

ISS UK&I Primary School Modified Textured Meal Procedure

October 2025

PURPOSE

ISS school menus are designed to cater for most of the school pupil population, however menus or meals may need to be adapted (special diet menu) or further information may need to be provided for pupils with medical dietary requirements. Medical dietary requirements may be due to a food allergy, intolerance, coeliac disease or other medical conditions. It is important to us that children who have medical dietary requirements are able to enjoy school mealtimes alongside their peers and we strive to accommodate this where it is safe for us to do so.

This procedure supports the **ISS UK&I Primary Medical Dietary Safeguarding Policy** and **ISS UK&I Primary Dietary Safeguarding Procedure** and is designed to enable parents/guardians to make an informed decision as to whether school meal provision will be suitable and safely meet the medical dietary requirements of their child.

The following information explains the procedure by which we are able to cater for pupils requiring a modified texture meal (MTM). Please note, for those children with a food allergy, intolerance, coeliac disease and/or other medical dietary requirement who also require a modified texture meal, the **ISS UK&I Primary Medical Dietary Safeguarding Policy and Procedure** will also apply.

SCOPE

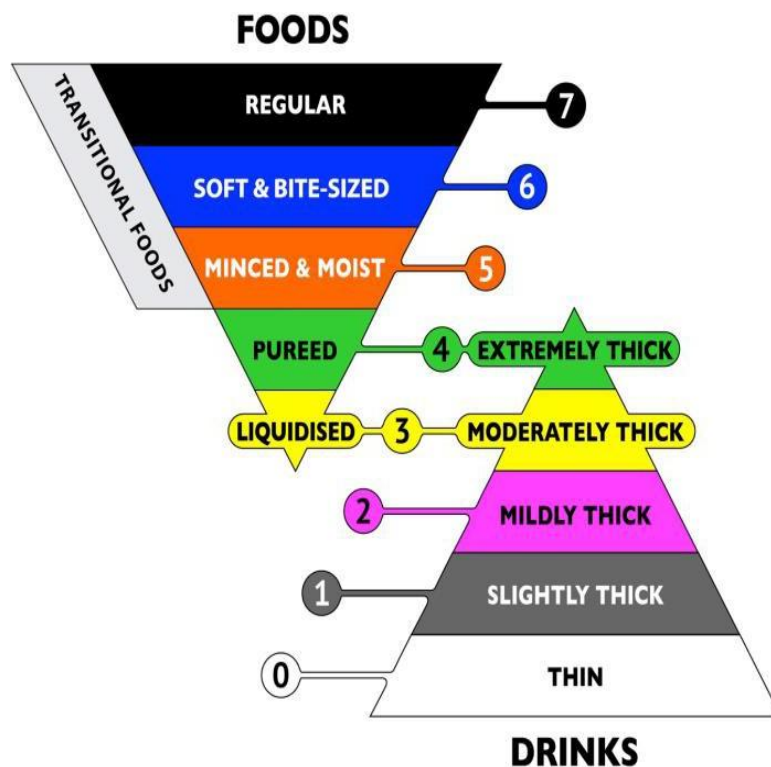
This policy applies to the UK&I ISS primary school food business and governs the dietary safeguarding pupils with the medical need for modified textured meals who require and request the provision of special diet menus.

PROCEDURE

The International Dysphasia Diet Standardisation Initiative (IDDSI):

The International Dysphasia Diet standardisation Initiative (IDDSI) has published standardisation terminology and definitions for textured modified food and thickened liquids for people with feeding, chewing or swallowing problems. Its aim is to provide an international standardised framework to improve clinical safety and reduce risk.

The IDDSI framework consists of eight levels (0-7) and descriptors are supported by simple measurement methods. Modified textured meals provided by ISS are in line with the IDDSI framework. Staff members involved in making modified texture meals have undergone training, which includes, practical training. This training is assessed and run by qualified professionals who advise and monitor the ongoing progress and development of the IDDSI framework.



ISS MTM Policy

ISS is not a specialist medical caterer and does not employ medical dieticians, healthcare workers or speech and language therapists.

Baseline IDDSI menus are provided by ISS at IDDSI Level 7. These are menus that contain normal, everyday foods of various textures that are developmentally and age appropriate. In addition, ISS can support schools with the provision of modified meals (meals at IDDSI levels 4-6). These differing IDDSI level meals can be provided where a medical specialist (medically qualified dietician, healthcare worker or speech and language therapist) has confirmed the type of meal required.

It is our policy that our staff should never thicken drinks for children, as this is a clinical duty which requires specialist training and, if done incorrectly, can put children at significant risk.

Training for ISS Staff

All ISS catering staff involved in the preparation of modified texture meals **MUST** (without exception) have undertaken appropriate training. ISS's training partner is Oakhouse Kitchen. The team at Oakhouse Kitchen are experts in training catering staff to produce and deliver safe meals in schools according to the IDDSI framework.

Process for Provision of Modified Textured Meals

This process aims to outline the individual responsibilities of both the school and ISS catering staff. All steps in this process must be followed before a meal is issued. The school remains responsible for ensuring that any meal given to and/or fed to a child is of a suitable texture for their individual needs. They should return to the kitchen immediately should there be any concerns if any meal is deemed to be not suitable.

IDDSI BASELINE MENU DEVELOPMENT

- ISS develops a baseline IDDSI menu (Level 7).
- From the baseline menu, additional IDDSI menus (levels 4-6) are created.
- Where schools have children requiring modified texture meals, the catering teams hold the different IDDSI level menus and supporting recipes.

SPECIAL DIET MENU DEVELOPMENT

- If a child has additional dietary requirements, e.g., allergies / intolerances, then the appropriate IDDSI level menu will be adapted by an ISS nutritionist according to the child's dietary needs. This procedure operates as per the ISS UK&I Dietary Safeguarding Policy.
- Parents/guardians, must agree to, and consent to, the new menu before it is served within the school.
- Please refer to the UK&I Dietary Safeguarding Policy for more information on this procedure.

SERVICE REQUEST

- If a school has multiple children requiring different IDDSI level menus (levels 4-7), with no additional dietary requirements, then the school must complete a request form, detailing the number and type (level) of IDDSI meal(s) required. One form should be completed per class (as required) and submitted to the ISS catering team.

DAILY MEAL REQUEST

- School staff request meals from the catering team (number and type, on a daily basis).

MEAL PROVISION

- Fully trained and qualified ISS catering staff prepare the requested meals (including labelling with type and class).
- Trained school staff receive the meals from the catering team, check the consistency against the IDDSI framework (and in accordance with the individual's personal meal plan). Once approved, that member of school staff issues the meal to the child.
- It is the school's responsibility to have school staff supporting children to eat, where required. Supporting the feeding of meals to children is not the role, and, or, responsibility of the ISS catering team.

RESTRICTIONS OF THIS POLICY

Our priority is to safeguard the children who use our service and the staff who serve them. We are a school catering business and not a dietetic and/or medical catering business. If you feel your child's dietary requirements are of high risk, where our catering services may be unsuitable and/or do not meet the needs of your child, then we would suggest making alternative catering arrangements.

ISS reserves the right to refuse to provide a modified texture meal or menu if this procedure has not been adhered to in full at all times, or if we feel we are unable to safely cater for a child owing to the severity or complexity of the individual medical dietary requirements.

Data Protection

Please see the **Medical Diet Referral Form** for details on how any data provided will be managed and protected.

ROLES & RESPONSIBILITIES

School – Provide ISS with correct and up to date information on the IDDSI level requirements in their school and number of meals required each day. Trained school staff are to check and approve the consistency of each pupils meal against IDDSI framework before a meal is served to a child.

Parents / Guardians – Provide the school with correct and up to date information on their child's dietary requirements. Complete the Medical Diet Referral Form if necessary.

ISS Nutrition Team – Create suitable menus in line with the IDDSI framework and liaise with schools speech and language therapists where necessary.

ISS Kitchen Teams – Attend all training in relation to IDDSI and put this into practice when creating IDDSI level meals. Provide the meals to the trained school staff for them to assess before serving to a child.

DEFINITIONS

IDDSI - The International Dysphagia Diet Standardisation Initiative

DOCUMENT REFERENCES

ISS UK&I Medical Dietary Safeguarding Procedure

ISS UK&I Medical Dietary Safeguarding Policy

ISS UK&I Medical Diet Referral Form

CHANGE LOG

Date of Change	Author of Changes – Name and a Job Title	Short Summary of Changes
01.10.25	Ruth Harrison, Company Nutritionist	Updated document reference names
01.10.25	Lisa-Marie Huggins, Head of Nutrition	Updated document reference names