

ISS UK&I Primary School Modified Textured Meal Procedure

August 2026

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 consider catering 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

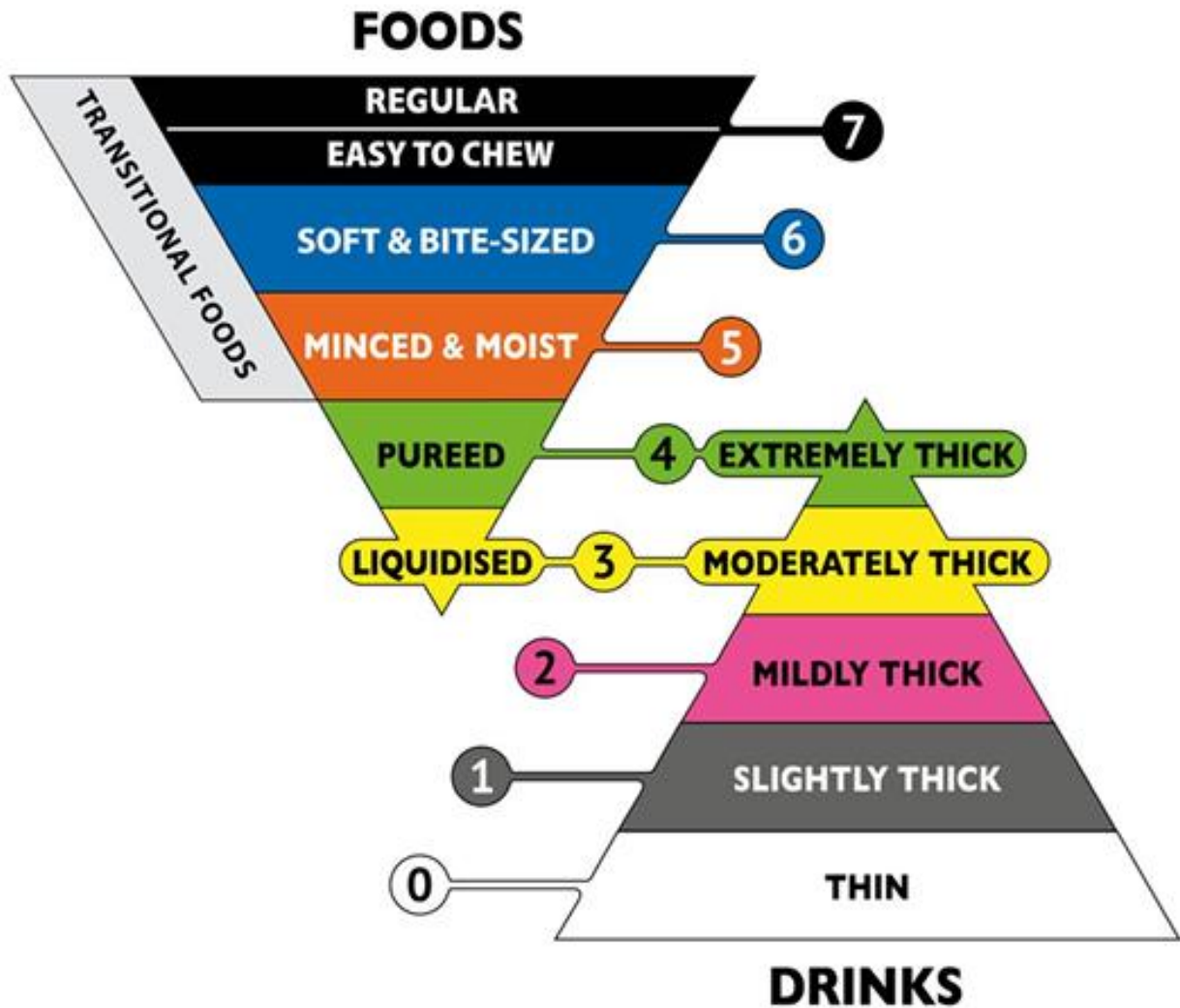
This policy applies to the UK&I ISS primary school food business and governs the dietary safeguarding of pupils with the medical need for modified textured meals, who require and request the provision of special diet menus.

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 difficulties.

The IDDSI framework aims to provide a common terminology for describing food textures and drink thicknesses to improve safety for individuals with swallowing difficulties. The framework consists of eight food and drink texture levels (0-7) with detailed descriptions, supported by simple testing methods and measurements.



ISS MTM Policy

Our priority is to safeguard the children who use our service and the staff who serve them. ISS are a school catering business and not a specialist medical caterer, and we do not employ healthcare professionals such as speech and language therapists or other clinicians during lunchtime service to modify the texture of meals. However, we can support schools where this is a required provision to meet a pupil's clinical needs, such as dysphasia and other chewing and swallowing difficulties.

Supporting provision of modified textured meals can only be considered by ISS where the school has a clinically trained member of school staff to lead the texture modification and serving of foods (MTM School Lead) and the ISS UK&I Primary Medical Dietary Safeguarding Procedure has been followed.

ISS Classification - Unrestricted

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Page 2 of 7

The pupil will be listed on the ISS Special Diet Register, where a referral has been completed by the parent/guardian and the IDDSI Level required is confirmed through the required supporting medical evidence.

School 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. ISS can tailor a special diet menu from the contract menu to contain meals that align with IDDSI Level 6 (soft cooked foods) and IDDSI Level 5 (moist foods) and IDDSI Level 4 (foods suitable for pureeing) to enable the trained MTM School Lead to modify to the correct IDDSI level suitable for the pupil.

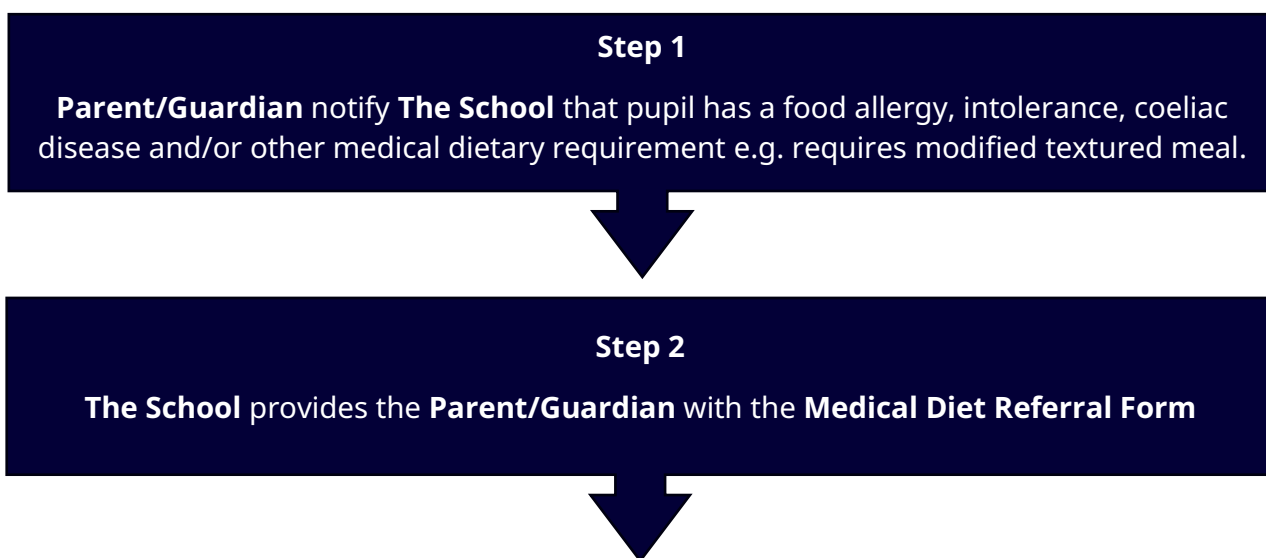
The MTM School Lead has full responsibility for texture modification of meals and serving the meal at the appropriate IDDSI texture.

Where there are no clinically trained members of school staff, we can source ready prepared modified textured meals from our ISS Healthcare approved medical food supplier or alternatively, a modified textured meal can be provided from home for the school to serve and support the child to consume the meal.

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.

Process for Provision of Modified Textured Meals

This process aims to outline the individual responsibilities of the Parent/Guardians, The School and ISS. All steps in this process must be followed before a meal is issued. The school has the ultimate responsibility for ensuring that any meal given to and/or fed to a child is of a suitable texture for their individual needs.



Step 3

Parent/Guardian completes the **Medical Diet Referral Form** and provides pupil with a meal prepared at home for the School MTM lead to serve until a special diet menu is issued.

Step 4

Parent/Guardian returns completed **Medical Diet Referral Form** to **The School** with a photo of the pupil (used as pupil identification during meal service) and the required supporting medical documentation (please see the **UK&I Primary Medical Dietary Safeguarding Policy** for further information)

Step 5

The School emails a copy of the completed **Medical Diet Referral Form** and the supporting medical documentation to the **ISS Education Nutrition Team** (nutrition@uk.issworld.com).

Hard copies of medical documentation must be returned by The School to the parent/guardian and not be given to ISS.

Step 6

ISS Education Nutrition Team reviews **Medical Diet Referral Form** and medical documentation. If the risk assessment and requirements of the **UK&I Primary Medical Dietary Safeguarding Policy** are met, the pupil will be added to the **Special Diet Register**. A special diet menu will be created from the contract menu to exclude foods that cannot have the texture modified to the IDDSI level specified on the **Medical Diet Referral Form**. If a child has additional dietary requirements, e.g., allergies or intolerances, this menu will be adapted by an **ISS Education Nutrition Team** according to the child's dietary needs as specified on the **Medical Diet Referral Form**

During peak periods, this may take up to 3 weeks from the date all required information is received by the **ISS Education Nutrition Team**.

Step 7

ISS Education Nutrition Team issue special diet documentation and menu for the pupil to the **ISS Education Operation Management Team** and notify **The Feeding Hungry Minds Team**, who are responsible for the meal ordering systems (where applicable).

Step 8

ISS Education Operation Management Team issue hard copies of the special diet documentation and menu for the pupil to **The School** and **School Kitchen Manager**

Step 9

The School issue hard copies of the special diet documentation and menu, including the **Consent Form**, to the pupil's **Parent/Guardian**.

To comply with data protection laws in the UK, the information must be sent directly to the **Parent/Guardian** by **The School**

Step 10

Parent/Guardian signs the **Consent Form** and returns to **The School** after reviewing the special diet documentation and menu. (Please note the special diet menu cannot be served until a signed consent form has been returned by the parent/guardian)

Step 11

The School issues the signed **Consent Form** to the **ISS Education Operation Management Team** who will then pass to the **School Kitchen Manager**. Meals from the special diet menu are then permitted to prepared by the **School Kitchen Team**.

Step 12

The School notifies the **ISS Kitchen Team** of the number of special diet meal required daily. **The School Kitchen Team** prepares the special diet menu and signs that the meal has been passed to the **MTM School Lead** during lunch service.



Step 13

The **MTM School Lead** has full responsibility to modify the texture of the meal in line with the IDDSI framework to meet a child's requirements



Step 14

The **MTM School Lead** has full responsibility of checking the meal provided by ISS against the child's menu and ensuring the meal has been modified to the required texture needed by the child.

The **MTM School Lead** has full responsibility for serving the meal to the child.

It is the school's responsibility to have school staff supporting children to eat, where required, it is not the responsibility of the ISS Kitchen 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 you are advised to make 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, number of meals required each day, and other responsibilities as outlined in the **ISS Primary Medical Dietary Safeguarding Procedure**. Ensure there is a trained member of school staff (MTM School Lead)

MTM School Lead- Appropriately qualified and trained school staff members who have full responsibility for blending, checking and modifying the consistency of each pupil's meal against IDDSI framework before serving the meal to a child.

Parents / Guardians – Provide the school with correct and up to date information on their child's dietary requirements as outlined in the **ISS Primary Medical Dietary Safeguarding Procedure**

ISS Education Nutrition Team – Create suitable menus in line with the IDDSI framework and liaise with the **MTM School Lead** where necessary.

ISS Kitchen Teams – Cook the meals on the child's special menus and provide to the **MTM School Lead**.

DEFINITIONS

IDDSI - The International Dysphagia Diet Standardisation Initiative

MTM- Modified Texture Meals

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
04.04.24	Charlotte Quick, Company Nutritionist	Version created for DMS
01.10.25	Ruth Harrison, Company Nutritionist	Updated document reference names
10.03.26	Ruth Harrison, Company Nutritionist	Updates to wording to improve clarity of roles and responsibilities.
21.08.26	Ruth Harrison, Company Nutritionist	Updated ISS and School responsibilities