

Parent/Carer

Medical Diet Procedure for Education (Primary, Feeder, Diner and Through Schools)

Why is this important?

The Medical Diet Procedure ensures that pupils with special dietary requirements are able to enjoy a school lunch that is safe and appropriate for their individual needs.

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.

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.

What about food allergies and intolerances?

Tree nuts, peanuts and sesame

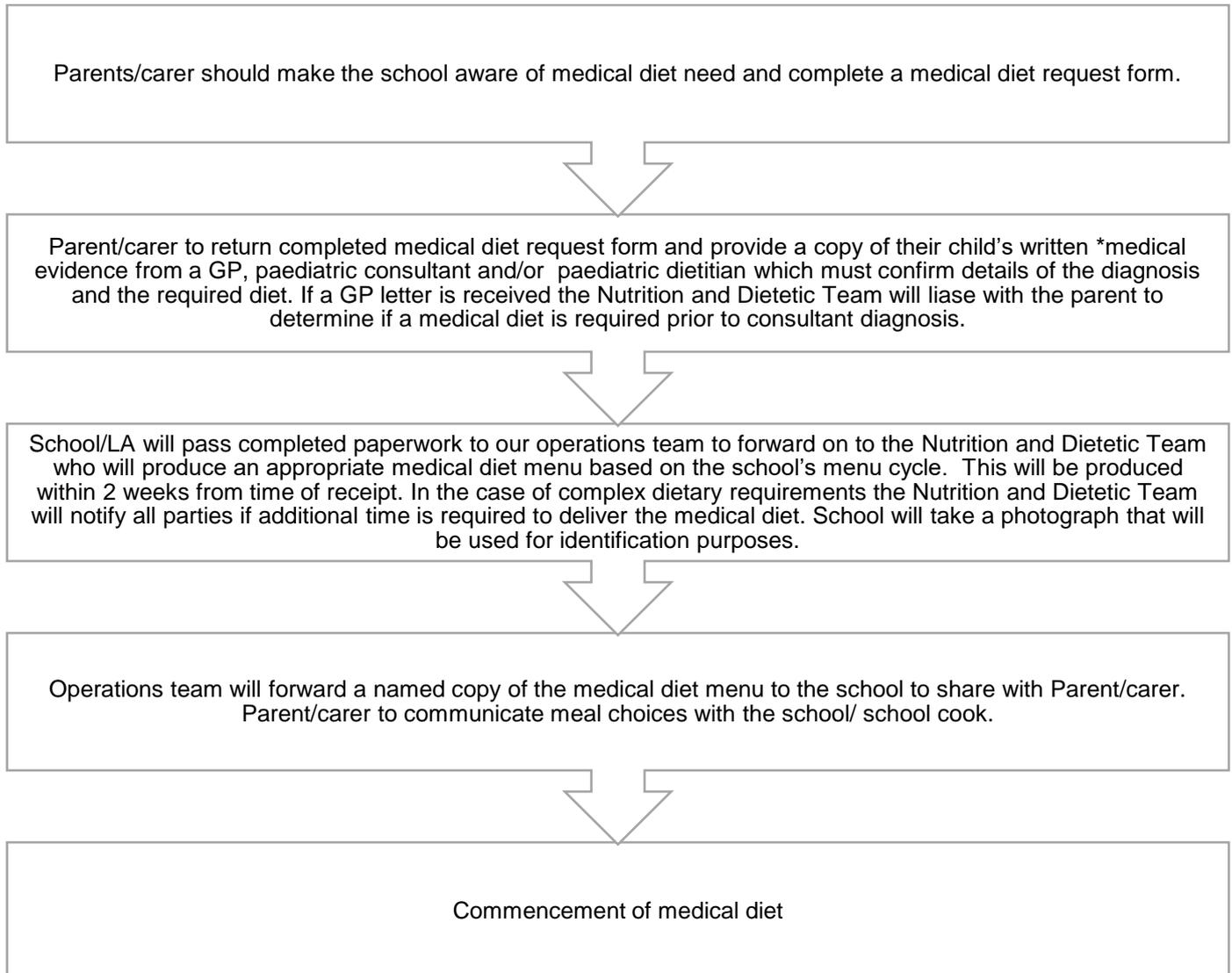
We do not knowingly handle any nut or sesame containing ingredients in our education site kitchens. Whilst all reasonable precautions are taken, some ingredients may have been produced or processed in factories where nuts or sesame may be handled. Parents/carers of children with nut and sesame allergies should follow the medical diet procedure described below so that they are made known to the school and their specific needs can be safely managed.

Other food allergens

Wherever possible all meals are prepared from scratch. This means that we use ingredients including: milk, eggs, soya, gluten containing cereals (wheat, rye, oats and barley) (please note that this is not an exhaustive list). Our staff are trained to follow best practice procedures to ensure that cross-contamination risks are minimised. However, parents/carers of children with food allergies should follow the medical diet procedure described below so that they are made known and their specific needs can be safely managed, and we can prepare appropriate meals.

My child has a medical dietary requirement, what must I do?

Parents/carers of children with medical dietary requirements should follow the below process.



*Medical evidence- should be dated within 12 months of the medical diet request.

We will hold the medical evidence for identification purposes on its records. This data is held in accordance with our data handling policy and in compliance with all legislation including the General Data Protection Regulation and will not be shared with third parties. For more information on how this data will be handled, please see our Medical Diet Privacy Notice.

What do we need from you?

To put the process into place as quickly as possible, we will need from you:

1. To contact the school to make them aware of your child's medical dietary requirements
2. Once received, complete, sign and return the Medical Request Form
3. Medical Evidence dated within the last 12 months from the Paediatric Consultant or Paediatric Dietitian
4. Once you receive a copy of your child's medical diet menu please review this promptly and make daily meal selections for your child across the 3 weeks. Once your choices have been received, we will commence providing the menu. Please retain a copy of the menu for your records.

Protecting your and your child's information

We need to collect, store and process personal data about you and your child to provide your child with a medical diet. Detailed information about how and why we use this personal data is set out in our Medical Diet Parent/Carer and Child Privacy Notice.

Medical Diet Parent/Carer and Child Privacy Notice

In order 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 medical and dietary needs.
- details about your child and his or her condition contained within the medical evidence that you provide, such as a letter from your child's paediatric consultant or dietitian.
- your own:
 - name,
 - address, and
 - contact telephone number and email address, and,
- 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 Medical Diet - Change of Personal Details form as soon as possible. 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 diet recipe template for your child and identifying your child at 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, in order 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 Nutrition and Dietetics 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 Medical Diet – Change to Personal Details 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 your child receives the correct meal. We will not share any of your or your child's personal data with any other third parties. All of your and your child's personal data will be stored securely either in the UK or within the European Economic Area. We will delete your and your child's personal data once your child has left the relevant school or once his or her need for a medical diet has ceased, unless we need to keep the personal data to deal with any claims or complaints, in which case we will keep it for as long as necessary for that purpose.

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, in the medical evidence 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.

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

Frequently asked questions

What is the difference between a nutritionist and a dietitian?

Dietitians are the only nutritional professional with clinical training qualified to assess, diagnose and treat dietary or nutritional issues, both at an individual or public health level. Dietitian is a legally protected title that shows a certain level of nutrition and clinical training. This contrasts with Nutritionists, whose title is not protected, meaning it can be used universally, and does not automatically mean they have undergone any training.

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.

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 passed on to us to process.

Why do I need to provide medical evidence?

Medical confirmation is required so that our dietitians 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 Nutrition and Dietetic team will accept evidence from a GP or specialist nurse.

What is not classed as medical evidence?

Any letter that has not come from a recognised medical professional with the scope to diagnose and advise on medical diets, for example, including but not limited to a nutritionist, nutritional therapist, chiropractor, Food intolerance 'testing' that is not completed by a paediatric consultant, for example IgG testing, is also not accepted as evidence of an allergy or intolerance.

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 Elior's Nutrition and Dietetics Team 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, our Education Dietitians will 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.

My Child has a nut allergy. Why do I have to request and sign for a medical diet if my child's school is nut free?

Whilst we do not knowingly include nuts in our recipes or use ingredients containing nuts within the education sector, there may be occasions where an ingredient with a 'may contain traces of nut/peanut' may be used. For children with allergens to tree nut or peanut these items are removed from their medical diet menu. We are unable to take responsibility for any foods brought in by children in packed lunches that may contain nuts.

My child doesn't have an allergy but another medical diet need, can you cater for this?

Our Education Dietitians do currently cater for conditions such as Type 1 Diabetes, PKU and Ketogenic diets, amongst others. These medical diet menus are often created alongside the support of your child's specialist dietitian. If your child has a condition other than an allergy that requires medical diet, please follow the medical diet process and a dietitian will contact you if necessary.

Why are there exclusions to the provision of medical diets?

Due to the nature of school kitchens and the widespread nature of certain allergens, our experience in providing medical diets for children with certain allergens has proved too high a risk. Where an allergen is found widely across the menu and risk of cross contamination is high Elior dietitians are unable to confidently safely provide medical diets.

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

Our Education Dietitians have worked very hard to try to provide a medical diet to all children that require one. We 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, our medical diet provision has been restricted to combinations of 2 medical diets plus one or all of the following: tree nut, peanut and shellfish. This is because these items are not routinely used in the primary menu and therefore and often only require small adaptations to the current menu to be safe. Medical diets can also be provided for children with fruit allergies as long as the child is not allergic to any other food alongside fruit, otherwise they will fall into the categories as above.

My child has allergies/intolerances to multiple allergens, why can't you cater for them?

We 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, medical diet provision has been restricted. Allergens above combinations of 2 can become complex to manage and often result in restricted options. Our kitchens 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 reasonable expectations of our school cooks and deemed too high risk.

Is there an allergy exclusion list? My child's allergy is on this. What do I do?

Whilst we have tried to provide all children with a school meal the wide spread nature of certain allergens has proved very complex to provide medical diet menus for and often results in very limited meal options. Due to the widespread nature of these allergens throughout our school kitchens it is deemed too high risk and beyond reasonable expectation for these to be managed in a school kitchen. Whilst there will be a suitable jacket option available on site, we recommend that a packed lunch is provided for children with allergies to items within the exclusion (is there another word we can use?) list.

A list of allergens excluded from the medical diet process can be found in our Primary Education Medical Diet Policy 2019.

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

We 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, we 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 Elior 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, Elior's dietitian can put in place a provisional medical diet. The Nutrition and Dietetic team will require a copy of your child's consultant letter confirming diagnosis following your appointment in order to ensure provision of the correct medical diet menu for your child.

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

Although our Education Dietitians 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.

As the medical diet menus are based against the standard primary menu meals, if your child's school has opted for a dish that is not on the standard primary menu it is likely that the dish on the medical diet menu will not reflect the dish served in the school that day.

Why does my child have specialist products on their menu that are not related to their allergen (i.e. gluten free products but they are not allergic to gluten)?

If there is an alternative option to a dish on your child's menu it is because the standard option is not suitable. In order to provide your child with an alternative that reflects the school menu it may be we have used a specialist product in order to do this. It also enables us to provide consistency and inclusivity across medical diet menus so that, where possible, children with medical diet menus are provided with the same dish, particularly in relation to desserts.

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 it is not possible for our Education Dietitians to investigate the ingredients of all the recipes across all the different theme days held across all sites nationwide and create specific medical diets accordingly. Your child's medical diet menu has been checked for allergens and for us to ensure we are providing a suitable meal for your child it is important that their medical diet menu is followed for all meals.

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. Following this the Nutrition and Dietetic team will authorise the termination of your child's medical diet.

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

Although our Dietitians aim 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?

All kitchen staff are 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 we 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.

How do I make meal choices for my child from their medical diet menu?

Please inform your school of the choices you would like to make for your child so they can inform your kitchen manager. The simplest way to do this is by circling your child's options on the medical diet menu sent to you and providing that to the school.

My child has Type 1 Diabetes can you 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 dedication operations manager who will be able to request support from our Education Dietitians.

My child is eligible for free school meals but falls outside of your criteria for a medical diet, what do I do?

We take 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 Elior's criteria, please be aware that there will be a daily suitable jacket potato option available.