



Allergens Information for Flourish Primary

Head Office Kitchen

- When a parent/carer alerts Flourish of their child's allergy/intolerance, Head Office will instruct the kitchen as to the child's needs and the school at which they attend.
- Head Office will request that parent/carer to provide medical evidence to confirm the allergy/intolerance.
- If a product is purchased, the kitchen will ensure that a 'product specification sheet' is requested from the supplier.
- Allergies/intolerances will be added to the matrix by Head Office. The kitchen will double check again and take note of the appropriate meal option.
- If a parent/carer has informed Flourish that their child has an allergy/intolerance, they will be contacted so that a plan can be formulated to support their child. This contact will also take place if the parent has selected a meal inappropriately that has harmful allergens.
- The kitchen will prepare allergen meals first - then will clean and sanitise the work area and all utensils used. Once made, the product will be put in a separate container with the child's name, school, year group and allergy.
- When re-heating the meal, the kitchen will ensure that the dish is over 65c using a probe which has been cleaned using a sanitiser wipe or alternatively a purple allergy probe.
- The kitchen will place the meal in a separate hot tray to deliver to the school.

Schools

- Flourish lunch time servers (LTS) are provided with a matrix which includes information about pupils with allergies/intolerances.
- The school lunch time supervisors are requested to send up pupils with allergies or specific dietary requirements first to be served.
- Flourish LTS will use allergy utensils to serve pupils with allergies/intolerances to prevent any cross-contamination.
- Should there be pupils with different allergies/intolerances, utensils will be cleaned before each use and LTS will wash hands thoroughly.

Risks & Mitigations

- **If a pupil is provided with the wrong meal or has an allergic reaction:**
- Flourish LTS will inform the school lunch time supervisors **immediately** who will support the pupil's need.
- School will make contact with the parent/carer immediately to explain what has taken place
- Flourish LTS will call the kitchen **immediately** and record the incident. Flourish Head Office will be informed in order to ensure that a more robust process is adopted for that pupil.
- In the event of a pupil reacting to an allergen, **without Flourish being aware of a medical diagnosis**, the school will inform the parent/carer in order to create a plan of support for the pupil.
- Should the parent/carer wish to order further meals with Flourish, the above process must be followed.