

Oxfordshire County Council Catering Services Medical Diet Policy

1.	Purpose / Scope
	<p>Oxfordshire County Council accepts its statutory responsibilities in relation to the necessary medical diet provision for its customers. This policy outlines those responsibilities, processes and procedures which support discharging this statutory duty.</p> <p>Where this policy refers to 'the customer' this means any pupil requiring a special medical diet. Due to the demographic of our customer, this is extended to include parents and any other guardians.</p> <p>'The client' refers to any school, academy or other body to whom OCC provide catering services (either through a formal contract or SLA)</p> <p>The policy on OCC's Catering Services Medical Diet Provision is further supported by Request for Medical Diet Procedure and the Medical Diet Sign Off Form.</p>
2.	Policy Statement
2.1	<p>A medical diet may be required where the standard menu provided is not suitable for a customer who has a diagnosed medical condition. This means eating from the normal menu, without adaptation or replacement menu items, could expose them to risk, harm and even death, though doing so. Medical conditions would include any diagnosed food allergies or intolerances.</p> <p>OCC's Catering Service's believe that food is a central influence on our health and wellbeing, and it is crucial for children's healthy development. Eating well lies at the heart of a happy, healthy life, and eating together is the most basic element of family and social life. We believe in providing an all-inclusive offer to the pupils in our schools, where it is safe for us to do so. We are therefore happy to make reasonable adjustments to our</p>

	<p>menu to accommodate customers who would otherwise be disadvantaged due to their medical conditions.</p> <p>All allergy menus provided will be as close as possible to the main menu offer.</p> <p>We are keen for children in to try new tastes and flavours as part of forming healthy eating habits for later life and for this reason we do not accommodate changes for those customers who have a particular dislike to certain foods.</p>
<p>3.0 Special Menus for Medical Diets</p>	
<p>3.1</p>	<p>The Catering Service’s medical diet arrangements are in line with current legislation and will follow the LACA National Allergen Management Policy guidance for the management of allergens in schools. To assist with this, the service will, where possible, aim to reduce allergens within the core menu.</p>
<p>3.2</p>	<p>Upon receipt of a request for a medical diet, OCC Catering services will consider, on an individual request basis whether it is both possible and safe to provide an appropriate medical diet.</p> <p>This decision will be made following the completion of a Risk Assessment which takes into account both the staff capabilities and that of the kitchen which will be required to produce the menu.</p> <p>It is possible that the Risk Assessment may result in a situation where it is unfortunately deemed unsafe to provide the medical diet. In this circumstance, the catering service will be unable to provide <u>any</u> menu items for the individual concerned and will communicate this decision to both the customer and the client at the earliest opportunity. The client must then take responsibility and appropriate action to ensure that any other allergen risks are controlled – for example nuts consumed by other customers.</p>
<p>3.3</p>	<p>To aid with the identification of customers requiring medical diets, OCC Catering services requests that the client support this action through the</p>

	<p>provision of an up to date photographs of the individual, at least annually.</p>
<p>3.4</p>	<p>OCC Catering Services will consider requirements for special diets for those customers who suffer from non-allergen related conditions, including, but not limited to, autism and phenylketonuria (PKU) diabetes, texture modified dysphagia and sensory disorders, on a case by case basis.</p> <p>Customers with religious and cultural diets should contact their onsite catering team to discuss their requirements – the medical diets process is not necessary in these circumstances.</p>
<p>3.5</p>	<p>For those medical diet requests which fall into any of the mandatory listed Food Information Regulations (FIR) allergens, (or any combinations of them) a copy of the current allergen menu will be shared with the customer – but only if the Risk Assessment referred to in 3.2 above does not deem that, provision of such food is unsafe.</p> <p>Medical diet requests for allergens which are not part of the 14 mandatory listed allergens under FIR will be also be reviewed using the risk assessment referred to in 3.2 above. However, it may not be possible to provide a menu if the risks to the customer mean it would be unsafe to do so.</p>
<p>3.6</p>	<p>Failure to notify the Catering Service of the requirement for a medical diet in accordance with this policy, may result in us refusing service. This will be the case, unless the service is confident that the individual concerned confirms they are able to manage their own menu choices and authorises OCC Catering Services to provide said service.</p> <p>Any decision to refuse service will be communicated at the earliest opportunity, along with the reasons why. Clients are required to support customers and the Service in providing an up-to-date photo to assist the identification of such customers. Photos should be provided by clients at a minimum annually and sooner, if the appearance of the customer changes significantly in the intervening period.</p>

3.7	<p>No Medical diet menus will be produced for customers in Secondary Schools, except in exceptional circumstances, or where there is only a one choice meal option. We believe that our menus in Secondary Schools are wide enough to provide ample variety to allow customers to make choices suited to their own medical diet.</p> <p>To assist with this, the Service will always ensure that allergy reports are readily available to customers to allow them to make informed choices.</p>
3.8	<p>As an interim measure and whilst requirements are scrutinised and menus developed, the service can provide a jacket potato with a suitable topping, with fruit for dessert. Should this not be suitable arrangement, customers are asked to provide their own packed lunch meal until the menu is available.</p> <p>This arrangement will also be utilised, on the rare occasion, it is not possible to provide the approved menu.</p>
3.9	<p>OCC Catering Services will ensure that at least one hot dish per service will be included as part of the medical diet.</p>
3.10	<p>Only the recipes detailed in the Service approved medical diet menu will be served to the customer. Once a medical diet is agreed, there will be no opportunity to deviate from the medical diet menu, without prior approval from both parties.</p>
3.12	<p>Medical Diet menus can only be provided for main hot meals and not for mid-morning breaks, breakfast clubs, after school club snacks or salad bars. Similarly, OCC Catering Services cannot take responsibility for potentially harmful choices or portion sizes when pupils are self-serving.</p>
3.13	<p>All menus (including medical diets) will be fully compliant with both the School Food Plan standards (regardless of school status) and the OCC Catering Services menu standards.</p>

3.14	Medical diet menus will be double checked by all members of the management team on receipt of returned data following nutritional analysis.
4.0 Medical Diet Requests and Procedures	
4.1	All requests for a medical diet must be submitted on the Medical Diet Request Form accompanying this policy, and customers must provide supporting evidence from a healthcare professional.
4.2	OCC Catering services would expect the client to ensure that customers are aware of both this policy and the request form, as well as the submission process. The client is further responsible for ensuring that any form submitted is fully completed, particularly where there are believed to be language or learning difficulties.
4.3	<p>In line with industrywide standards and to satisfy the safeguarding needs of individual customers, the following shall apply.</p> <p>All Medical diet request forms must be accompanied by supporting professional medical evidence. The catering service will only produce medical diets under this professional guidance.</p> <p>Professional Medical evidence should be provided by:</p> <ul style="list-style-type: none"> • A professional medical source includes a medical doctor, registered dietitian, nurse or other qualified NHS medical professional • School-composed care plans, commercial laboratory reactivity results and homeopathic diagnoses will not be accepted <p>Please note the following:</p> <ul style="list-style-type: none"> • Medical evidence will be used as the most accurate information • Updated medical evidence must be provided in the instance that an existing medical diet is changed (e.g. additional or reduced requirements).
4.4	It is requested that fully completed Medical Diet Request forms, along with appropriate supporting medical evidence are returned to the client's office and that the client then shares this with the Catering Service Delivery Manager for processing.

<p>4.5</p>	<p>When forms are passed on to the Catering Service, a medical diet menu will be prepared within 3-5 weeks - this will only be the case, providing that it is safe for us to provide that menu and all requested information is available.</p>
<p>4.6</p>	<p>Unless the catering service are advised otherwise, in writing, further medical diet menus will be produced for future menu cycles</p> <p>Clients are requested to update any list of pupils requiring medical diets on a termly basis. And to inform the catering service about any leavers, as they occur.</p>
<p>4.7</p>	<p>Should the customer require changes or re-introduction of allergens into their medical diet, this will only be actioned upon receipt of updated medical evidence. A new menu will be provided if this is necessary.</p> <p>Unfortunately, the catering service cannot be responsible for any gradual, 'in moderation' or 'allergen in a different form', re-introduction of allergens</p>
<p>4.8</p>	<p>The client is responsible for ensuring that the customer receives a copy of any medical diet menu prepared. They will further be required to check that any such menus is understood, in the event of learning or language difficulties.</p> <p>In return, the catering service will share the outcome of any direct communication with customers regarding medical diet requirements with the client.</p>
<p>4.9</p>	<p>Prior to the menu start date, customers will be provided with a copy of the medical diet menu and will need to complete the medical diet sign off form, confirming that there are no discrepancies. This should be returned to the client who should ensure that all sign off forms are received and forward onto the catering service.</p> <p>If no discrepancies are notified to the catering services by the start of menu date, the service will make the arrangements to offer the medical diet to the customer on the start date.</p>

	The client is required to ensure that any discrepancies are notified immediately.
5.0	Allergen and Nutrition Information for Customers
5.1	<p>The Catering Service will prepare Allergen reports declaring the presence of the 14 mandatory FIR allergens for all OCC Catering Service's recipes for current menus. These will be provided to the client prior to the start of each menu cycle.</p> <p>Those customers wishing to review these should ask the kitchen team or request copies of Allergen reports.</p>
5.2	Where suppliers declare that an ingredient 'may contain' an allergen, the Catering Service will consider this as the same risk as a 'contain' warning and will remove the allergen from all implicated medical diet menus.
5.3	The OCC Catering Service will work with suppliers to ensure that all affected products contain clear ingredient information and appropriate allergen declarations.
5.4	OCC Catering Service kitchens will store medical diet menus in their Cypad kitchen management tablet or in the Operations Manual on site.
5.5	<p>OCC catering Services will, if they are required due to medical conditions, provide Nutrient counts are for current menus.</p> <p>These nutrient counts will include the following information for each dish/menu item:</p> <ul style="list-style-type: none"> • Portion size (g) • Carbohydrate, Fat, Protein, Sodium & Calorie content per portion • Carbohydrate, Fat, Protein, Sodium & Calorie content per 100g <p>Please Note: The service uses the service of Victoria Makepeace- Warne – a certified nutritionist who uses a recognised analytics tool to provide nutritional data for our recipes. The tool is used widely across the food industry and draws upon data from the McCance & Widdowson's database (Public Health England's nutrition information data set).</p>

	<p>Nutritional information will be based upon average servings of each ingredient and therefore should be regarded as the closest possible estimated figures. Nutrient counts remain subject to change due to ingredient or processing alterations for any given recipe.</p>
5.6	<p>Those customers wishing to have sight of nutrient counts do not need to complete a medical diet request but should request a copy from the Catering Team on site.</p>
5.7	<p>Information about OCC's Catering Services approved and banned food additives can be requested from the Service Delivery Manager.</p> <p>Therefore, specific medical diet requests for controlling the micronutrient (vitamin and mineral), food additive, food processing aid, colouring, thickener, stabiliser, gelling agent, raising agent, yeast, or preservative content of OCC Catering Services menus cannot be accommodated.</p>
6.0	<p>Identification of Customers with Medical Diets</p>
6.1	<p>All clients must have a system in place for the identification of the pupils (approved by all parties, prior to the provision of any medical diets) at food service points.</p> <p>Whatever format the system takes, it should be documented, and a copy placed in the OCC Catering Services Operations Manual on site.</p> <p>It is the client's responsibility to identify customers in accordance with the system agreed.</p>
6.2	<p>If it is possible, it is recommended that customers receiving medical diets are served at a separate service point designated for this purpose.</p>
6.3	<p>Any customer awaiting provision of a medical diet and receiving a temporary offer should also be included in the approved medical diet identification system.</p>
7.0	<p>Incident and Allergen Management</p>

<p>7.1</p>	<p>Whilst OCC Catering Service kitchens will implement all reasonable controls for cross-contamination it is not possible for dishes produced in school kitchens to be considered as 'free from' allergens.</p> <p>In any event, in line with advice from external governing bodies and allergen charities, the service cannot support a completely allergen free environment. It is believed that a completely allergen free environment is artificial and inconsistent with the real world.</p>
<p>7.2</p>	<p>All of our ingredients and products are purchased in accordance with the OCC Catering Service supply chain standards from our dedicated partnered suppliers.</p> <p>Any ingredients brought in from home by customers, must only be by prior arrangement and should be placed in a sealed and labelled container (child's name, product description, usage and use by date). OCC Catering Services will not accept liability through the provision of such products.</p>
<p>7.3</p>	<p>All OCC Catering staff receive Health & Safety training covering food safety and allergen awareness to a level appropriate for their role. Additional and refresher training is provided as required.</p>
<p>7.4</p>	<p>OCC Catering Services, will review, on an individual case basis the requirement for any medically prescribed ingredients brought from home to be used in a medical diet. Medical evidence will be required. The Service will then assess the risk of cross-contamination from such ingredients.</p> <p>Clients may be asked to facilitate such requests by providing an alternative facility for use and storage of such ingredients, should this be necessary.</p> <p>Again, any such products must be provided in a sealed and labelled container.</p>
<p>7.5</p>	<p>The Catering Service does not use any nuts as ingredients or products stating 'contains nuts' as an ingredient. However, it should be noted that</p>

	The Catering Service may use products with a 'may contain' declaration for nuts, provided that no nuts are present in the ingredients.
8.0	In case of Emergency Health and Safety
8.1	Clients are responsible for ensuring that care plans are in place for the management of medical diets on their premises. Such plans (and any updates) must be shared with the Catering team on site.
8.2	<p>Clients must have an emergency plan in place for the administration of EpiPen (adrenaline auto injectors). Any plan must be shared with the Catering Service's kitchen team.</p> <p>Any EpiPen must only be applied by authorised persons, as agreed in the emergency plan.</p>
8.3	<p>The Catering Service will operate internal Health, Safety and compliance audits, conducted by trained management and support staff to ensure compliance to all applicable allergen policies and procedures.</p> <p>Any identified non-compliances will be acted upon within the shortest, practical timescale and all audit reports will be retained and analysed at management review meetings.</p>
8.4	<p>In the case of an incident or near miss, the OCC Catering Services Catering Supervisor will report to their Line Manager who will document the incident on the OCC Accident and Incident Reporting system. The senior management team, and where necessary the OCC Health and Safety team, will then provide support and give suitable advice and guidance.</p> <p>All incidents are reported as soon as possible to allow a thorough investigation to take place and establish the root cause.</p> <p>Following any incident, processes will be reviewed, and the Senior Management team will support with ongoing training requirements as required. Lessons learnt will be circulated across our estate to reduce the risk of further similar incidents occurring.</p>

