

**PARENTS GUIDE TO  
THE CHARTWELLS  
SPECIAL DIET PROCEDURE**



**WEST SUSSEX**

## Special Diet Procedure

### OVERVIEW

Chartwells are passionate that every child has the same opportunity to eat school food regardless of their medical requirements, therefore special diets are an extremely important part of our catering provision.

A special diet is a menu given to a child with a dietary requirement that the main menu does not meet, this includes allergies and intolerances.

Chartwells have a dedicated special diet team that supports all special diet queries and requests whether it be alleviating parent concerns or creating special diet menus.

A special diet nutritionist will be available all year round to support our catering teams and ensure children with special diets can eat safely with us.

For further information please contact the special diets team.

[www.westsussexspecialdiets@compass-group.co.uk](mailto:www.westsussexspecialdiets@compass-group.co.uk)

WHO IS INVOLVED?	WHAT DO YOU NEED?	WHAT WILL YOU RECEIVE?
✓ Chartwells Nutritionist	✓ Special Diet Request Form	✓ Special Diet Menu
✓ Parent	✓ Medical Evidence	✓ Dish allergens
✓ Unit Manager	✓ Copy of school menu	✓ Consent form
✓ Regional Manager	✓ Parent contact details	
✓ Child		
✓ Catering Team		
✓ School		

### SPECIAL DIET PROCEDURE

*All menu changes must be approved*

1. The parent must complete the attached request form on page 6 of this document.
2. The parent must send the completed form to Chartwells with the supporting medical evidence.
3. The special diet nutritionist will put a proposed special diet menu together within 3 weeks. (Occasionally it may take longer to prepare a special diet menu if more information is required.)
4. A copy of the special diet menu will be sent to the parent for consent, as instructed on the request form, the completed consent form must be sent to: [westsussexspecialdiets@compass-group.co.uk](mailto:westsussexspecialdiets@compass-group.co.uk)
5. The start date will be agreed by the parent and the area manager. The special diet menu will then be sent to the area manager and the team leader in the kitchen. A copy will be emailed to the school and to the parent.
6. The school must introduce the child to the catering team to help with identification and there must be no menu deviations to the agreed menu without consent from a Chartwells nutritionist.
7. A system will be in place to identify children with special diets, see page 5.

## **Special Diet Procedure**

### **NUT SAFETY STATEMENT**

Chartwells will not intentionally use nuts or any product containing nuts as an ingredient within our food offer.

All children suffering from a nut allergy must be registered with the Chartwells special diet team so that we can keep you updated with any menu changes or product swaps.

For further information please contact the Chartwells special diets team.

[westsussexspecialdiets@compass-group.co.uk](mailto:westsussexspecialdiets@compass-group.co.uk)

### **MODIFIED TEXTURE DIETS**

Some children with medical conditions that involve swallowing difficulties (Dysphagia) may require a modified texture diet. Chartwells will support these requirements on an individual basis by working in conjunction with the parent and catering team to ensure a suitable meal is available each day by following the special diet procedure.

### **NUTRIENT COUNTS**

Chartwells can provide nutrient counts for the following nutrients:

- ✓ Carbohydrate Counts (for Diabetes)
- ✓ Fat Counts (for Cystic Fibrosis)
- ✓ Protein Counts (for PKU)

### **VEGETARIAN / VEGAN & CULTURAL**

Chartwells do not treat cultural or religious diets as a 'special diet' as we believe our menus offer a diverse range of foods to cater for children of all backgrounds. However we acknowledge that further support may be required.

Please contact the special diets team to register your child as a vegetarian or vegan.

[westsussexspecialdiets@compass-group.co.uk](mailto:westsussexspecialdiets@compass-group.co.uk)

### **IN CASE OF INCIDENT**

Chartwells will:

- ① Inform the nearest member of school staff
- ① Remove the dish from the child and retain the plate of food
- ① Inform Chartwells Area Manager
- ① Inform Chartwells special diet team
- ① Inform West Sussex County Catering Team
- ① Initiate Chartwells investigation
- ① Keep the school and parent informed of the investigation

**FREQUENTLY ASKED QUESTIONS**

1) *WHY IS MEDICAL EVIDENCE REQUIRED?*

Medical evidence confirming the allergy is required to support the special diet needs of the child and is a contract requirement set by West Sussex County Council.

2) *WHAT IF THE PARENT DOES NOT PROVIDE MEDICAL EVIDENCE?*

For the safety of the child we are unable to provide a special diet meal.

3) *HOW LONG DOES THE SPECIAL DIET PROCESS TAKE FROM START TO FINISH?*

This is dependent on the complexity of the child's requirements. We would like to be able to offer this within 3 weeks. Occasionally it may take longer to prepare a special diet menu if more information is required.

4) *CAN YOU FEED MY CHILD DURING THE APPLICATION PERIOD?*

We will serve a plain jacket potato with a green salad and a suitable pudding, usually jelly or fruit. Alternatively, the parent can provide a packed lunch.

5) *IS THERE ANY ALLERGY OR INTOLERANCE CHARTWELLS CAN'T OR WON'T CATER FOR?*

Every special diet request will be considered on a case by case basis, however there may be rare occasions when we have to reject a special diet request based on safety concerns for the child.

6) *WHAT IF MY CHILD HAS BEEN TOLD TO REMOVE SOME ALLERGENS FROM THEIR DIET ON A TRIAL PERIOD?*

We will work with you to create a suitable menu with an end date to review. You must contact us before the end date to tell us about any new requirements (eg. Is the trial changing? is the special diet permanent?) or if the child no longer needs a special diet.

## Special Diet Procedure

### LANYARD IDENTITY PROCESS

When a menu has been agreed and a signed consent form is received, the lanyard will be delivered with the menu to the kitchen by the area team.

The lanyard is yellow with SD around the edge and will include the child's name, the menu valid from and to date and the allergens.

For example:



A member of school staff will hand these out and collect them in on a daily basis. Every time a new special diet/lanyard is received, the kitchen teams must sign a special diet acknowledgment form.

### Theme Days

On a theme day (Census day, Christmas etc.) we will provide a lanyard for children that are only eating on that day and do not usually have a hot meal. This will have a yellow insert and will state the child's name, event date, event and allergen information.



Chartwells kitchen staff will need to collect these in at the end of lunch as they are SINGLE USE only, hand them in to the Chartwells manager or supervisor.

NOTE:

**This is the Chartwells preferred system, however the school may use their own identity system that Chartwells will implement on behalf of the school.**





**IMPORTANT: PLEASE COMPLETE THE FORM BELOW (IN BLACK INK) REMOVE THE PAGE AND SEND TO:**  
 UNIT 2, LINCOLN HOUSE, CITY FIELDS WAY, CHICHESTER, PO20 2FS  
 OR SCAN AND EMAIL TO [westsussexspecialdiets@compass-group.co.uk](mailto:westsussexspecialdiets@compass-group.co.uk)

**CHARTWELLS SPECIAL DIET REQUEST FORM**

To ensure the correct meals are supplied, this request form must be supported with medical evidence or the request will not be processed. All information will be kept strictly confidential.

Please note there is a minimum 3 week turnaround for all new special diet requests.

This form is to be completed by the parent if a special diet menu is required and sent to Chartwells special diet team.

[westsussexspecialdiets@compass-group.co.uk](mailto:westsussexspecialdiets@compass-group.co.uk)

PUPIL INFORMATION	
Pupil Name:	
School Name & Year Group:	
Allergy or Intolerance: (14 EU recognised allergens) Please tick all that apply.	CELERY CRUSTACEANS EGGS FISH GLUTEN (PLEASE SPECIFY) LUPIN MILK MOLLUSCS MUSTARD NUTS (PLEASE SPECIFY) PEANUTS SESAME SOYA SULPHITES
Other, please specify.	OTHER:
PARENT INFORMATION	
Parent name:	
Email address (please print clearly)	
Contact Telephone:	

**SPECIAL DIET MENU CONSENT**

Once we have received this request form, Chartwells will send you a menu and consent form for approval. All parties will then agree a start date.

Please return the consent form to:

[westsussexspecialdiets@compass-group.co.uk](mailto:westsussexspecialdiets@compass-group.co.uk)

Post to: Unit 2, Lincoln House, City Fields Way, Chichester, PO20 2FS

**GDPR - Statement**

Special diets is an area of our provision where personal data of the child is provided before any special diet can be safely served. This information can include the child's name, parent name, contact number and medical information. This information is given willingly and with consent from the parent. Personal data is stored by the Chartwells contract office and held at the school for operational reasons. Please be assured all information is held electronically in accordance with data security and data retention policies, and most importantly is held with the sole purpose of ensuring the safety of the children to whom we serve meals.