

Implementing a Food Allergy Policy in Hospitals Webinar & Annual General Meeting



Food Services

Specialist Group

Shortlisted – Specialist Group of the Year 2024



Agenda

13:00 Webinar: Implementing a food allergy policy in hospitals

- The process of writing a comprehensive food allergy policy
- Case studies from NHS Trusts on implementing policies and staff training
- Guidance on catering for patients following a gluten-free diet

14:00 Questions and discussions

14:20 AGM introduction

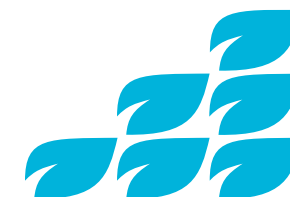
- Welcome
- Summary of minutes from 2023 AGM

14:30 Chairs report

14:40 Financial report

14:50 Ratification of committee members and AOB

15:00 Meeting close



THE PROCESS OF WRITING A COMPREHENSIVE FOOD ALLERGY POLICY

Presented by Megan McClurg



Starting point



LENGTH OF TIME

15 months



KEY STAKEHOLDERS

- Dietitians
- Catering service provider
- Nursing & medical colleagues
- Pharmacy
- Speech and language therapy



APPROVAL PROCESS

- Nutrition Steering Committee
- Nursing, allied health professional and midwifery board
- Clinical guidelines & policies group



Factors to consider

The Law & Regulations

The Food Safety Act 1990

Food Information Regulations 2014 (FIR)

Assimilated Regulation (EU) No 1169/2011 on the provision of food information to consumers (FIC Regulations)

Learning from incidents

What went wrong, why and how could we minimise the risk of this happening again

Accessibility of nutrition and allergen information

Do ALL staff know where to find the allergen information if patients ask?

Do ALL staff know the escalation points?

What does/should 'good' look like

How do we get there?

What steps need to be taken?



Challenges faced



Who is responsible for checking and documenting food allergies?



Reliable and auditable trail of information shared with the catering team



Food intolerances



Content of our policy

- Policy statement, rationale, objective and scope of policy
- Background
- Patient catering
 - *Inpatient areas*
 - *Communication of a food allergy*
 - *Roles & Responsibilities*
 - *Training requirements*
 - *Outpatient areas*
- Food outlets on Trust sites
- Escalating & recording concerns
- Enforcement
- References



Some of the particulars in our policy

- Patients with a food allergy will be served first
- Their meals will remain sealed with the ingredients label present
- Patients will be provided with the nutrition and allergen information for informed choice
- Probe wipes must be used between temperature checking meals
- All items delivered from our central kitchen will have any of the 14 major allergens labelled
- Use the 'allergy aware menu' for patients with allergies to one of the 14 major allergens. If patients have an allergy that is not one of the 14 major allergens, this must be escalated to the catering supervisors or management team to ensure safe meals are available



Our launch plans and compliance checks

- We are holding a launch week next week
- Baseline audit, 3-month audit and then 12-month audit



CASE STUDIES FROM NHS TRUSTS ON IMPLEMENTING POLICIES AND STAFF TRAINING

Presented by Tara Hargreaves



Sharing the learning from work undertaken at 3 NHS Trusts:

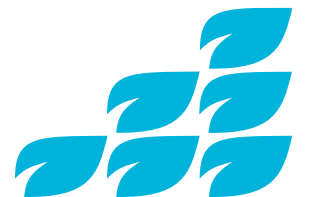
- Airedale NHS Foundation Trust
- Bradford Teaching Hospital NHS Foundation Trust
- Sheffield NHS Hospitals NHS Foundation Trust

- The above trusts are also working collaboratively with me in NHS Lothian, and Coeliac UK to improve how patients with food allergy/hypersensitivity/coeliac disease are identified at ward level.



AIREDALE NHS FOUNDATION TRUST – IMPLEMENTING MANDATORY TRAINING ON FOOD ALLERGIES AND INTOLERANCES

Charlotte Lloyd - Catering Dietitian



What The training covers

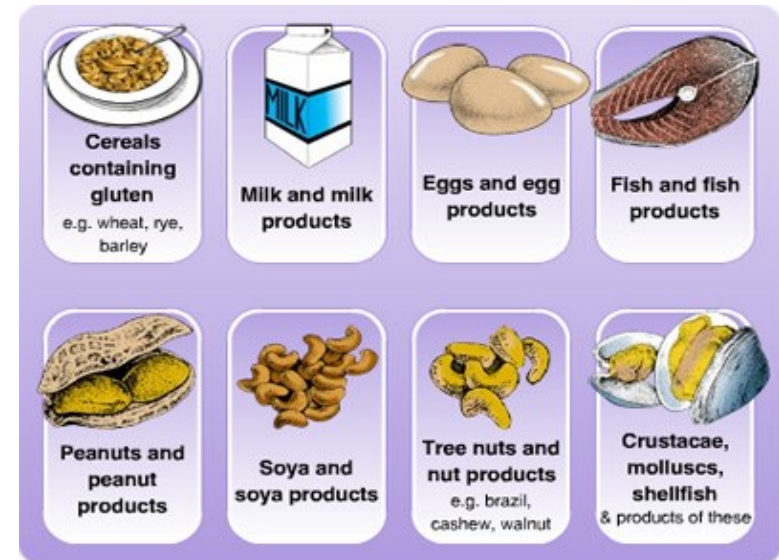
- What is a food allergy:
- Symptoms
- 14 most common food allergens
- The Big 8
- Any food can be an allergen
- Allergens appear in unexpected places
- Differences between food allergy & intolerance
- Risk Management
- Natasha's law
- Food allergy processes – catering and clinical
- Avoiding allergic reactions

IgE-mediated

- Immediate onset reaction

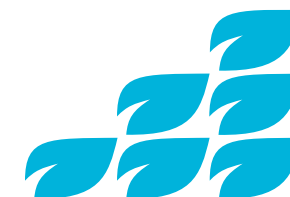
Non-IgE-mediated

- Delayed onset reaction (24-48hrs)



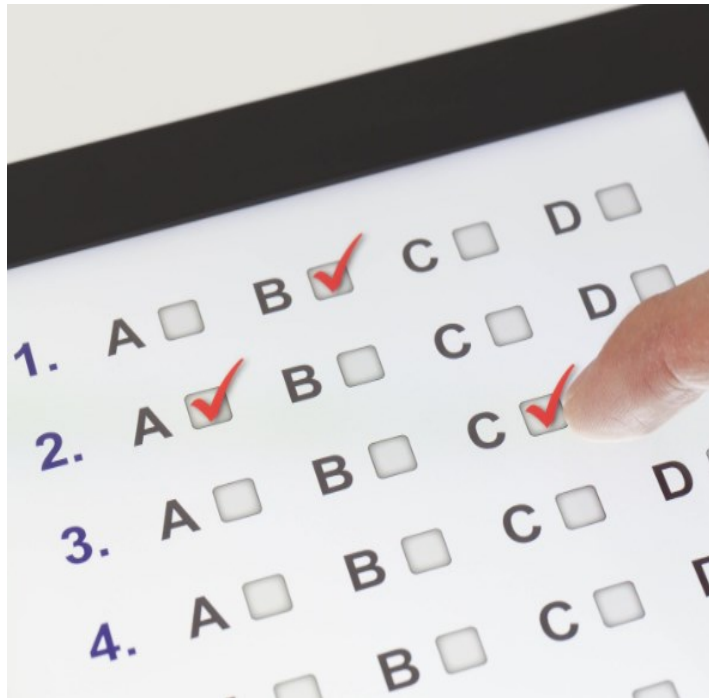
WHO, Why & How?

Who is the training aimed at?	<ul style="list-style-type: none">• All staff excluding Doctors
Why was it developed?	<ul style="list-style-type: none">• Increase in Food Allergy AEFs• Proactive decision
How was the training created?	<ul style="list-style-type: none">• Amalgamation of in-house training, Food Standards Agency training, LEAP & EAT studies• Centre-checked with Dietetic Professional Lead• Worked with internal Organisational Learning & Improvement department
How was it implemented?	<ul style="list-style-type: none">• Got a Non-Exec Director on board• Presented and pitched to Trust Mandatory Training Group

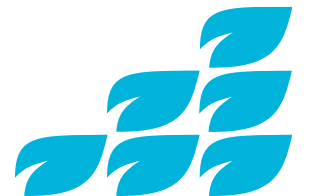


Compliance Measure & Feedback

Multiple choice
assessment questions



Feedback



BRADFORD TEACHING HOSPITAL NHS FOUNDATION TRUST – OUR JOURNEY

Jessica Wilde – Highly Specialist Dietitian Catering & Nutrition
Improvement.



What is in place at BTHFT?



Food Hypersensitivity management is registered as a risk



Amendments made to nursing – led Bradford accreditation scheme

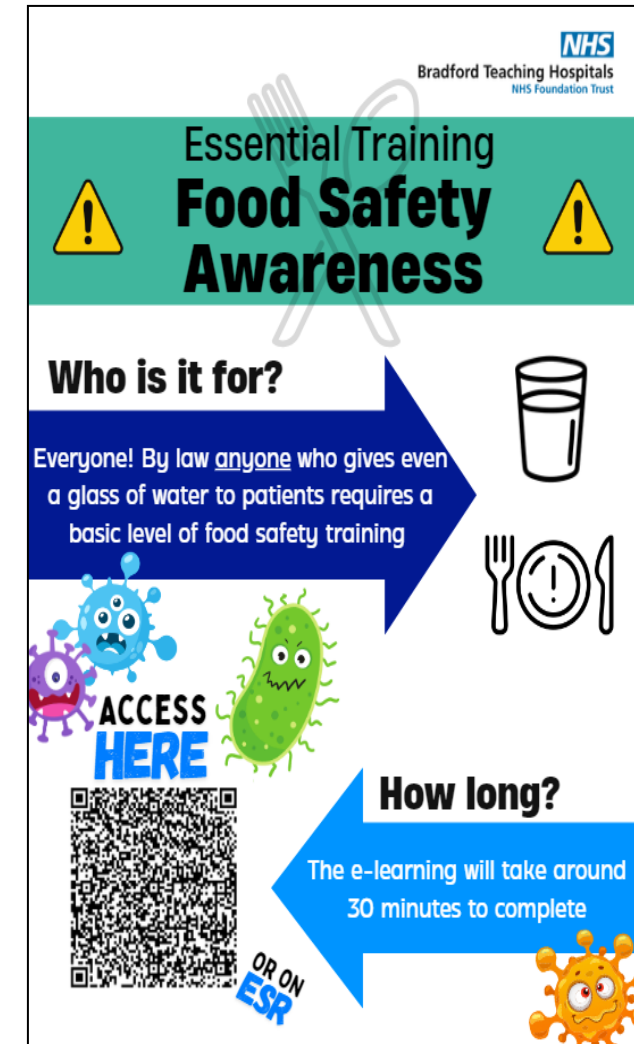
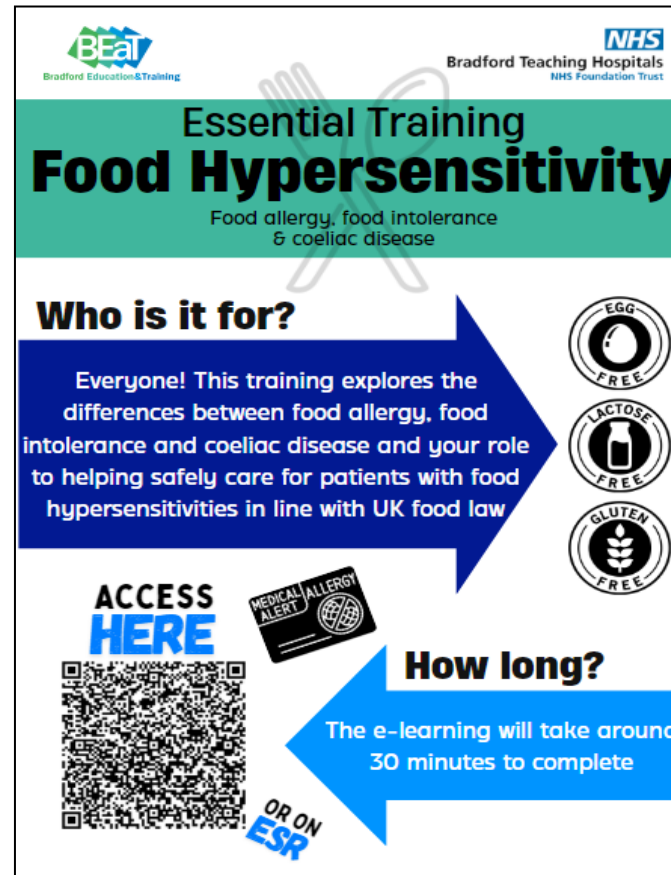


Training



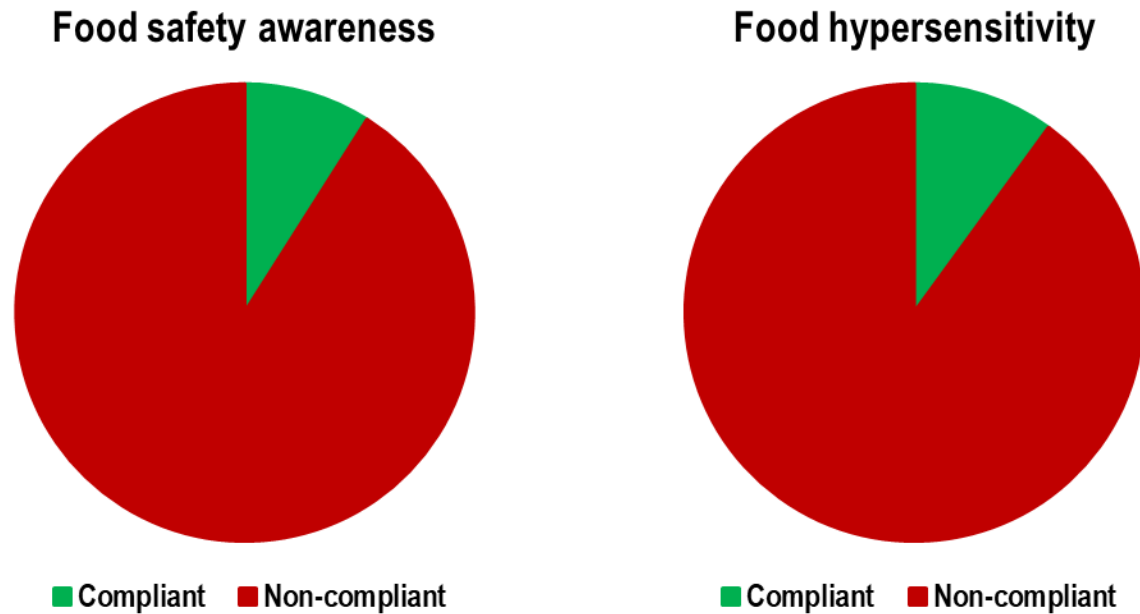
What is being developed?

- Food hypersensitivity policy
- Ongoing training promotion
 - Posters displayed during induction
 - Ward walks with the education team
 - Features in the Trust magazine, education bulletin & podcast



Challenges

- Training completion (not currently mandatory):
 - 9-10% (689-719)

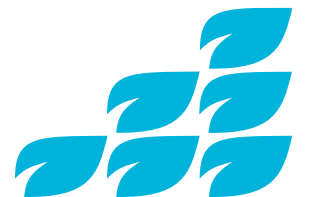


- Food provision for patients with multiple allergies and additional dietary requirements/restrictions



SHEFFIELD TEACHING HOSPITAL NHS FOUNDATION TRUST – OUR JOURNEY

Kushboo Naik– Specialist Catering Dietitian



What is in place at STH?



Training:

FSA Food Allergy and Intolerance Online Training

Level 2 Food Safety Online Training

Nutrition Training In House Podcast



Data compliance officer



Minimising gluten in our sauces/ recipes



DRAFT for internal use only

Food Allergy Awareness

Patient:

Date:

The named patient is aware that the meals supplied for patient consumption as part of the standard patient provision at Northern General Hospital are not allergy free and contain some of the food allergens as listed in The Food Information Regulation.

The meals are prepared in a kitchen that does not handle nuts and nuts do not form part of the ingredients used.

Food Allergy information can be found on the ward orders and accessed by hospital staff via the catering intranet page (menus). In addition there is a Nut free menu available for patients and these meals are part of a range that are externally sourced (not produced at Northern General).

The named patient understands the above including the potential risk and is satisfied to choose meals from the standard patient provision at ward level (meal trolley service).

Patient Signature:

Print Name:

Catering Supervisor Signature:

Print Name:

Senior Ward Representative:

Print Name:

What is being developed?

- Previous Food Allergy Declaration Form
- Food Allergen 'Policy' and patient statement form rejected by NSG
- Working on Food Allergen 'Guidance' with Quality & Compliance Manager
- 'A guide to catering services' PIL to signpost patients



Challenges

- Contains and may contains on product specifications
- Designated space in CPU to prevent cross contamination
- Providing meals to patients with multiple food allergens
- Managing food allergens outside of 14 (FIC, 2001)



Product Maintenance - Egg Mayonnaise (Egg)

Product Information Quantities Supplier Information Order Information

Product Code: 356 Product Description: Egg Mayonnaise (Egg)

Label Header / Till Description: (600 Characters Left)

Product Type
☒ Ingredient ☐ Non Stock Item

NHS eClass: [Dropdown]
Category: Sandwich Fillings [Dropdown]
VAT Rate: EXEMPT [Dropdown]

☐ EPOS Product ☒ Food For Life
☐ Weighed Product ☐ Raw Ingredient

Till PLU Code: 541397 Alternative Code: 356

Barcode: 515842 [Add]
[Barcode Table]
[Display/Print] [Delete]

Direct Issue
☐ Yes ☒ No (Recommended) ☐ Prompt

Allergens
Contains **may contain**
CRUSTACEANS
FISH
GLUTEN
MILK
MUSTARD
SESAME
SOYA
SULPHITES
[Add/Remove]

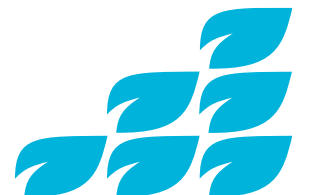
IDDSI [Dropdown]

☐ Fixed Portion Size? ☐ Main Meal?
☒ Suggest cook chill orders for this product?
☒ Suggest Purchase orders for this product?

☐ Is this a bulk issue product?
☐ Is this product suspended?
☒ Allow this product on Retail templates

☐ Exclude from labels? Label Info

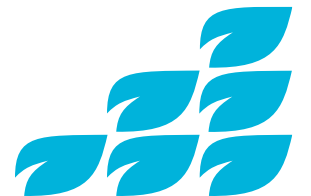
OK Cancel



Collaboration work



- Collaboration between 4 NHS trusts.
- Work at early stage to improve processes to identify patients with food hypersensitivity
- Currently investigating the use of a purple wrist band
- Coeliac UK on board and trying to get support from other food allergy charities.



CONSIDERATIONS FOR GLUTEN FREE DIETS IN FOOD ALLERGY POLICY

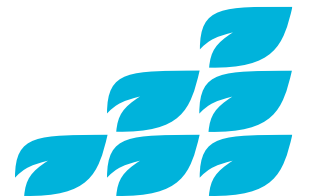
Presented by Elise Kelly



Current practices for catering for Gluten Free diets

From our member survey:

- 18% use GF coding on menus
- Over 60% have a separate GF menu
- 36% use pre-packaged GF meals
- 36% have a separate preparation area for GF meals



Definitions

Gluten-Free (GF)

A food that contains 20 parts per million (ppm) of gluten or less.

Non-Gluten Containing Ingredients (NGCI)

A food that does that contains naturally gluten free ingredients, but may contain more that 20 parts per million (ppm) of gluten due to potential cross-contamination during production, processing, or handling.



Guidelines

BDA's Nutrition & Hydration Digest

Provides a summary of catering to patients who require a Gluten Free diet for medical reasons.

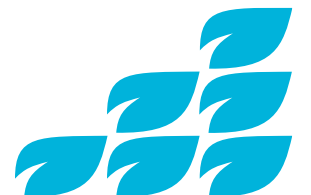
[Therapeutic Diets - British Dietetic Association \(BDA\)](#)

- Chapter 12, Section 3.5

Coeliac UK

Coeliac UK have created guidance for caterers in collaboration with the Food Standards Agency:

<https://www.coeliac.org.uk/form/gluten-freeevolution-guidance-form/>



Legislation

Regulation for Consumers, Regulation (EU) No 1169/2011

All food providers must provide information on packaging of the presence of 14 allergens, including gluten (wheat, rye, barley and oats), as deliberate ingredients within a product

Regulation (EU) No 828/2014

The term 'Gluten Free' is legally protected and can only be used if:

- The product contains 20 ppm or less of gluten
- The product is naturally gluten free
 - See Coeliac UK GF checklist for specific naturally GF foods:
<https://www.coeliac.org.uk/information-and-support/living-gluten-free/the-gluten-free-diet/>
 - Procedures must be in place to ensure there is no risk of cross contamination.



Considerations for Gluten Free policy

Supply chain management

- Choose the right products
 - Check product specs and ingredient information to make sure foods do not contain gluten
- Check gluten free label for gluten free substitute foods
- Avoid 'may contain' gluten products



Considerations for Gluten Free policy

Establish gluten free processes

- Goods in check
- Storage
- Cleaning
- Staff personal hygiene
- Serving food

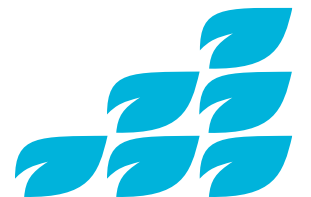
There should be overlap with your current **food safety management systems** and **HACCP** plan.



Considerations for Gluten Free policy

Gluten free meal preparation (for fresh cook sites)

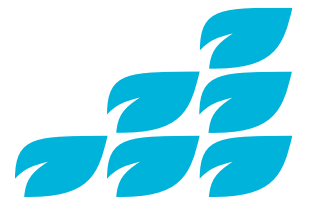
- Preparation areas
- Preparation
- Cooking
- Quality assurance and verification



Gluten free accreditation for hospitals

Coeliac UK offer a GF accreditation scheme for healthcare food providers that includes:

- Accreditation certificate
- Authorised use of official GF symbols
- Support and guidance with providing GF meals
- Training for staff



Practical menu recommendations

What GF options can you offer patients?

1. Pre-made GF meals

Should only be sourced from a certified supplier, who regularly test gluten levels

2. Fresh cook meals made with GF ingredients

Requires a strict GF food prep area and procedures in accordance with Coeliac UK guidance

3. Naturally GF menu items

Requires procedures in place to minimise risk of cross contamination



Practical menu recommendations

How can you communicate suitable options to patients?

1. GF coding on main menu

Should only be used for items that can legally be labelled as GF

2. Separate GF a la carte menu

Useful for individual pre-made certified GF meals

Note: NGCI coding and menus should be avoided

Remember

Think about the patient experience over the whole day - breakfast, snacks, starters, mains, desserts and drinks



QUESTIONS

