



Chartwells Medical Diets A Parent's Guide


Chartwells
EAT LEARN LIVE

At Chartwells, the safety of the pupils we cater for is our number one priority. We understand the importance of ensuring that pupils with medical diets can continue to enjoy a safe, balanced meal alongside their peers in school. As such, the Chartwells medical diet policy has been developed specifically for the school kitchen environment and enables us to cater to as many children as possible, as safely as possible.



This guide has been written to give you a summary of our approach to providing medical diets to pupils who need them. The detail of this is contained in our Medical Diets Policy which is available at <https://loveschoolmeals.co.uk/medical-diets>.

Medical Diets

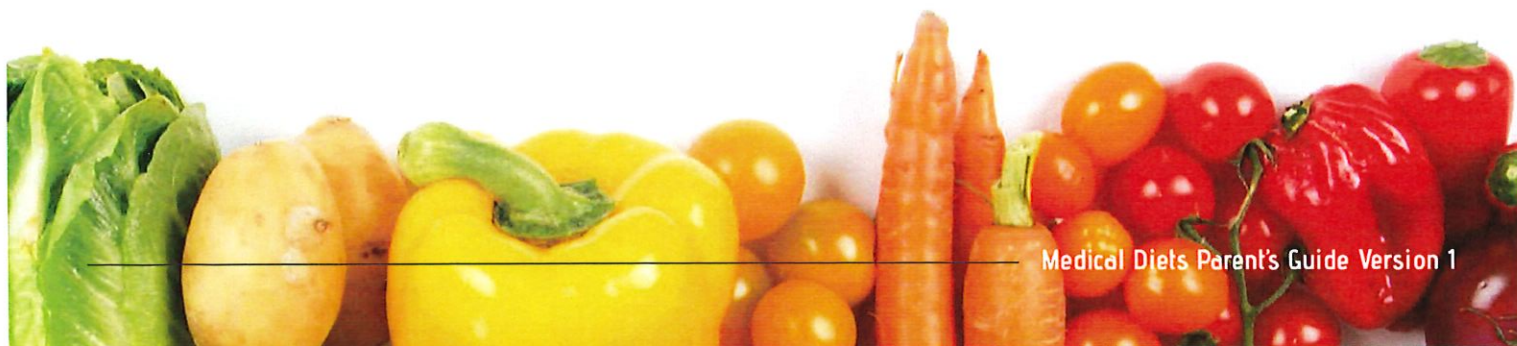
A medical diet is required where our standard catering provision is unsuitable and requires adaptation to be made safe for a pupil due to a medically diagnosed dietary requirement. Examples of medical diets include diagnosed food allergies, intolerances and metabolic disorders.

By identifying a pupil's medical diet needs at an early stage, our dedicated medical diet team can help put in place a medical diet menu that has been designed to be safe for their needs.

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Did you know?

Chartwells have a dedicated **Medical Diet Team** available year-round to support with medical diet menus. The team of nutritionists also deliver continual medical diet training to our kitchen teams and work to promote allergen awareness.





Medical Diet Menus

At Chartwells we provide two types of medical diet menu:



Allergy Aware Menu

Our allergy aware menu is a reduced allergen menu which **does not include** the majority of the **14 legal allergens**. The menu can be provided to pupils in state education primary schools and primary academies with allergies to any of the 14 legal allergens or combinations thereof. Our development chefs work hard to ensure the menu is aligned as closely as possible to the school's main menu so that pupils with medical diets can enjoy eating similar meals together.



Bespoke Menu

For pupils with medical dietary needs which are not limited to the 14 legal allergens, and for pupils at Chartwells Independent schools, the medical diet team can support by writing a bespoke menu with a suitable hot option available every day, providing our risk assessment of our kitchen and your child's unique requirements deems it safe to do so.

Did you know?

Nutrient counts are available for all our current menus. Simply request a copy from your school and Chartwells will be happy to provide them.

We don't provide Medical diet menus for pupils and students in Secondary or Higher and Further education settings. We believe that our menus in Secondary, Higher and Further education provide sufficient choice to allow pupils and students to manage their own medical diets. We will ensure that allergy reports are always available and our teams are on hand to support with any queries about ingredients, allowing secondary age pupils and older students to make informed menu choices.

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Our Medical Diets Process



Requesting Medical Diet Support

You can request a medical diet by completing our Medical Diet Request Form and attaching a photo of your child with supporting professional medical evidence. This is an essential industry-standard requirement as adjusting a child's diet should only be undertaken under the guidance of a medical professional - without supporting medical evidence we cannot proceed with any request.

You should submit the completed request form and supporting medical evidence to the school office, who will pass them onto the Chartwells medical diets team. Once the Chartwells medical diets team have received all the information they need, they will prepare a medical diet menu within 3-5 weeks. During which time, Chartwells can either offer pupils a jacket potato with a suitable topping and fruit for dessert or pupils should bring a packed lunch meal as an interim measure.

The Medical Diet Request Form is available at: <https://loveschoolmeals.co.uk/medical-diets>.



Putting Safety First

We assess each medical diet request on an individual basis, incorporating a risk assessment process to help identify the reasonable steps we would need to take to keep any risk to the pupils' health within a safe limit. This approach has been developed by the 'Lead Association For Catering in Education' (LACA) as an industry-wide risk assessment to support schools and caterers ensure they're operating as safely as possible with regard to managing medical diets.

The process takes account of the pupils' individual needs and the capability of the kitchen facilities to meet those needs. Whilst we endeavour to meet every need, where that risk is considered high and we cannot adequately reduce the risk, we may be unable to provide a medical diet. Where this is the case we advise the parent and school as quickly as possible.



Identifying Pupils with Supported Medical Diets

Once a medical diet menu is in place it is crucial that our catering team is able to clearly and quickly identify the pupil as they are being served their lunch. We do this in two ways.

'Hello My name is...'

We operate a system of 'Hello My name is...' identification posters, displayed only behind the service counters, to provide information about medical diet pupils to our team members.

Lanyards

In addition, to enhance the identification process we have a medical diet lanyard system of identification. Under this system, lanyards are worn by pupils who are following a Chartwells medical diet menu as they greet our team at the service point. These lanyards are child size, have a safety break if pulled and include a photo and basic important information including the pupil's name and medical dietary requirement. The inclusion and use of this information is in line with GDPR and required to safeguard and protect the vital interests of pupils with medical diets.

Where a lanyard system cannot be used, we may accept other school identification systems providing they have been approved by both the school and ourselves as safe, thorough and robust.

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Communication with Parents

We work in collaboration with our schools to ensure good communication regarding medical diets and the required documentation. Your school will be able to support you by providing our medical diet policy and request form, supporting you to complete the documentation if required, sharing medical diet menus and providing a photo for identification of pupils following a Chartwells medical diet menu.

For more information on our full medical diet policy please visit:

<https://loveschoolmeals.co.uk/medical-diets>

Further information

If you would like further information or have a query regarding the Chartwells Medical Diets Policy please contact a member of our medical diet team chartwells.medicaldiets@compass-group.co.uk



MEDICAL DIET REQUEST FORM

Please complete all parts of this request form in full or your application will not be processed.
If you require assistance with understanding or completing this form, please contact the school for assistance.

If your child has a dietary requirement but does not require an adapted medical diet menu supported by Chartwells then there is no need to complete this request form.

Chartwells allergen reports, declaring the presence of the 14 mandatory Food Information Regulations allergens, and nutrient counts (including carbohydrates, protein and fat) are available for all Chartwells recipes on current menus. Please ask the kitchen team or request them from your local Chartwells contact.

Part A: Medical Diet Information (to be completed by the Parent/Guardian)

Child's First Name

Child's Surname

Child's Date of Birth

Child's School Year Group

Parent/Guardian Name

Parent/Guardian's Phone number

Parent/Guardian's Email

School Name

School Address

School Postcode

Medical Diet (please tick all that apply):

14 Main Allergens

- | | | | |
|--|-----------------------------------|----------------------------------|------------------------------------|
| <input type="checkbox"/> Celery | <input type="checkbox"/> Fish | <input type="checkbox"/> Mustard | <input type="checkbox"/> Soya |
| <input type="checkbox"/> Cereals containing Gluten | <input type="checkbox"/> Lupin | <input type="checkbox"/> Nuts | <input type="checkbox"/> Sulphites |
| <input type="checkbox"/> Crustaceans | <input type="checkbox"/> Milk | <input type="checkbox"/> Peanuts | |
| <input type="checkbox"/> Eggs | <input type="checkbox"/> Molluscs | <input type="checkbox"/> Sesame | |

Other allergens

- | | | | |
|------------------------------------|-----------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Bananas | <input type="checkbox"/> Coconuts | <input type="checkbox"/> Oranges | <input type="checkbox"/> Tomatoes |
| <input type="checkbox"/> Beans | <input type="checkbox"/> Kiwis | <input type="checkbox"/> Peas | <input type="checkbox"/> Pineapples |
| <input type="checkbox"/> Chickpeas | <input type="checkbox"/> Lentils | <input type="checkbox"/> Strawberries | |

Other Allergy or Other Food Requirement (please print below)

My child requires an autoinjector (e.g. EpiPen) for their medical diet (please tick if this applies)

My child also requires their medical diet to be (please tick all that apply):

- Vegetarian
 Vegan
 Pork Free
 Beef Free
 Halal

Part B: Supporting Documentation (to be provided by the Parent/Guardian)

1

I confirm that I am attaching medical evidence confirming the medical diet requested in part A (please tick one or more as appropriate):

- Doctor/Dietitian Letter or note
- Other medical professional Letter or note
- Professional medical care or Allergy Action plan
- Chartwells Medical Evidence Support Form

Please refer to the Chartwells Medical Diet policy for more information:
<https://loveschoolmeals.co.uk/medical-diets>

For medical evidence requirements:

See section 4.0 'Medical Diet Requests & Processing'

For identification of pupils:

See section 6.0 'Identification of Customers with Medical Diets'

2

Please attach a recent colour passport style photo of your child for identification purposes.

Please attach photo here.

*If completing form digitally,
please click link below to
attach a photo*

*Please note: A digital photo will not
show in this box once attached*

Attach

Part C: Terms and Conditions

By completing this medical diet request form, parents/guardians are consenting for an adapted Chartwells medical diet menu to be prepared for their child and for their child to be identified as having a dietary requirement in accordance with the identification system operated at the school. The medical diet menu will continue until Chartwells are notified in writing otherwise. You will receive a copy of the medical diet menu and are required to notify any discrepancies immediately. If you do not notify any discrepancies prior to the menu start date, this will signify the acceptance of the medical diet menu. It is the parent/guardian's responsibility to inform Chartwells in the case of any changes to the medical diet requested for their child. If Chartwells becomes aware of any other medical diet requirement which has not been notified through a request form with supporting evidence, service may be refused.

Chartwells can provide a jacket potato with a suitable topping from the date of receipt of a medical diet request until the date a medical diet menu has been confirmed for a child. Otherwise, pupils must provide a packed lunch meal as an interim measure.

Chartwells reserve the right to decline a medical diet request if a risk assessment considers the medical risk too high, or the request process is not completed in full (for example if insufficient medical evidence is provided). In these circumstances, Chartwells may refuse to provide any diet to the pupil.

Chartwells will process the personal data you have supplied, in accordance with the data protection laws that apply to the UK. We do so to protect the vital interest of your child. We will only share this personal data with those people or organisations that may require it to keep your child safe and healthy. We will keep this personal data for no longer than is necessary, and at most for 3 years after they leave the school named on this form. Under UK data protection legislation, you have certain rights in relation to your personal data. These are more clearly stated on the full Privacy Notice on our corporate website. This statement is only intended as a summary Privacy Notice.

Please use the link to see our full Privacy Notice: <https://www.compass-group.co.uk/about/privacy-policy>

Please read Chartwells full medical diet policy here: <https://loveschoolmeals.co.uk/medical-diets>

I consent to Compass processing this personal data for the purpose of providing a medical diet and I confirm that I have read and understood the above

Parent/Guardian Name

Signature

Date

Please return this completed form with supporting medical evidence to your school for it to be returned to Chartwells. For any medical diet queries, or to obtain a hard copy of the full medical diet policy, please contact:
chartwells.medicaldiets@compass-group.co.uk

MEDICAL DIET: SUPPORTING EVIDENCE

To the Parent: This form should be completed in conjunction with the Chartwells Medical Diet Request form. Please ONLY complete this medical diet evidence form if you do not have other professional medical evidence to support your child's medical diet request. Please ensure all parts of this form are completed in full and that it matches your child's medical diet request form or the evidence cannot be accepted.

To the Medical Professional: This form is being provided in connection with a request for a medical diet where standard catering provision is unsuitable and requires adaptation to be made safe for a pupil due to a medically diagnosed dietary requirement.

Part A: Child's Information (to be completed by the Parent/Guardian)

Child's First Name

Child's Surname

Child's Date of Birth

Child's School Year Group

Parent/Guardian Name

Parent/Guardian's Phone number

Parent/Guardian's Email

School Name and Address

Postcode

Part B: Medical Diet Confirmation (to be completed by the Medical Professional)

I confirm that the child detailed in Part A requires the below medical diet:

14 Main Allergens

- | | | | |
|--|-----------------------------------|----------------------------------|------------------------------------|
| <input type="checkbox"/> Celery | <input type="checkbox"/> Fish | <input type="checkbox"/> Mustard | <input type="checkbox"/> Soya |
| <input type="checkbox"/> Cereals containing Gluten | <input type="checkbox"/> Lupin | <input type="checkbox"/> Nuts | <input type="checkbox"/> Sulphites |
| <input type="checkbox"/> Crustaceans | <input type="checkbox"/> Milk | <input type="checkbox"/> Peanuts | |
| <input type="checkbox"/> Eggs | <input type="checkbox"/> Molluscs | <input type="checkbox"/> Sesame | |

Other allergens

- | | | | |
|------------------------------------|-----------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Bananas | <input type="checkbox"/> Coconuts | <input type="checkbox"/> Oranges | <input type="checkbox"/> Tomatoes |
| <input type="checkbox"/> Beans | <input type="checkbox"/> Kiwis | <input type="checkbox"/> Peas | <input type="checkbox"/> Pineapples |
| <input type="checkbox"/> Chickpeas | <input type="checkbox"/> Lentils | <input type="checkbox"/> Strawberries | |

Other Allergy or Other Food Requirement (please state below)

Medical Professional Name

Medical Professional Position/Job Title

Doctor's Surgery/Hospital Name

Doctor's Surgery/Hospital

Please Stamp Here

Medical Professional Signature

If completing this form digitally, please click the link below to attach a digital stamp

Please note: A digital stamp will not show in this box once attached

Date

Attach

For any medical diet queries or for a copy of the Medical Diet Policy, please contact: chartwells.medicaldiets@compass-group.co.uk