

# State School Special Diet Procedure

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## Summary

Special diets are a very important part of our catering provision in schools. Special diet procedures are essential to ensure that the needs of each individual child can be safely met. It is crucial that this process is a joint approach between the child, parent/guardian, school, client and Chartwells. A special diet is a requirement different to the choices offered within your menu cycle and is usually medically required.

Chartwells have a number of resources available to help our teams cater for special diets including central special diet menus for common allergens such as gluten, milk, egg and nut, a special diet recipe book and allergen tick sheets are available to show which of our recipes contain the 14 EU allergens as required by the Food Information Regulations for Consumers, introduced in December 2014.

Chartwells have newly appointed saffron and allergen champions located regionally throughout our business, these people have been trained on our nutritional analysis system, Saffron and our menu planning tool, The Source, in order to help local teams cater for bespoke special diets and help meet the requirements of the Food Information Regulations. Bespoke special diet menus are created in conjunction with the regional / area / group manager, saffron champion, nutrition team parent/guardian and the unit manager, working in unison will ensure that an acceptable meal is available each day.

Only when the parent/guardian has agreed in writing to a specific menu and the chef has been authorised to do so should any food be given to the child. It is vitally important that the proposed menu and recipes are followed exactly to ensure accurate special diet and allergy information.



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Head of Nutrition & Education, Chartwells

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## **Special Diet Menus:** **Allergies & Intolerances**

### **Step- by –Step Guide**

1. Set up a special diet folder to be kept in unit.
2. Complete special diet request form for the child (sample in this document).
3. Request medical note or care from GP or dietician to confirm the allergy/intolerance.

*(NB. Please note this is something that the parent / guardian should already have without having to contact their doctor / dietician)*

4. Make your area manager aware you will provide the below menus for you.

#### **4a. for gluten, egg, milk, nut free special diet menus**

- If you are following a centrally created menu then these are created for you. They can be found on the 'Chartwells Nutrition' community group on Connections.

#### **4b. for bespoke special diet menus**

- Please contact a member of the Chartwells nutrition team or your nominated saffron champion to support with development of bespoke special diet menu
- Please note there is a 3 week turn-around for creating individual menus.

5. Arrange a meeting with the school, parent, child, regional/area manager and unit manager.

- Take along proposed menu for discussion. Does the proposed menu meet the individual tastes of the child?
- Once agreed the menu approval form (sample in this document) should be signed by parents and kept in the special diet folder.

6. All of the catering team are to be informed of the diet, as should the school and relevant teachers (send a copy of the signed approval form). The catering team should be introduced to the child to help with the identification or a photo (with permission from the parents) provided and kept in the special diet folder.

7. It is essential that the agreed meal is available for the child. Therefore it might be necessary to keep a portion to one side (temperature controlled) until the pupil comes into the dining room/counter.

8. Every time the menu cycle changes steps 4-8 should be repeated

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## **Special Diet Menus:** **Carbohydrate Counts**

The nutrition team can also provide carbohydrate counts for your menu cycle which may be required by diabetics.

- **Central primary select, trinity and FFL menus**

Carbohydrate counts for every central menu will be uploaded onto the 'Chartwells Nutrition' community group on Connections.

- **Bespoke local menus**

Please ensure that your menu is in saffron and get in contact a member of the Chartwells nutrition team who will be able to provide you with the carbohydrate counts.

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## **Food Information Regulations for Consumers (FIR / FIC)**

The Food Information Regulations for Consumers (FIR / FIC) are EU regulations which were introduced in December 2014. The regulations state that allergen information must be available for all packaged and non packaged food in order to make food choices easier, safer and more consistent for consumers with food allergies and intolerances. The regulations are being enforced by local authorities who have the power to issue improvement notices and if found to be non compliant can issued with a fine.

### **Step by Step Guide on how to meet the FIR**

1. Saffron allergy tick sheets will be sent out with every new menu cycle and updated centrally every 6 weeks.
2. Every unit should set up a 'red folder' to store allergy sheets.
3. The red folder should be kept behind the counter and if any customer asks for further allergy information they should be given the red folder.
4. Unit teams can give no further advice on allergy status and customers have to make their own informed decisions using the tick sheets.
5. It is vital that cooks and catering assistants follow menus and recipe exactly and do not deviate from recipes by adding or removing ingredients as this could alter the allergy information.

### **FIR & product switches and substitutions**

- Please ensure you are using the correct products by checking your VMC codes on your invoices and order forms if these don't match please inform your group/area/regional manager as a matter of urgency.
- Your area manager should get in touch with the nominated allergen champion for your region.
- The allergen champion will use the menu planning tool 'The Source' to create the recipe using the 'Allergy Builder' by swapping the original ingredient for the substituted product.
- They will then reissue you with an allergen report for this recipe which should be kept in the 'red folder'.

### **FIR & Menu Changes**

- No menu or recipe changes should be made without consulting your group / area / regional manager
- Any menu changes have to be made in saffron by your nominated saffron champion who will reissue you with an updated set of allergy tick sheets for your new menu cycle.
- Your menu changes cannot be served until the new allergy tick sheets have been received, printed and stored in the 'red folder'

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## Emergency procedures

When you believe a child is having an allergic reaction one or several of the following symptoms may be seen

- ↑ **Least severe**
- Itching or tingling of the throat/nose/skin
  - Hives on the body
  - Swelling of the eyes
  - Flushing of the skin
  - Abdominal cramps
  - Nausea or diarrhoea.
  - Swelling in the throat
  - Severe asthma
- ↓ **Most severe or life threatening**

### Step by Step Guide

1. Do not attempt any treatment yourself.
2. Contact your first aid officer in school.
3. Alert the head teacher / bursar/ teacher.
4. Take a note of everything the child has consumed.
5. Keep any food packaging or labels.
6. If necessary ring 999 to call for an ambulance.
7. Alert your regional manager.

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## Special Diet Request Form

*This form is to be completed once a special diet request has been made. This must be supported with a medical note to confirm the special diet.*

School:

Name of child:

DOB:

Name of parent/guardian:

Contact details for parent /guardian:

Details of Special Diet Required (allergy/intolerance):

Symptoms associated:

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## Chartwells Proposed Menu Approval

*This form is to be completed and signed by the parents or guardians of the child with the allergy or intolerance.*

Name of Child:  
DOB:

School:

Name of Parent/Guardian:

Special Diet Requested:

Menu Start Date:

I am satisfied that the proposed menu provided is suitable for the dietary requirements of my child and I am happy for it to begin on the stated date.

Signed:

Date:

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## Further Information

**Anaphylaxis Campaign** – [www.anaphylaxis.org.uk](http://www.anaphylaxis.org.uk)

The anaphylaxis Campaign

PO Box 275

Farnborough

GU14 6SX

Tel: 01252 546100

Helpline: 01252 542029

Fax: 01252 377140

Email: [info@anaphylaxis.org.uk](mailto:info@anaphylaxis.org.uk)

### **Allergy in schools website**

(part of the Anaphylaxis Campaign)

[www.allergyinschools.org.uk](http://www.allergyinschools.org.uk)

### **Allergy UK**

No. 3 White Oak Square

London Road

Swanley

Kent

BR8 7AG

Helpline: 01322 619898

Website: [www.allergyuk.org](http://www.allergyuk.org)

### **Connections Groups**

FIR Community

Chartwells Nutrition Community

### **Chartwells Contact Details**

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