



Mellors Catering Services

Allergen Procedure Education



Summary

Special diets are a very important part of our catering provision in schools. Allergen procedures are essential to ensure that the needs of each individual pupil can be safely met. It is crucial that this process is a joint approach between the child, parent/guardian, school and Mellors. A special diet is a requirement different to the choices offered within your menu cycle and is usually medically required.

In line with the new food information regulations for allergens and food labelling that came into effect, on the 13th December 2014. Mellors Catering services has consulted with the Food Standards Agency and Allergen UK and we feel the most accurate way of providing the information is verbally to our pupils and their legal guardians. Mellors catering Service use a large number of local suppliers across our estate and our unit managers have the flexibility to change their recipes to reflect seasons and schools menu preferences. For information to be accurate, this is done verbally by our catering teams at a local level. To ensure this process is as smooth as possible, each pupil will have their own individual menu/ care plan that is created by the pupil, parent/ guardian and cook.

On receipt of a medically backed letter, each pupil and their parent/guardian will have the opportunity to meet with the cook and select a choice from the three week menu cycle. On the days where the main option isn't suitable or able to be adapted, then we would look to offer an alternative jacket potato or sandwich choice.

We want to ensure that every pupil has the opportunity to a lunch in school. Individual care plans ensure that the pupil and catering team know what each pupil is having on each day and will ensure that the pupils are able to enjoy their lunchtime experience the same as their friends without having to be singled out.

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Allergen Procedure- Education

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Instruction for school- Mellors Catering Services, Allergen Procedure.

(Please photocopy and pass to the school, do not remove this sheet)

Special diets are a very important part of our catering provision in schools. Allergen procedures are essential to ensure that the needs of each individual pupil can be safely met. It is crucial that this process is a joint approach between the child, parent/guardian, school and Mellors.

Mellors catering services are pleased to be working in partnership with you at the school. We want to ensure that every pupil has the opportunity to a school lunch.

If you are approached by a parent/ guardian about their child, then please pass them the instruction sheet for parents/ guardians that is attached to this document or alternatively please feel free to upload the document onto your school website under the catering section alongside your school menu.

Step by step guide- School

1. Pass parent/guardian (primary school) or pupil (secondary school) allergen instruction sheet
2. Request medical note from GP or dietician to confirm the allergy/ intolerance
(Please note: this is something that the parent/ guardian should have already without having to contact their doctor/ dietician)
3. On receipt of medically backed letter, arrange a meeting with the school cook and parent/ guardian at a convenient time for both parties (primary) or pupil and cook (secondary)
4. Once the cook, pupil and parent/ guardian have agreed a menu then they will bring a copy of the agreed menu to be held on the pupils file alongside the medical letter
5. The menu changes throughout the year and the parent/ guardian and cook should be able to facilitate this once you have initiated the initial meeting
6. No further action is then required from the school



Instruction sheet for parent/ guardian and pupil- Mellors catering services, allergen procedure.

(Please photocopy and pass to the school, do not remove this sheet)

Special diets are a very important part of our catering provision in schools. Allergen procedures are essential to ensure that the needs of each individual pupil can be safely met. It is crucial that this process is a joint approach between the child, parent/guardian, school and Mellors.

We are pleased to be working in partnership with your school and we want to ensure your child is able to enjoy a meal with their friends at lunchtime.

To ensure your child is catered for each lunch time we hold a meeting with you, your child and the school cook to go through the school menu and pick what your child would like to eat each day. The cook will have their recipe file and will be able to check the ingredients to ensure each item is suitable.

Where possible we try to adapt the main meal for your child however in some instances this isn't always possible, with that in mind we would then look to offer a jacket potato or sandwich option to ensure there is something available every day.

Step by step guide- parent/ guardian and pupil

1. Notify school of your child's allergy/ intolerance with a medical letter from your child's doctor or dietician
2. Fill in the special dietary needs form attached to this document and provide a recent photo of your child
3. School will arrange a meeting for you and the school cook at a time that is convenient for you both
4. Meet with the school cook and go through the menu cycle to highlight what your child can eat from the options available. The cook will where possible try to adapt the main meal so that your child can enjoy similar things to their friends. If the main meal isn't suitable we always offer a jacket potato or sandwich option. *If your child has diabetes, please see separate sheet titled Diabetes*
5. Once you are happy with the menu items selected, the cook will then fill in a menu sheet for your child. All parties sign to say they are happy with the menu
6. The menu changes throughout the year, the cook will be able to advise you of the dates they change the menu and a simple refresh meeting can be arranged to update your child's menu



Diabetes- Carbohydrate Counting

(Please photocopy and pass to the school, do not remove this sheet)

Special diets are a very important part of our catering provision in schools. Allergen procedures are essential to ensure that the needs of each individual pupil can be safely met. It is crucial that this process is a joint approach between the child, parent/guardian, school and Mellors.

We are pleased to be working in partnership with your school and we want to ensure your child is able to enjoy a meal with their friends at lunchtime.

At Mellors we like to treat each school individually, our catering managers have the flexibility to use a large number of fresh local suppliers across the North of England.

Each catering manager works with the pupils in school to create a menu that fits the likes and dislikes of the pupils in that school.

The Nutrition and Food Development team do produce a recipe bible and menu selector for our catering managers to work with and this information along with any individual school recipes can be used by yourself or your family dietician to produce the carbohydrate count for your child.

Mellors have been advised by the head of paediatric dietetics to follow the following process

1. The school catering manager, Pupil, parent/Guardian or school welfare officer at the school can arrange a meeting to discuss the menu and the pupil's choices for the menu cycle in place
2. The pupil, parent/ guardian can pick what they would like from the menu cycle on a daily basis and this will be recorded by the manager
3. The school catering manager/ cook can then provide the recipe and portion size of each dish to the parent/ welfare office *(this can be a set portion size for the child to ensure the cook portions the correct food amount daily)*
4. The cook will fill in the individual diet sheet if portion size varies from the recipe sheet
5. The guardian of the pupil can then either use the information to calculate the carbohydrate count or they can contact the family dietician who will be able to produce this information on their behalf or provide simple guidance on how to calculate the information given



Instruction sheet for school cook- Mellors Catering Services, Allergen procedure

Special diets are a very important part of our catering provision in schools. Allergen procedures are essential to ensure that the needs of each individual pupil can be safely met. It is crucial that this process is a joint approach between the child, parent/guardian, school and Mellors.

The following pages will provide you with the information you need to cater for pupils in your school. To ensure that the process is as simple as possible and to avoid non-medical requests, I have written the following step by step guide for you. I have also included a series of allergen fact sheets to give you a better understanding of foods that can commonly cause an allergic reaction.

Step by step guide- School cook

1. The school will notify you if they have a pupil with an allergy or intolerance and arrange a meeting with you and the pupil, parent/ guardian
2. Ahead of the meeting, photocopy your current menu cycle and have your recipe folder to hand. You will find a blank menu template in this pack that can be used to fill in the child's specific menu. Photocopy the blank sheet and place with your current menu
3. Meet with the pupil, parent/ guardian, who will bring you the special diet sheet completed with a photo of the pupil. This is to be displayed in the kitchen alongside the child's individual menu once completed. *For diabetes, please see sheet titled diabetes. Under no circumstances attempt to calculate the carbohydrate content yourself. This has to be done by the pupil, parent/guardian or a medical professional*
4. Discuss what options are suitable on the menu and fill in the blank template with the items chosen. Use your recipe file to help with any queries and check the packets of bought in products for their allergen declarations. Allergens will be highlighted in **bold** on the packet. The pupil, parent/ guardian will guide this process as they are familiar with foods eaten at home
5. On the days where the main meal isn't suitable, see if there is a possibility of adapting the choice. You want to keep this simple as you are catering for the majority in school. It may be a case of serving something without sauce, or swapping pasta for potatoes. This pack also includes an allergen free shopping list from our suppliers, you are able to purchase any of these products to assist with a special diet. Equally the nutrition team is able to source products, should they not be listed. *Contact your area manager for support with this*
6. If the main meal isn't suitable or cannot be adapted, offer the pupil a jacket potato option or a sandwich (allergen dependant). We don't want pupils having a jacket potato choice every day however the likelihood is that this will only fall once or twice a week which is acceptable



7. Once all parties are happy with the menu put together, sign and date the special diet sheet and ask the school office to photocopy a copy for you, the school and the parent/ guardian
8. Discuss with the parent/ guardian how often you change the menu and arrange for them to come back into school at that time
9. Display the special diet sheet with child's photo and menu in the kitchen
10. Brief all of your catering team of the child and the menu and nominate a team member to be responsible, should you be off site at any point. Ensure any temporary staff or agency are also briefed
11. Ensure you check your food deliveries for product substitutes or replacements. Sauces including gravy can sometimes vary their ingredients, so it is important to check this with every delivery. If you find a product has been substituted, see if it is suitable for the pupil. If it is not, offer the pupil a jacket potato on that day and contact your supplier to ensure the product is replaced. If the new product is a permanent substitute, then adapt the child's menu and ask the school to contact the parent and inform them of the change, an updated menu can be left at reception for the parent to collect and agree to. *Please ensure the parent signs and dates to accept the changes*



Information sheet for school cook

Glossary of terms- Food Allergy and Intolerance

Food intolerance

Food intolerance is a reaction to food that causes unpleasant symptoms. When someone is sensitive to a food in this way, they will react every time they come into contact with it.

Food allergy

Food allergy is a particular type of food intolerance that involves the immune system. When someone has a food allergy, their immune system reacts to a particular food as if it isn't safe. Chemicals are released in the body, especially histamine, and this is what causes the symptoms of the food allergy.

Food aversion

Food aversion is when someone reacts to a food because of personal dislike. The symptoms can be quite similar to those of food intolerance, but this only happens when the person knows they have eaten the food.

Anaphylaxis

Anaphylaxis (anna-fill-axis) is an acute, severe allergic reaction needing immediate medical attention. It usually occurs within seconds or minutes of exposure to a certain food or substance but, on rare occasions, may happen after a few hours. Common triggers include peanuts, tree nuts, eggs, cow's milk, shellfish, certain drugs such as penicillin, latex and the venom of stinging insects.

Symptoms of an allergic reaction

Anaphylaxis is the most severe reaction with a dramatic fall in blood pressure and the patient loses consciousness. Other symptoms of an allergic reaction can also be life threatening. There may be swelling in the throat or severe asthma. Less severe symptoms may include tingling or itching in the mouth, hives anywhere on the body, generalised flushing of the skin or abdominal cramps and nausea.

Mild symptoms should be watched carefully as they may develop into a more serious reaction. A severe reaction is treated with an injection of adrenalin into the thigh.

There is currently no cure for food intolerance/allergy, so the only way to prevent a reaction is to avoid that particular food.



Information sheet for school cook- Allergy Regulations (FIR)

Food allergies and intolerances are life changing. In the UK they affect around 8% of children and 2% of adults.

There are 14 major allergens which have been identified as most commonly causing allergies or intolerances

1. Celery

This includes celery stalks, leaves, seeds and the root called celeriac. You can find celery in celery salt, salads, some meat products, soups and stock cubes.

2. Cereals

Cereals containing gluten Wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats is often found in foods containing flour, such as some types of baking powder, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and fried foods which are dusted with flour.

3. Crustaceans

Crustaceans- crabs, lobster, prawns and scampi are crustaceans. Shrimp paste, often used in Thai and south-east Asian curries or salads, is an ingredient to look out for.

4. Eggs

Eggs are often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and pastries or foods brushed or glazed with egg.

5. Fish

You will find this in some fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire sauce.

6. Lupin Yes, lupin is a flower, but it's also found in flour! Flour and seeds can be used in some types of bread, pastries and even in pasta.

7. Milk

Milk is a common ingredient in butter, cheese, cream, milk powders and yoghurt. It can also be found in foods brushed or glazed with milk, and in powdered soups and sauces.



8. Molluscs

These include mussels, land snails, squid and whelks, but can also be commonly found in oyster sauce or as an ingredient in fish stews.

9. Mustard

Liquid mustard, mustard powder and mustard seeds fall into this category. This ingredient can also be found in breads, curries, marinades, meat products, salad dressings, sauces and soups.

10. Nuts

Not to be mistaken with peanuts (which are actually a legume and grow underground), this ingredient refers to nuts which grow on trees, like cashew nuts, almonds and hazelnuts. You can find nuts in breads, biscuits, crackers, desserts, nut powders (often used in Asian curries), stir-fried dishes, ice cream, marzipan (almond paste), nut oils and sauces.

11. Peanuts

Peanuts are actually a legume and grow underground, which is why it's sometimes called a groundnut. Peanuts are often used as an ingredient in biscuits, cakes, curries, desserts, sauces (such as satay sauce), as well as in groundnut oil and peanut flour.

12. Sesame seeds

These seeds can often be found in bread (sprinkled on hamburger buns for example), breadsticks, houmous, sesame oil and tahini. They are sometimes toasted and used in salads.

13. Soya

Often found in bean curd, edamame beans, miso paste, textured soya protein, soya flour or tofu, soya is a staple ingredient in oriental food. It can also be found in desserts, ice cream, meat products, sauces and vegetarian products.

14. Sulphur dioxide (sometimes known as sulphites)

This is an ingredient often used in dried fruit such as raisins, dried apricots and prunes. You might also find it in meat products, soft drinks, vegetables as well as in wine and beer. If you have asthma, you have a higher risk of developing a reaction to sulphur dioxide.



Information sheet for school cook and school-

Please ensure that nuts are not used in and of your school recipes.

(Please photocopy and pass to the school, do not remove this sheet)

Peanuts/ Nuts

We do not intentionally use any products that contain nuts or nut by products within our primary school menus. Current labelling regulations do not however allow us to declare a nut free status, due to the severity of a nut allergy and that many products may have been produced in a factory that handles nuts.

We make every effort to keep up to date with new products and changes in products to ensure that to the best of knowledge we adhere to this.

Allergy to peanut and tree nuts is the most common food allergy in children.

D Bretherton

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Company Nutritionist



Emergency Procedure

When you believe a child is having an allergic reaction, one or several of the following symptoms may be seen

Least Severe

Itching or tingling of the throat/ nose/ skin

Hives on the body

Swelling of the eyes

Flushing non the skin

Abdominal cramps

Nausea and diarrhoea

Swelling in the throat

Severe asthma



Most Severe or life threatening

Emergency Procedure- Step by step guide

1. Do not attempt any treatment yourself
2. Contact the school's first aid officer/ school nurse
3. Make a note of everything the child has consumed
4. Pass this information to the first aid officer/ school nurse
5. Notify your area manager/ support manager once the situation has been resolved and the child is safe



Special Dietary Needs Form-

Completed by Parent/ Guardian once a special diet request has been made. This must be supported with a medical note to confirm the special diet.

Pupil Information	
Full name	
DOB	
Class/ form	
Class/ form teachers name	
Name of parent/ guardian	

Pupil Photo

Allergy/ Intolerance Information
Allergy/ Intolerance details:
Symptoms:
Daily Care Requirements:



Pupil Menu	
Full name	
Class/ form	

Menu Choice	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1					
Week 2					
Week 3					

Additional Notes

Signed Catering Manager:

Date:

Signed parent/ guardian:

Date:



Information sheet for school cook

Useful websites/ further information

Anaphylaxis campaign- www.anaphylaxis.org.uk

Allergy UK- www.allergyuk.org

Food Standards Agency- <https://www.food.gov.uk/science/allergy-intolerance>

Mellors Contact Details

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