Team, Elior UK, The Courtyard, Catherine Street, Macclesfield, Cheshire SK11 6ET](#). If you are not happy with how we have processed your or your child's personal data, you can make a complaint to the Information Commissioner's Office, which regulates data protection compliance in the UK. More information is available at their website: www.ico.org.uk.