

Primary Schools Medical Diets Policy

1.0 Policy Statement

We recognise that there is an increasing number of customers that require a medical diet due to reasons such as a food allergy, food intolerance, Type 1 Diabetes, or other medical conditions. To ensure the safety of customers this policy must be followed for all medical diet requests.

2.0 Scope of Policy

- This policy applies to medical diet requests within our primary school educational business.
- A medical diet is a diet that has been prescribed by a Medical Practitioner such as a GP or Dietitian. Dietary needs due to religious, cultural or lifestyle choices are not included within the scope of this policy.

3.0 Medical Diet Request Procedure

It is the responsibility of parents/guardians to provide accurate information relating to a medical diet for their child. This should be backed up with medical evidence.

Item	Controls/Arrangements
<p>Medical Diet Requests</p>	<ul style="list-style-type: none"> ▪ The safety of our customers is paramount and as such medical diet requests must be considered on a case-by-case basis. ▪ All reasonable efforts will be made to accommodate a medical diet request where Pabulum concludes it can be done safely. ▪ There will be some cases where our risk assessment concludes that the risk to the customer is high and in such a circumstance Pabulum will be unable to provide a medical diet. ▪ In determining the risk to the customer, Pabulum will have regard to LACA guidance and in particular: <ul style="list-style-type: none"> ▪ LACA Allergen Management Guidance for Catering in Education and the LACA Risk Analysis Process.
<p>Medical Diet Request Process</p>	<ul style="list-style-type: none"> ▪ A Medical Diet Request form must be completed for pupils requiring a medical diet. ▪ Parents/guardians must email completed forms to specialdiets@pabulum-catering.co.uk or post to Special Diets, Pabulum Limited, Linea House, Harvest Crescent, Fleet, Hampshire, GU51 2UZ. ▪ On receiving a Medical Diet Request form, our Nutritionists will process the information and will contact all parties (Unit Manager, client, and parents/guardians) to confirm whether we can accommodate the dietary request. Where further clarification is needed a request may take longer to process. ▪ Unit Managers must not provide food to a pupil requiring a medical diet without following the Medical Diets Policy.

<p>Arrangements Whilst a Medical Diet Request is Processed</p>	<ul style="list-style-type: none"> During this period parents/guardians must provide a packed lunch. In some circumstances, jacket potatoes, with toppings, salad and fruit can be provided but only where this is compatible with the pupil's medical requirements and where confirmed and agreed with a Pabulum Nutritionist.
<p>Allergen Awareness Menu (AAM)</p>	<ul style="list-style-type: none"> Pabulum's Allergen Awareness Menu (AAM) excludes the 14 allergens, except for fish (as specified in the Food Information Regulations 2014 (FIR)). The AAM has been produced to cater for pupils that must exclude one or more of these foods. Any pupil assigned to the AAM will be listed on the Allergen Awareness Menu Pupil List and must be served items from this menu only. This document will be shared with the client and unit manager. <ul style="list-style-type: none"> The AAM Pupil List will contain an issue date, version number, and list of pupil names, year groups and dietary requirements. Where a new pupil must be added or removed from the list, Pabulum's Nutritionists will issue an updated AAM Pupil List. This will contain an updated issue date and version number. Unit managers must ensure that the most current version of the AAM Pupil List is being referred to. All items produced for this menu must be prepared following the Allergen Awareness Menu recipes only. Where required, gluten free items such as flour, pasta or fish fingers must be used.
<p>Carbohydrate Counts</p>	<ul style="list-style-type: none"> Carbohydrate counts can be provided for pupils with Type 1 Diabetes. To inform us about the need for a carbohydrate count, parents/guardians must complete the Medical Diet Request Form in appendix 1. All queries regarding carbohydrate counts must be sent to specialdiets@pabulum-catering.co.uk Request for a carbohydrate count can take up to 15 working days to process.
<p>Fat Contents</p>	<ul style="list-style-type: none"> The fat content in grams can be provided for primary dishes from our lunch menus only. To inform us about the need for a fat content requirement, parents/guardians must complete the Medical Diet Request form in appendix 1. All queries regarding fat contents can be sent to specialdiets@pabulum-catering.co.uk Requests for fat content information can take up to 15 working days to process.
<p>Changes to Medical Diets</p>	<ul style="list-style-type: none"> All changes to a pupil's medical diet must be communicated to Pabulum without delay and by completing and submitting a new Medical Diet Request Form. Whilst this is being reviewed, a packed lunch must be provided.

	<ul style="list-style-type: none"> Where a pupil no longer requires a medical diet, this must be confirmed in writing by the parent/guardian. Until written confirmation is received, a medical diet will remain in place.
<p>Religious, Cultural and Lifestyle Non-Medical Diet Requests</p>	<ul style="list-style-type: none"> A Medical Diet Request form must not be completed for religious, cultural and lifestyle dietary requests. The school must pass this information directly to the Unit Manager. The Unit Manager must brief the catering team on non-medical dietary requirements. Each request will be considered on a case-by-case basis and where necessary appropriate arrangements will be put in place. Information on foods that are suitable for vegetarians and vegans is available from our electronic primary school menus which can be downloaded from www.pabulum-catering.co.uk
<p>Recognising Customers with Medical Diets at the Point of Service</p>	<ul style="list-style-type: none"> Staff must be able to identify the customer at the service counter. The client is responsible for providing and implementing a system to enable catering staff to identify pupils that require a medical diet. This must include one or more of the following: <ul style="list-style-type: none"> Lanyards with a photograph and dietary information displayed (preferred method). Coloured wristbands (however, these can be obscured or swapped with other children). Photographs, care plans and documented dietary requirements. Dietary information on cashless till systems. Parents/guardians must not send photographs of their child to Pabulum. All photographs must be sent directly to the school.
<p>Foods Containing Tree Nuts or Peanuts</p>	<ul style="list-style-type: none"> Primary schools in general do not allow the use of tree nuts or peanuts in school lunches. It is company policy that we do not intentionally use ingredients containing tree nuts/peanuts in primary schools. It is company policy that we do not intentionally use ingredients labelled with a precautionary 'may contain' tree nuts or peanuts statement. Employees must not bring to work food or other items e.g., hand soap, which contains tree nuts or peanuts. Hospitality exemption: Only if requested and approved by the client, we may provide food for hospitality purposes that have a precautionary may contain tree nut/peanut statement.
<p>Self-Service (bread and salad)</p>	<ul style="list-style-type: none"> As part of Pabulum's primary dining experience, the following self-service options may be available to pupils: <ul style="list-style-type: none"> <u>Salad bars</u>: The salad offer is made up of simple salads which do not intentionally contain the 14 allergens, as specified in the Food Information Regulations 2014 (FIR). <u>Bread on the table</u>: All bread will contain Gluten, Milk, Soya

	<p>and may contain Egg. Bread is therefore not suitable for pupils that must avoid these ingredients.</p> <ul style="list-style-type: none"> Local arrangements must be implemented where a pupil cannot consume particular foods. This may include serving salad and fruit that is compatible with a pupil's dietary requirements directly from the counter. The school must be informed that a pupil must avoid self-service food stations due to a medical diet.
Changes to Menus	<ul style="list-style-type: none"> With each menu change, existing medical diet menus will be revised and sent to the parent/guardian. The new menu will be sent to the school and Pabulum's Catering Manager.
Theme Day Menus	<ul style="list-style-type: none"> Schools have the option to participate in Pabulum theme day menus throughout the academic year (e.g., Christmas Lunch, Favourites Day etc.) which may differ from the standard menu. Medical diet information will be communicated to sites as required. This information will not be sent to parents/guardians directly.
Allergen Cross Contamination	<ul style="list-style-type: none"> Precautions will be taken to prevent cross-contamination of allergens, but there is always a risk that traces of allergens may be transferred between items on the menu during processing, storage, or preparation in our kitchens. Pabulum cannot guarantee that any item from the menu is completely free from trace allergens. It is advised that customers/parents/guardians speak to a member of staff or email specialdiets@pabulum-catering.co.uk if they require further information on this matter.
Storage of Medical Diet Information	<ul style="list-style-type: none"> The personal data of customers must be stored securely. This must include all medical information, and identifiers such as names and photographs. Store in a special diets folder that can be made available during service. The folder must be stored securely when it is not in use to prevent unauthorised access to the information within it. If special diet information is displayed at service counters, it should not be visible to customers. Special diet information that is no longer required must be handed back to the client to be destroyed. Staff are not allowed to dispose of documents with personal data in general waste receptacles.

4.0 Further Information

If you require further information regarding this medical diet policy, please email specialdiets@pabulum-catering.co.uk and we will respond to queries within 15 working days.

This policy will be reviewed annually.

Nelson Williams
Managing Director
January 2024

Appendix 1

Medical Diet Request Form

Please print below:

School: _____

Name of Child: _____ Date: _____

Year Group: _____ Gender: _____

Note: Photographs of your child must be sent to the school and not directly to Pabulum.

Medical Diagnosis

- | | |
|---|--|
| <input type="checkbox"/> Food Allergies or Intolerances | <input type="checkbox"/> Type 1 Diabetes |
| <input type="checkbox"/> Coeliac Disease | <input type="checkbox"/> PKU |

Other (please provide details below):

Medically Prescribed Diet

Please tick all foods which the pupil must **not** consume.

- | | |
|---|---|
| <input type="checkbox"/> Celery | <input type="checkbox"/> Mustard |
| <input type="checkbox"/> Crustaceans (e.g., Prawns, Crab, Lobster etc.) | <input type="checkbox"/> Peanuts |
| <input type="checkbox"/> Eggs | <input type="checkbox"/> Sesame |
| <input type="checkbox"/> Fish | <input type="checkbox"/> Soya |
| <input type="checkbox"/> Gluten (e.g., Wheat, Barley, Oats and Rye) | <input type="checkbox"/> Sulphites |
| <input type="checkbox"/> Lupin | <input type="checkbox"/> Tree Nuts (e.g., Almonds, Hazelnuts, Walnuts, Brazil Nuts, Cashews, Pecans, Pistachios, Macadamia Nuts etc.) |
| <input type="checkbox"/> Milk | |
| <input type="checkbox"/> Molluscs (e.g., Mussels, Oysters etc.) | |

Other Allergens:

- | | |
|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Tomato | <input type="checkbox"/> Strawberry |
| <input type="checkbox"/> Beans | <input type="checkbox"/> Pineapple |
| <input type="checkbox"/> Chickpeas | <input type="checkbox"/> Banana |
| <input type="checkbox"/> Lentils | <input type="checkbox"/> Orange |
| <input type="checkbox"/> Peas | <input type="checkbox"/> Lemon |
| <input type="checkbox"/> Coconut | <input type="checkbox"/> Kiwi |

Other foods which the pupil must avoid (please print below):

Dietary preferences in addition to medical diagnosis (please tick all that apply):

- Vegetarian
 Vegan
 Pescatarian

- No Beef
 No Pork

Medical Evidence

Return this form with **medical evidence** (e.g. a letter from your GP or dietitian, medical care plan etc.) to avoid delays in your application.

If you are unable to provide medical evidence, please arrange for a Medical Professional to sign and confirm diagnosis below:

Healthcare Professional Name: _____

Signature: _____

Name of Surgery/ Hospital: _____

We/I the parent/guardian of the above child accept that Pabulum will make every effort in providing our child with food to meet their Medically Prescribed Diet, but also accept Pabulum:

- Cannot guarantee that the food has been processed and/or prepared in an allergen-free environment and so may contain traces of allergens.
- Will review all requests on a case-by-case basis, and where a risk assessment deems the medical diet risk is too high, Pabulum may decline the request.

Parents/Guardians must ensure that:

- The medical diet request form is completed accurately and reflects the pupil's medical dietary requirements in full.
- Pabulum is notified of any discrepancies in the special diet menu immediately. Pabulum will share your child's special diet menu with you using the contact information provided below.
- Where there is a change to your child's medical dietary requirements, parents must inform Pabulum immediately via completion of a new medical diet request form. Pabulum will not update medical diet menus until a completed form is received. You must provide a packed lunch during this period.
- If a special diet menu is no longer required, Pabulum must be notified in writing. A medical diet menu will continue to be used until we receive this from you.

Please allow up to 15 working days for Pabulum to process a medical diet request. Where further clarification is required, medical diet requests may take longer to process.

Whilst medical diet requests are being processed, you must provide a packed lunch for your child.

Pabulum will process the personal data detailed in this medical diet request form in accordance with data protection laws. This information will only be used for the purpose of providing meals for children with medical dietary requirements. All personal data will be stored securely and will only be accessed by those who require the information. Details of your child's dietary requirements will be shared between the school and Pabulum. A copy of your child's photograph and their dietary requirements will be kept in the school kitchen. Pabulum's full privacy notice is available on request.

Please sign below to consent to Pabulum processing this information for the purpose of providing a medical diet for your child. By signing below, you confirm that you have read and understood the above information.

Please print below:

Parent/Guardian Name: _____

Signature: _____

Email Address: _____

Telephone: _____

Date: _____

Please return a copy of this form with medical evidence to Pabulum Head Office either by emailing a copy to specialdiets@pabulum-catering.co.uk or by post to *Special Diets, Pabulum Limited, Linea House, Harvest Crescent, Fleet, Hampshire, GU51 2UZ.*