

Taylor Shaw Medical Diets

Process & Next Steps – Guidance for Schools

Parents, guardians, and carers can now apply for a medical diet if their child has a diagnosed allergy, diagnosed intolerance or medical condition requiring an adapted menu (e.g. type 1 Diabetes). For your reference, to do this they will need to complete the following process:

- Parents, guardians, and carers must request a medical diet for their child by visiting our online portal; LunchHound. A link to this portal has been included in the following document: ‘Taylor Shaw Medical Diet Menus – A Guide for Parents, Guardians & Carers’
- If a parent, guardian, or carer does not have computer or smart phone access, the school office can complete a medical diet request on their behalf.
- As part of the request and approval process, the school office will be asked to authorise that this is a legitimate request, sent by a parent, guardian, or carer with parental responsibility for a pupil at your school.

To support this process, we now need the school to complete these important actions:

1. Please upload this portal link to your school website:
<https://orders.lunchhound.co.uk/medicaldiets/request>

2. Alongside the above link, please include the following text to parents:

If your child requires a medical diet due to a diagnosed food allergy, diagnosed food intolerance or a medical condition requiring an adapted menu (e.g. carbohydrate count for Type 1 Diabetes), please follow this link to request a medical diet. For further support, please refer to the following document: ‘Taylor Shaw Medical Diet Menus – A Guide for Parents, Guardians & Carers’.

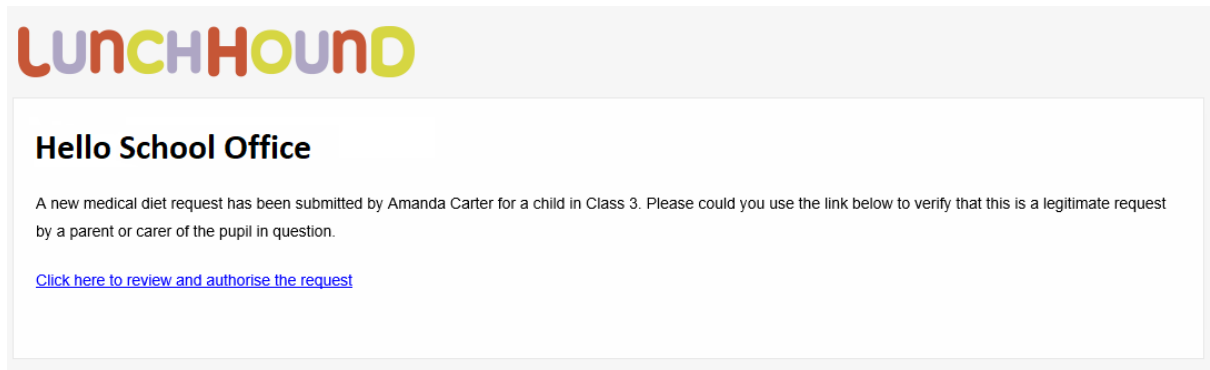
Kindly note, you DO NOT need to make a request for dietary preferences, or for the following diets: vegan, pescatarian, vegetarian or halal, as these requirements can be met through our standard menu.

3. Upload the following document to your school website: ‘Taylor Shaw Medical Diet Menus – A Guide for Parents, Guardians & Carers.’ This has been provided as an attachment to this communication.
4. Once actions 1, 2 & 3 have been completed, please communicate, and share the following document with parents, guardians, and carers: ‘Taylor Shaw Medical Diet Menus – A Guide for Parents, Guardians & Carers’

Once a parent, guardian or carer has submitted a medical diet request on the online portal, the school office will be asked to check and confirm that this is a legitimate request that has been sent by a parent, guardian, or carer on behalf of a child at the school.

The following steps must be completed by the school office when a request has been made:

1. When a parent, guardian or carer submits a medical diet request, the school office will receive an email from 'noreply@lunchhound.co.uk' to the school email address that has provided to us. The email will look like the image below:



2. The email will contain a secure, time-sensitive link to the submitted request. Please click the link in the email. Please note, the link will expire after 2 months.
3. You will be taken to a web page containing details of the request as indicated below:

Medical Diet Request	
A medical diet request has been submitted by Michelle makin for Kimberley Makin	
We have verified that the provided email belongs to the person submitting the request.	
Please could you review the information below and confirm that the personal details of the person submitting the request match your records. Could you also confirm that the person submitting the request has parental responsibility for the child.	
Pupil Name	Kimberley Makin
Class	Class 6
Year Group	Year 6
Date of Birth	24/02/2011
Parent/Carer Submitting Request	Michelle makin
Parent/Carer Phone	
Parent/Carer Email Address	makin@lunchhound.co.uk
Allergies	Celery
Other Allergies	
Medical Conditions	
Other Medical Conditions	
<input checked="" type="radio"/> I confirm that this request is from a person with parental responsibility for the named child. I have checked that the contact details supplied match our records. <input type="radio"/> This request was not submitted by a person with parental responsibility, or is not a valid request.	
<input type="button" value="SUBMIT CHANGES"/>	

4. Please read the details of the request and confirm that this has been submitted by a person with parental responsibility for the child named in the request.
5. If you are happy that the details provided are correct, please click the 'SUBMIT CHANGES' button.
6. The request will then be sent to our Nutrition Team for processing. The requesting parent, guardian or carer will be notified via email that the school office has approved the request to us.
7. Once our Nutrition Team has processed the request, both the school office and the parent, guardian, or carer will receive an email confirming that the request has been processed and accepted.

8. The catering Operations Manager will then provide the onsite catering team and the school office with the child's named medical diet menu.

Temporary Medical Diet Meals

When parents, guardians, or carers have completed an online medical diet request, they will receive an email asking them to complete a 'temporary medical diet meal selection form' which they will access via a link in the email. This is to ensure we provide a safe meal for their child whilst their medical diet request and personal medical diet menu is being processed. Parents, guardians, or carers must complete this form and return it to the school office. Please ensure this is passed onto the onsite catering team. Until this form is received by the catering team, the child will only be served a plain jacket potato.

Photo Identification for Children with a Medical Diet

In order for us to ensure the safety of the children we feed; we require all children with a medical diet to have photo identification to ensure our catering team provides the correct medical diet meal to the correct child. We request that a recent photograph of any child requiring a medical diet is collected from the parents, guardians, or carers to ensure the following can be adhered to:

Collection of a Medical Diet Meal

- To collect their medical diet meal, a child must be in possession of photo identification displaying their name and their photograph. Alternatively, the school may provide the catering team with a named photograph of a child that will be kept in the school kitchen. The photo will be checked by the server to confirm the identity of the child, and the name matched with the pre-plated and labelled medical diet that has been prepared for them.
- In the event that a child does not have a named photograph, the child's medical diet meal must be collected by the child under the supervision of a school representative. *(This can be any member of staff at the school who is able to identify the child.)* We request that the representative informs the catering team of the child's name and collects the medical diet meal for the child.
- The catering team are only able to identify a child requiring a medical diet meal if they have visibility of their name and photograph. For any children without this, it is the responsibility of the school representative to identify the child to the catering team.
- Kindly note, the catering team are prohibited to serve a child requiring a medical diet who they cannot identify through a named photograph, or by a school representative.

If you have any questions about this process, please email: support@lunchhound.co.uk