

ISS Education

Policy & Guidance on the Provision of Special Diets in Schools

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1. Introduction

This policy and guidance addresses the process for ISS Education and the schools they provide, with regard the provision of special medical diets.

It is primarily designed to safeguard the child receiving the special diet through the accurate production of the appropriate food.

Indirectly, it is also supports the staff involved in its production and gives clear guidance to the schools to ensure appropriate provision.

For the purpose of this policy, a special diet is a medically prescribed diet e.g. gluten free, diabetic, milk free, egg free, weight reduction, high protein, high energy (and possible combinations thereof).

It does not refer to specific dietary needs due to religion or personal choice or belief as these are accommodated within the standard menu structure.

All ISS Education kitchens are nut and seed free. Please refer to The Nut Free Policy for guidance regarding this.

2. Requirements

Before a child with a special dietary need is served a meal, the following procedure must be adhered to:

- The parent should request a copy of the Special Diet Referral Form from the school and complete it fully, before returning it to the school
- The school should retain a copy and send electronically or fax the form through to the number stated on the form to the Company Nutritionist at head office.
- Receipt of the form will be dated and the Company Nutritionist will devise a menu in line with the current school menu
- An agreement regarding the starting date of the menu will be reached between the school and the Company Nutritionist and be communicated to the area manager and the parent.

All schools are required to notify their area manager who will communicate this to the Company Nutritionist regarding any special diet requirements as soon as they are aware.

Notification is required in advance for production of all special diets and ISS Education are unable to provide a meal until full information is received and preparations completed. Until this date, it is suggested that the child brings in a pack lunch from home. If the child is eligible for a free school meal, a standard 'free from' meal may be provided as long as the forms are in process.

3. Process for Notification by School to ISS Education

3.1

The parents (in conjunction with the school) are to complete the Special Diet Referral Form. This needs to be fully completed, including:

- School name, contact and address
- Child's name and year group
- Days of the week that the child will eat school meals
- Parents or guardian's contact details and signature
- A picture of the child (for identification purposes at service area)
- Details regarding the special diet including a signature of medical person who prescribed the diet. This could be their G.P., Consultant, dietitian or school nurse. Alternatively an attached copy of their diet sheet from a recognised medical source is also suitable instead of a signature.

3.2

The school should hold a copy of the forms on file and send electronically or fax the form through to the number stated on the form to the Company Nutritionist. Alternatively post a copy to the Office address stated.

If any forms are received incomplete, the form will be returned to the school to ensure all sections are completed fully.

3.3.

Receipt of this form will be acknowledged by email or letter and ISS Education will be in contact with the school within 2 weeks of acknowledgement, to organise a starting date of the special diet or for further information.

4. Production of Special Diet Menu

This is primarily the responsibility of the Company Nutritionist with support from ISS Mediclean dietitian.

In the absence of the Company Nutritionist, forms will be processed as stated above. Standard menus will be kept on file at Head Office and Regional managers will over see the distribution of these with final sign off by the Operations Director. Any questions or problems should be raised with ISS Mediclean Head of Nutrition and Dietetics, Lauren Bowen.

For each menu produced across the business, the Company Nutritionist will produce standard menus which will detail the dishes which are suitable for certain special diets. These will follow the current standard menus within the schools. They will be kept on file at Head Office.

4.1

The Company Nutritionist will draw up an appropriate special diet menu for each individual child, based around the current, main menu.

Suitable dishes will be highlighted. A child with a special dietary need will be provided with a meal, yet they may not always get a choice of dishes.

In order to keep the production of meals in the kitchens safe and reduce cross contamination, the meal for the individual child will be, where practically possible, in line with the main menu or a suitable, appropriate alternative provided.

This will include specific details regarding implementation (e.g. regarding change to standard recipe) and any special dietary products that are required for the menu.

4.2

When any new, special diet menus are produced (e.g. at the introduction of a new menu), the nutritionist will forward them to the ISS Mediclean dietitian. The Company Nutritionist will work in partnership with any Borough or Local Authority Dietitian who over sees special diets.

4.3

If more detailed information is required, the nutritionist will arrange to meet with the parent and Kitchen Manager. The Area manager will be informed and invited to attend if necessary.

4.4

A copy of the agreed special diet menu will be forwarded to the Area Manager with details regarding implementation of the special menu. All dates and details are recorded on Form B. Each area manager will hold a copy on file of all special diets for their area

4.5

A copy of the special diet menu will also be sent/ faxed to the Kitchen Manager and the school office. The area team will discuss the implementation of the special diet with the Kitchen Manager (and nutritionist as necessary) and agree a date with all parties (including the school) for the start of the special diet menu.

5. Procurement of Special Dietary Products

This is the responsibility of the Company Nutritionist, with support from trained area managers.

5.1

If specific special dietary products are required they will be specified on the menu and must be provided on the specified days only. A list of the products will be attached to the special diet menu.

5.2

Products will be purchased from specified suppliers and only by the Company Nutritionist or trained area managers.

5.3

If a child is prescribed dietary products by their G.P. the parents may bring in the products for use in the kitchens. Only dry products may be used and stored.

5.4

Do not store or serve any chilled food which is brought in by a parent for their child.

6. Storage of Special Dietary products

This is the responsibility of the Kitchen Manager.

6.1

Storage of special dietary products must follow manufacturers' instructions (with regard to temperature control, conditions, shelf life).

6.2

All special dietary products must be labelled clearly with date of receipt and the name of the child that the produce is for. It should not be used for another child. It must be wrapped to ensure that no cross contamination between food items could occur.

7. Preparation of the Special Diet

This is the responsibility of the Kitchen Manager.

7.1

If the children in the school pre-orders their meals (i.e. meal numbers of choices are given before service), ensure that the class teacher (or whoever does the ordering) has a copy of the special diet menu. This will help ensure that the child is aware of what they can choose for lunch.

7.2

The Kitchen Manager needs to prepare the special diet menu by following exactly the detailed instructions provided. Recipes must be followed exactly and special products used as directed. Any areas in doubt must be confirmed with the Company Nutritionist.

7.3

The meal for a special diet should be prepared in a clean area of the kitchen where no cross contamination can occur. Ensure clean equipment is used i.e. clean chopping board, utensils and baking tray as required.

7.4

The special diet meal items must be labelled clearly with the child's name and class group.

7.5

All special diet menu items must be held covered and labelled, at the appropriate temperature for service

8. Service of Special Diet Menu

This is the responsibility of the Kitchen Manager.

8.1

The photograph of the child requiring the special diet must be checked against the child before any food is provided to ensure that the correct child and special diet menu is being provided. The form with the photograph must be displayed in the kitchen during service, to ensure all kitchen staff can clearly identify the child.

8.2

Any service instructions, as provided by the nutritionist, need to be followed e.g. using separate spoons for service

8.3

Once the food has been served to the child, it is the mealtime supervisors responsibility to ensure the child eats the appropriate meal.

9. Termination or Change of Special Medical Diet

This is the responsibility of the school.

9.1

If the special diet requirement is terminated, the school must inform the Company Nutritionist in writing.

9.2

If the special diet requirement is changed, the school must inform the Company Nutritionist in writing, with the changes clearly stated or a new form completed. The process from point 3.3 will then take place as before and the child will not receive their new dietary requirements until a starting date is agreed.

9.3

Every term the special diet request forms should be updated for each child. It is the area management teams responsibility with the Kitchen Managers, to ensure all the forms are up to date and that the child still requires a special diet.

10. Monitoring Process

10.1

This process is monitored regularly through a number of checks and evaluated on an annual basis by ISS Education.

10.2

On a termly basis, the Company Nutritionist will provide a spreadsheet of special diets by Area. These will be distributed to the area managers to check the details.

- the special diets currently being provided at each school
- any changes in the provision across the term
- any issues that have arisen regarding the provision of special diets
- details of any meetings with schools regarding special diet provision

Regional Managers will discuss and consult with the nutritionist as required following the report.

10.3

Area Managers will include questions regarding the number and accurate provision of special diets from each kitchen when routinely visiting. This may include checking that the appropriate special diet items have been purchased, their labelling and storage is appropriate and, at times, watching the preparation and service of the special diet items.

10.4

Area managers will consult with each school on a regular basis regarding the provision of the special diets and any concerns which may have arisen

10.5

The nutritionist will sample the accurate provision of special diets on a monthly basis, by visiting 3 schools to assess their provision.

A sampling plan to ensure all schools, but especially those higher risk schools (due to the number of diets, complexity or other factors), needs to be drawn up and kept current.

10.7

Schools will provide new details regarding any child requiring special diet provision at the beginning of each half year (when the menus change) to ensure that the details are current.

10.8

The Quality Control Managers from the company will audit aspects of the special diet provision during their regular visits and report any concerns direct to the area managers who will then pass on to the Company Nutritionist

10.9

It is the Company's right to refuse to provide a meal if the child's allergy is too serious.