



## Medical Diets Responsibility Promise



With approximately **20% of the UK population** affected by an allergy, allergies must remain at the top of everyone's agenda; 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.



### Chartwells commitments to you...

**In this Medical Diets Responsibility Promise, we outline Chartwells commitments to you, our schools, to support the safeguarding of pupils with medical dietary requirements.**

To ensure the highest safety standards from Chartwells' kitchen to your pupil's plates, however, it is vital that both schools and Chartwells work in strong partnership. In this responsibility promise we therefore also outline the commitments we would like schools to make in partnership with us. Information about how Chartwells can support you with each safeguarding responsibility is also given, strengthening our collaboration so we can work safely together every step of the way.



# Working Safely Together - Chartwells Commitments



## Medical Diets Team

Chartwells' dedicated Medical Diet Team are available full time to support schools, parents & pupils to manage their medical diet safely at school.



## Robust Medical Diet Policy

Chartwells' medical diet policy is readily accessible online for all schools, pupils and parents at <https://loveschoolmeals.co.uk/medical-diets>. Alternatively, your local Chartwells representative can provide a copy.

Chartwells' policy is designed to support schools to safeguard their pupils with medical diets as thoroughly as possible and has been fully reviewed by an external allergen specialist lawyer accordingly.



## Supported Medical Diet menus

For pupils with confirmed medical diets, Chartwells can offer full support with adapted and managed menus. Medical Diet Menus are prepared and double-checked by our Medical Diet team in line with the Chartwells Medical Diet Policy.



## Allergen Information

Allergy Reports are available for every Chartwells recipe, in line with Food Information Regulations (FIR).



## Rigorous Training

Continual Health & Safety training, covering food safety, allergen awareness and our medical diet policy, is delivered to Chartwells staff to a level appropriate for their role.



## Raised Allergen Awareness

Regular Health & Safety campaigns and initiatives, such as 'Ask About Allergens' information posters, keep allergens at the top of everyone's agenda.



## Pre-service briefing

Chartwells' kitchen teams are briefed on the menu and any required medical diet management before every service.



## Supported Recipes

Every dish will comply to Chartwells ingredient and recipe standards.



## Auditing

Repeated internal audits conducted by Chartwells Operations, Health & Safety and Nutrition teams ensure compliance to applicable policies.



## HACCP Compliant Kitchens

All HACCP training and checklists complete.

# Working Safely Together – School’s Responsibilities



## The Commitment



## School’s Responsibility



## How Chartwells Can Support You

### Medical Diet Policy



Schools must ensure customers, including new starters, are made aware of Chartwells’ medical diet policy and direct them to Chartwells medical diet request process, as required.



Chartwells Policy available online at <https://loveschoolmeals.co.uk/medical-diets> or from your local Chartwells representative

### Request Form



Schools must support pupils and parents/guardians seeking medical diet support from Chartwells to complete the Chartwells Medical Diet Request form in full.



Please find our Request Form online at <https://loveschoolmeals.co.uk/medical-diets>  
For any queries on its completion, please contact the Chartwells Medical Diet team at [chartwells.medicaldiets@compass-group.co.uk](mailto:chartwells.medicaldiets@compass-group.co.uk) or your local Chartwells representative, who will be happy to help.

### Risk Assessment



Schools must explain to their pupils and parents/guardians that all requests for medical diet assistance will be thoroughly risk-assessed on a case-by-case basis and that, where the risk to the customer is high, Chartwells may be unable to provide a medical diet in order to protect the pupil’s safety.



Chartwells will make all reasonable steps to provide for a medical diet providing the risk assessment indicates that the risks are within safe limits.  
Chartwells will notify the school and the customer, without delay, of the result of any assessment where the risk is so high that a medical diet cannot be provided.  
The Chartwells Medical Diet team are available full time at [chartwells.medicaldiets@compass-group.co.uk](mailto:chartwells.medicaldiets@compass-group.co.uk) to support in the case of any queries.

### Medical Evidence



For safeguarding purposes, schools must support pupils and parents/guardians to provide professional medical evidence to accompany a medical diet request form.



Please find details of Chartwells’ medical evidence requirements in our medical diet policy (section 4.3) online at: <https://loveschoolmeals.co.uk/medical-diets>  
For those who need support obtaining professional medical evidence, our Medical Diet Evidence Support Form is available online at <https://loveschoolmeals.co.uk/medical-diets>

### Identification

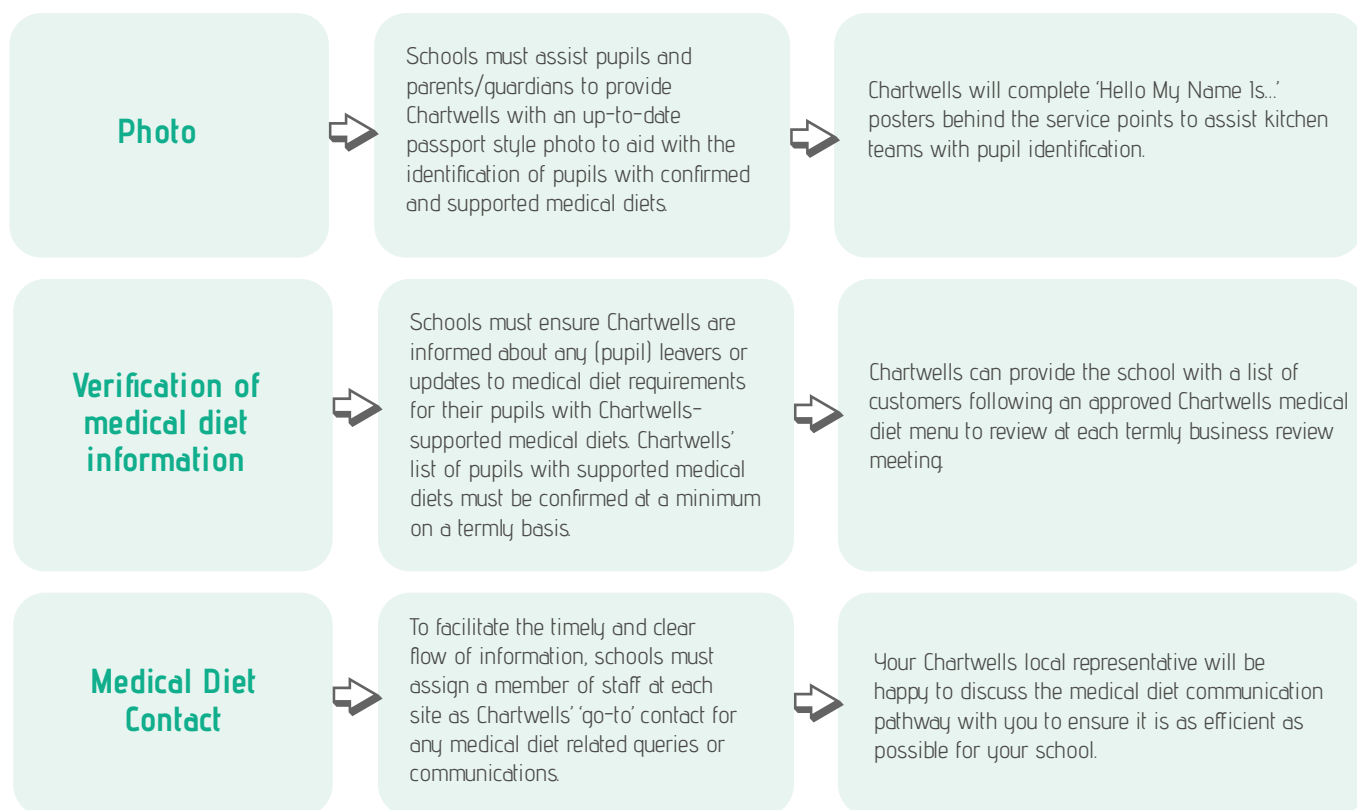


To reduce risks at food service times, schools must operate an approved and documented identification system to support kitchen staff in identifying pupils with supported medical diets.  
The Chartwells endorsed identification system is lanyards.

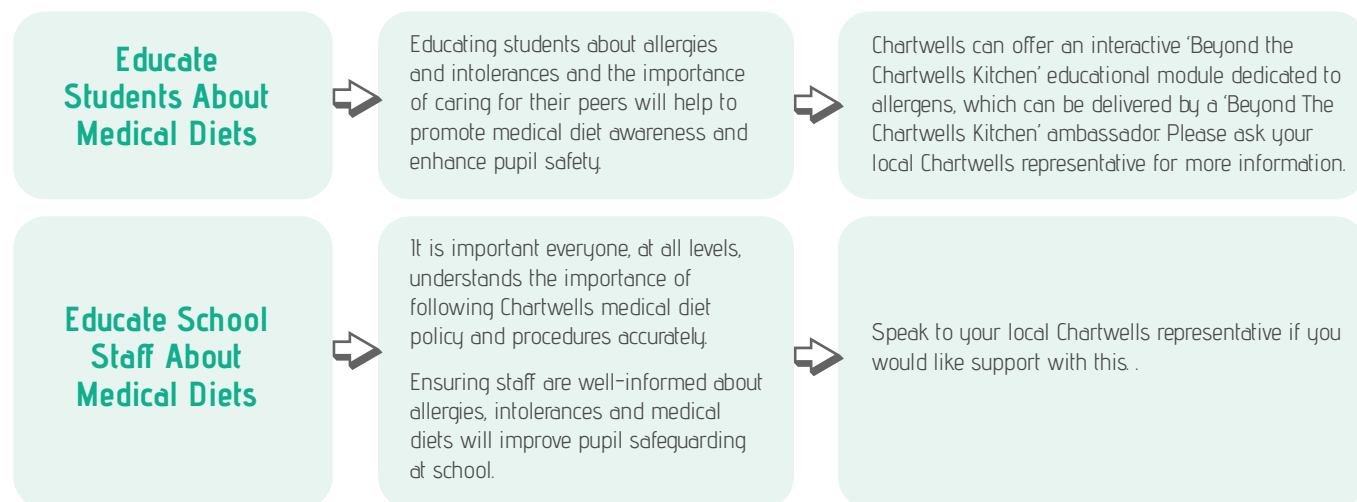


Chartwells child-friendly medical diet lanyards are available. Your local Chartwells representative will be happy to discuss the implementation of lanyards in your school. Chartwells will complete the Lanyard Identification System Agreement Form with you, to ensure the system is clear and managed safely in your unique school environment.

> continued



## Optional Actions



### 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](mailto:chartwells.medicaldiets@compass-group.co.uk)