

# CHARTWELLS MEDICAL DIET PROCESS

## Step 1 PARENT AND GUARDIAN FAQ

### HOW DO I REQUEST A MEDICAL DIET MENU FOR MY CHILD?

Contact the school office or the Chartwells medical diet team for a copy of the '**Chartwells Medical Diet Request Form**'. This should be completed and returned to the local Chartwells contact with medical correspondence confirming the allergy, intolerance or medical requirement.



### WHY IS MEDICAL EVIDENCE REQUIRED?

Medical correspondence confirming the allergy, intolerance or medical requirement is required to ensure the ultimate safety of your child by providing complete transparency of their food allergies or intolerances between all parties involved. It also gives us an indication of tolerance levels and possible reactions to look out for. This requirement is an industry standard.

### WHAT MEDICAL EVIDENCE CAN BE ACCEPTED?

Acceptable medical evidence should be documentation from a professional medical source i.e. a medical doctor, registered dietitian, nurse or other qualified NHS medical professional. Examples include an allergy action plan, medical note or alternatively our '**Chartwells Supporting Evidence Form**' can be signed and stamped by your child's medical professional to confirm the allergies or intolerances. Please contact the school or Chartwells medical diet team to obtain this supporting evidence form.

### WHAT HAPPENS TO THE INFORMATION I PROVIDE?

The medical diet request form along with medical correspondence and a photograph of your child will be kept strictly confidential and in line with the Data Protection Act. Once your child no longer requires a medical diet or leaves school the information will be destroyed.

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### THE SCHOOL MENU DOES NOT CONTAIN NUTS. IF MY CHILD HAS A NUT ALLERGY DO I STILL NEED TO GO THROUGH THE MEDICAL DIET PROCESS?

Chartwells will never use nuts or any product containing nuts as an ingredient within our food offering in schools, however occasionally Chartwells may carefully use products with a 'may contain' declaration for nuts, as long as no nuts are present in the ingredient list. We advise that pupils with a nut allergy request a medical diet menu which will remove any 'may contain nuts' products, if used, from their menu.

### DO I NEED TO REQUEST A MEDICAL DIET MENU IF MY CHILD FOLLOWS A RELIGIOUS OR CULTURAL DIET?

If your child follows a religious or cultural diet you do not need to complete the medical diet request form. Please inform the school and catering team on site about any religious or cultural requirements to make arrangements where appropriate.

### DO I NEED TO REQUEST A MEDICAL DIET MENU IF MY CHILD IS A DIABETIC?

If your child has diabetes and therefore requires their meals to be carbohydrate counted, you do not need to complete the medical diet request form. Please inform the school and catering team on site to make arrangements where appropriate. Chartwells can supply the carbohydrate breakdown of each dish per recommended portion size and per 100g to aid their supporting teacher with carbohydrate measurements.

### MY CHILD HAS A NON-ALLERGEN RELATED REQUIREMENT. WHAT DO I DO?

Non allergen-related medical diets (such as texture-modified dysphagia, sensory disorders, autism and phenylketonuria (PKU) will be considered by Chartwells on a case-by-case basis. Please contact the Chartwells medical diet team for more information.





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**MY CHILD IS CURRENTLY ON A FOOD LADDER AND CAN TOLERATE MILK AND EGG BAKED IN PRODUCTS BUT NOT IN OTHER FORMS. CAN CHARTWELLS PROVIDE A MENU THAT CATERS FOR THIS?**

Chartwells will not be responsible for the gradual re-introduction of allergens (for example the re-introduction of milk using the 'milk ladder') or the provision of allergens in moderation or in different forms. Our stance is that parents and guardians can introduce allergens at home under their own care.

**HOW LONG DOES THE MEDICAL DIET PROCESS TAKE FROM START TO FINISH?**

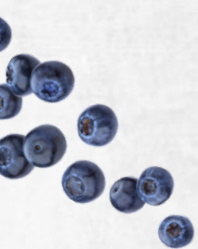
From the moment the medical diet team receive a medical diet request with the required medical evidence, there is a maximum turnaround time of 3-5 weeks.

**WHAT FOOD DO I PROVIDE MY CHILD WHILST WE ARE WAITING ON A MENU?**

Whilst awaiting paperwork or the implementation of your child's medical diet menu we can provide your child with a suitable jacket potato option as a main and suitable fresh fruit for dessert. If your child has allergies that only lie inside the 14 FIR allergens, the safe solutions menu can be followed. Alternatively, a packed lunch from home can be provided in this interim period.

**MY CHILD WILL REACT TO A 'MAY CONTAIN MILK' ALLERGEN WARNING. DO CHARTWELLS REMOVE 'MAY CONTAIN' WARNINGS FROM THEIR ALLERGEN MENUS?**

Where suppliers declare that an ingredient 'may contain' an allergen, Chartwells will consider this as the same risk as a 'contain' warning and will remove the allergen from all implicated medical diet menus.





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### CAN I SEND IN FOOD FROM HOME TO BE PRODUCED IN THE SCHOOL KITCHEN?

We believe our medical diet menus are balanced and varied and offer our pupils an excellent food offer that meets their needs therefore there is no required need for you to send in food from home. We understand that in extreme medical conditions where food choice can be extremely limited (e.g. PKU) that specialist foods are provided on prescription to families, in such cases we will work with families on an individual basis.

### DOES CHARTWELLS CATER FOR ANY ALLERGY OR INTOLERANCE?

Every medical diet request will be considered, however there may be rare occasions when we have to reject a medical diet request based on safety concerns for the pupil. For example if the pupil has a high volume of allergies or intolerances that's makes providing a balanced menu impossible or if the pupil's allergies are so highly sensitive the production risk is too great.

Any decision to reject a special diet is not taken lightly.

### WHAT MEDICAL DIET MENU OPTIONS ARE AVAILABLE?

- The Chartwells '**Allergy Aware**' menu will be provided to children with allergies to any of the 14 mandatory listed Food Information Regulations (FIR) allergens or combinations thereof. This menu is a reduced-allergen menu which does not include the majority of the 14 FIR allergens and is aligned as closely as possible to the main menu offer.
- Medical diet requests for allergens which are not part of the 14 mandatory listed allergens under FIR are reviewed by the medical diet team via the medical diet risk assessment process and if deemed to be safe to cater for, a '**Bespoke**' medical diet menu, free from these allergens, will be provided.



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### MY CHILD HAS BEEN ASSIGNED THE ALLERGY AWARE MENU DUE TO HER MILK ALLERGY BUT DISHES ON THIS MENU HAVE WARNINGS THAT THEY CONTAIN MILK. IS THIS A MISTAKE?

The Allergy Aware is a reduced-allergen menu whereby the majority of 14 mandatory listed allergens have been removed, however some remain on this menu to provide variety and to ensure that this menu is as like for like with the main school menu as possible. If a dish exists on this menu that contains your child's allergens, as indicated by the bold red '**CONTAINS**' warnings, we have ensured that there will always be a suitable alternative that can be provided to your child on this day.

### I HAVE REVIEWED MY CHILD'S MEDICAL DIET MENU AND MANY DISHES CONTAIN THE WORDING 'SD'. FOR EXAMPLE, SD MACARONI CHEESE. WHAT DOES 'SD' STAND FOR?

'SD' in a dish title shows that this is a 'Special Diet' version of the dish. We work closely with our culinary team to reduce the most common allergens within our recipes. Recipe development of our 'Special Diet' recipes will involve the use of specialist ingredients where required to ensure that these dishes are as suitable for as many pupils with food allergies as possible.

### THERE IS AN UPCOMING THEME DAY AT MY CHILD'S SCHOOL. WHAT OPTIONS WILL SHE BE OFFERED?

On theme days, children on **Bespoke** meal plans are provided with a suitable main dish and dessert from their approved bespoke medical diet meal plan.

If your child follows our Chartwells **Allergy Aware** menu, we provide a Theme Day Allergy Aware menu which is aligned to the Standard Theme Day Menu.



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### WHO SHOULD I TELL IF MY CHILD NO LONGER REQUIRES A MEDICAL DIET MENU?

If your child no longer requires a medical diet menu please inform the school catering manager straight away via a written letter of confirmation.

### I DO NOT WANT A MANAGED MEDICAL DIET MENU IN PLACE FOR MY CHILD BUT HAVE NOTIFIED THE SCHOOL THAT HE DOES HAVE ALLERGIES/INTOLERANCES. WHAT ARE MY OPTIONS?

As part of our medical diet policy we encourage all pupils with food allergies and/or intolerances to be on our medical diet menus for safety, however if you decide to not opt in to our medical diet provision we can provide you with allergy reports for the dishes on the menu so that you can 'self-manage' your child's menu at school and take responsibility for choosing suitable dishes for your child. Our allergy reports show all of our recipes and what allergens they do or don't contain which can allow more flexibility for some pupils. Please contact the Chartwells medical diet team for more information about this option.

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### CONTACTING US

For any medical diet queries please contact the medical diet team at:

**[chartwells.medicaldiets@compass-group.co.uk](mailto:chartwells.medicaldiets@compass-group.co.uk)**