

## Medical Diet Menus – A Guide for Parents, Guardians & Carers

As your school caterer, our aim is to ensure that children with diagnosed allergies and intolerances are supported and receive a tasty, nutritious, and safe meal. Our nutrition and catering teams work together and follow a robust process, so you can feel reassured that whenever safely possible, an alternative menu will be provided for your child.

### Which children will require an alternative menu?

- ✓ Children with diagnosed food allergies or diagnosed food intolerances
- ✓ Children with Type 1 Diabetes who require a carbohydrate count
- ✓ Children with medical conditions requiring a modified menu for example but not limited to: PKU, Cystic Fibrosis, Ketogenic Diets, Renal Function Impairment

### Please note:

Children with religious, cultural, or personal requirements or preferences, can choose from the standard menu. You **do not** need to complete a medical diet request form. This includes but is not limited to vegetarian, pescatarian, vegan and Halal requirements.

### Keeping Everyone Safe

We aim to provide meals for as many children as possible, as safely as possible. We will only provide menus that **exclude the whole allergen** and not different forms of cooked or raw products, for example we do not partake in the milk ladder or differentiate between raw or baked egg. There **is no exception** to this. Once we have been informed your child can tolerate an allergen in full, only then will we reintroduce it to their menu.

### What happens on theme days?

On theme days, children with allergies to the EU FIC 14 allergens (celery, cereals containing gluten, crustacean, egg, fish, lupin, milk, mollusc, mustard, peanut, tree nut, sesame, soya, and sulphites) will be offered an 'Allergy Aware' menu in line with the specific theme day. For children requiring the carbohydrate or fat values of theme day dishes, nutritional information can also be supplied.

The safety of the children we cater for is always our utmost priority. After careful risk-assessment, it has been decided that children with allergies and intolerances outside the EU FIC 14 allergens, will need to choose their favourite meal and dessert from their approved named medical diet menu on these occasions. This includes any combinations of both allergens within and outside the EU FIC 14 allergens. e.g., milk & lentil.

### Always fresh, inclusive, tasty, and nutritious

We are aware of how important it is that, despite your child needing a medical diet menu, you feel confident knowing that they are still receiving a balanced and enjoyable lunch. Most of our dishes are made from scratch, using fresh, local ingredients without compromising on taste.

Where possible, the Nutrition Team strive to adapt the dishes already featured on the standard menu to suit your child's needs. Examples include exchanging pasta for gluten free pasta, utilising various allergen aware pizza options, or using plant-based dairy substitutes. We also have a range of bespoke

medical diet recipes that are not featured on our standard menus, that are suitable for more numerous or complex allergies, never compromising on flavour and nutrition.

### How do I apply for a medical diet?

If your child requires a medical diet, please simply follow the steps on the next page to do this via our online portal. To support your request, you must provide medical evidence. This must be in the form of a letter which clearly outlines the child's food allergies/ intolerances, and must be from a medical doctor, dietitian or Specialist Nurse. We cannot provide a medical diet to a child without medical evidence.

If your child does not require a medical diet, please DO NOT complete a medical diet request form.

1. Please click this link: <https://orders.lunchhound.co.uk/medicaldiets/request> You will be taken to a screen that looks like the below:



2. Please complete sections 1 & 2
3. You then need to inform us which school your child attends, so you will need to know the postcode of your child's school for the form. Please enter this into the box provided, then click the 'SEARCH' button. The search function looks like this:

### 3 School Details

Please enter the school postcode and click the search button. If more than one result is returned, please select the correct school. If no results are returned, please check you have the right school postcode.

Postcode

4. Once the search has identified the school or schools at the postcode you provided, please check that the correct school is displayed. If more than one school is displayed, please select the correct school from the list.

- Next, please select your child's allergies from the list. **If this request is to add another allergy or additional dietary requirement, please include all existing allergies and dietary requirements as well as any new ones you are adding.** If your child has allergies, intolerances or dietary requirements that aren't listed, please write them in free text box.
- Medical evidence must be provided to support all medical diet requests. Please upload this by clicking on the highlighted box.

#### 6 Evidence

If you have medical evidence, please upload it. (This can be a letter from your GP, Dietitian or Consultant Paediatrician).  
(Accepted file formats: .pdf, .bmp, .gif, .jpeg, .png, .doc, .docx)



- Please carefully read the Data Storage Consent notice (section 7), then complete the captcha (section 8) and click the 'SUBMIT' button to move to the next stage of the process.
- After you have clicked the submit button, the system will generate an email to the email address that you have provided. **You must click the link in the email that you have received to verify that the email address is correct.**
- At this stage you will be asked to complete a 'temporary medical diet meal selection form.' **Your child's school uses the SchoolGrid meal pre-order system, so you DO NOT need to complete this form. Instead, it is important that you select only from the approved 'temporary medical diet meal' options shown in SchoolGrid.** Please read the allergen and ingredient information displayed within the system to make safe meal selections for your child. The options are as follows:
  - Temp MD – Allergy Aware Tomato & Basil Pasta
  - Temp MD – Jacket Potato with Baked Beans
  - Temp MD – Jacket Potato with Cheese
  - Temp MD – Jacket Potato with Tuna Mayonnaise
  - Temp MD – Plain Jacket Potato

If no meal is pre-ordered, your child will only be provided with a plain jacket potato for safety reasons. Parents/carers are responsible for choosing a safe temporary medical diet meal option.

- When your request has been processed by our Nutrition Team, you will receive a confirmation email. Your child's school office will be provided with a copy of their menu, which they will pass on to you and you will see updated meal options available in SchoolGrid in line with your child's named medical diet menu.

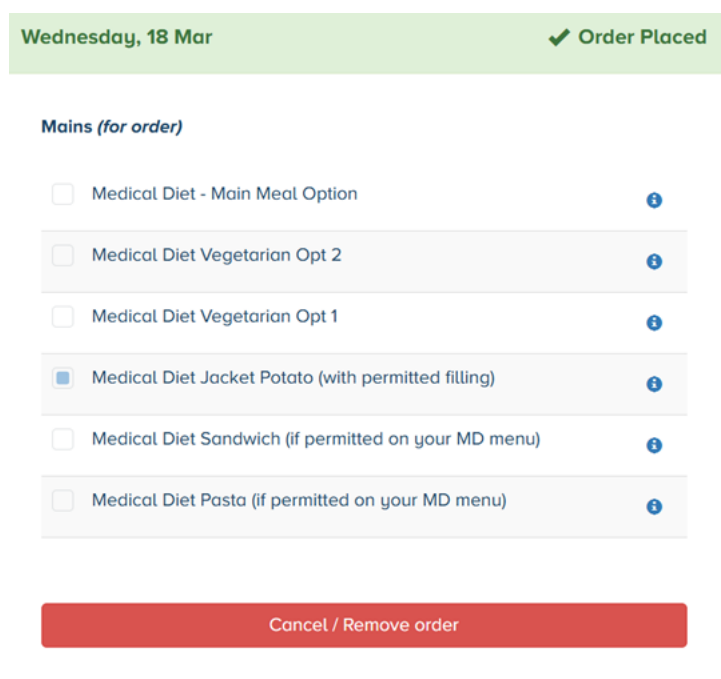
If you require further support with this process, please speak to your child's school office.

#### What happens next?

The Nutrition Team will prepare a medical diet menu based on the current standard menu. The allergen information is supplied directly from our manufacturers and suppliers, and products that are labelled with a 'may contain' for that allergen will also be excluded. Your child's menu will include a main meal, vegetarian or vegan option, Halal dish, sandwich option, jacket potato/ rice/ pasta option, dessert, fresh fruit, yoghurt, and salad. Please note that choices may vary depending on your child's school.

Your child's menu will normally be created within 10 working days of receiving all the information. If the menu is more complex, it may take longer, and you will be informed of any delay via email. Once processed, you will receive a physical copy of your child's named medical diet menu and their options will be updated in SchoolGrid so you can order their safe choices.

Their safe choices will appear as follows (please note not all schools offer all choices):



Wednesday, 18 Mar ✔ Order Placed

**Mains (for order)**

- Medical Diet - Main Meal Option i
- Medical Diet Vegetarian Opt 2 i
- Medical Diet Vegetarian Opt 1 i
- Medical Diet Jacket Potato (with permitted filling) i
- Medical Diet Sandwich (if permitted on your MD menu) i
- Medical Diet Pasta (if permitted on your MD menu) i

Cancel / Remove order

For information about the specific dishes, please refer to your child's paper menu for that day.

### What if my child no longer requires a medical diet?

If your child no longer requires a medical diet and they can eat from the standard menu, you need to click this link: <https://orders.lunchhound.co.uk/medicaldiets/request> Please complete the relevant data fields then tick the box under the heading 'Remove Existing Medical Diet'. This will ensure your child is correctly matched to the information in our records and the Nutrition Team can approve the medical diet removal request.

For more information on our school catering, please visit [www.elior.co.uk/our-sectors/education](http://www.elior.co.uk/our-sectors/education).