

Patterdale Hall

Procedure for the delivery of special dietary meals to satisfy food allergies, intolerances and religious beliefs.

Reviewed November 2021

Overview

Patterdale Hall staff take their provision of high quality hospitality very seriously. The sustained high standards for food delivery have become a unique selling point (USP) for Patterdale Hall over the years. In order to be inclusive, special diets are routinely catered for at Patterdale Hall. Careful attention to all aspects of these diets is required and this document sets out the basis of the procedure for this.

Information

Information is gained prior to the course via the final information documents requested from the customers. This is reinforced by the medical consent forms handed over at the start of the course. This information is first reviewed by the Residential Manager. If further information is required the Residential Manager will seek this from the school, the individual or the guardians prior to the visit (as age appropriate).

This information is handed over to the Kitchen team via a "Group in Residence" information sheet, along with any further information. The team will sit down and discuss the requirements of incoming groups and raise any queries with the Residential Manager.

Preparation

Menus, substitute menus and meals are planned and prepared together between the Residential Manager and the Cook in order to meet the requirements of the guests in residence. These take into account the allergens and ingredients in each meal, which is then recorded on an allergens information sheet for display.

Implementation and delivery

Guests are advised during the standard welcome talk that special diets will be invited up to the serving hatch first, supervised by their leader and to make the serving staff aware of their dietary needs when at the serving hatch so that they may be given the best service.

During the dining room introduction talk the guests will be made aware of the Allergens information board including the menu.

Students with medical catering requirements including free from, allergens and intolerances will be invited up to the serving hatch first. They will bring with them their medical catering notes on a laminated slip to present to the servers. These students will usually be seated on end of the top table so that they are easily identified and can be monitored.

Following this, the non-medical special diets will be invited up. These will be called up category by category, for example:

1. Vegetarian and vegan
2. No Beef

3. Halal diet

Space will be given between each cohort of students so that they are not mixed up. This list of categories is not definitive.

The pace of this aspect of the service is likely to be much slower than the standard service, with a process of double checking that the food being handed across does indeed meet the individual guests' requirements. Extra care will be taken over clear communication and the nominated group leaders will support the students in this aspect. Where food such as "free-from" bars are being removed from packaging, two members of staff will check the packaging to agree the ingredients and allergenic content and therefore the suitability for the guests. Only when they are both satisfied it is correct, should the product be handed over and the normal service resume.

It is expected that the second member of staff serving be a close part of the serving of these guests and challenge/check with the cook if they think the food is not suitable.

In the case when there is uncertainty of the suitability of the food, or where the guest is trying to take food that according to the information held, they are unable to consume, a "time out" will be called to discuss further with the school staff supervising who maintain "Loco Parentis" and the "Principle Duty of Care" for the students. The Kitchen staff still reserve the right to refuse to serve the dish if they are unhappy about its suitability for that guest, and should refer the issue to the centre management.

For the avoidance of doubt, the visiting school staff or group leaders will supervise these specific guests through the serving hatch or when taking food such as cereal, porridge, salad or coleslaw from a manned or un manned side tables or serving bar. This will be repeated for the serving of a further course such as dessert. School staff must equip themselves with the correct information from their trip leaders pack to be able to do this effectively.

Medication

Guests with food allergens and intolerances must bring with them to the centre and keep with them at all times their relevant medication. Whilst strong systems and procedures are in place, this potentially lifesaving medication such as antihistamine and Epipens is crucial to be in place at all times. The visiting school teachers or group leaders are responsible for ensuring this is in place.

Where an Epipen is held by a guest, two Epipens should be bought with them to Patterdale Hall, as, due to the location it is likely that in the case of administering one Epipen a second may be required after 10-20 minutes, and before further external assistance is gained.

The Epipens held by the guest will be present in the dining room at all meal times normally on the mantel piece of the fire place in the front half of the dining room and labelled with the guests name.

Review

This procedure will be reviewed from time to time or after any incidence or occurrence requiring further intervention or investigation.