

ACCREDITATION FOR THE HEALTHCARE SECTOR

Catering for patients with coeliac disease





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SECTION I - COELIAC DISEASE AND THE GLUTEN FREE DIET

Coeliac disease (pronounced see-liac) is a serious illness where the body's immune system reacts to gluten found in food and attacks the gut. This is known as an autoimmune disease. Dermatitis herpetiformis is the skin manifestation of coeliac disease. There is no cure; this is a lifelong condition for which the only treatment is a strict gluten free diet. Coeliac disease is not an allergy or intolerance. People with coeliac disease aren't faddy eaters – the gluten free diet is their treatment.

If someone with coeliac disease repeatedly eats gluten or their condition goes untreated, they will be damaging their gut and putting themselves at risk of complications including osteoporosis, nutritional deficiencies and even some rare forms of small bowel cancer.

Coeliac disease is common and affects one in 100 people. However only 36% who have the condition have been diagnosed which means there are currently nearly half a million people who have coeliac disease but don't yet know.

Gluten is found in wheat, rye and barley and some people also react to a similar protein found in oats. You can find gluten in obvious sources such as cake, bread, pasta and biscuits, but also in less obvious items such as soy sauce, stock, gravy and sausages. It is very often used as a thickener in sauces but you can make easy adjustments to recipes and find alternatives to wheat.

What happens if someone with coeliac disease accidentally eats gluten?

Coeliac disease is not an allergy and does not cause anaphylactic shock. The response will vary from person to person but usually, being 'glutened' can cause bloating, diarrhoea, vomiting, stomach pains and lethargy which can last several days.

If you want to know more about coeliac disease please visit our website at www.coeliac.org.uk/whatiscoeliacdisease



SECTION 2 - WHY YOU SHOULD CATER GLUTEN FREE FOR PATIENTS

When someone with coeliac disease is treated at your hospital or living in a care home and they require food, they are trusting you with their health. Working with Coeliac UK will help you understand the needs of patients who must follow a gluten free diet and why it is so important to understand the condition.

Being forced to eat away from home whilst being treated in hospital or living in a care home can leave patients feeling vulnerable. Unfortunately current standards means the supply of gluten free foods for those that require them is often not being met. For patients with coeliac disease a gluten free diet is essential for everyday health and worrying about cross-contamination or a total lack of gluten free options adds to the stress of a hospital stay.

“To be accredited by Coeliac UK is a privilege and also proves that the hard work Royal Victoria Infirmary Catering Staff carry out to meet the patient experience and support therapeutic diets is recognised by such an important organisation as Coeliac UK.”

**Wayne Reed, Catering Manager,
Royal Victoria Infirmary**

Our Members often find hospital visits particularly difficult with many staff being unfamiliar with coeliac disease and the gluten free diet. The Campaign for Better Hospital Food has found that it's very common for patients with special dietary needs to be given inappropriate foods.

Coeliac UK can help you ensure that your hospital or care home is equipped to cater gluten free and reassure patients that their diet will be appropriately managed whilst in your care.

Feedback from our members on service levels in hospitals:

- No gluten free options leaving patients to go hungry
- Having to rely on visitors to bring in safe foods to eat
- Catering staff not understanding the implications of cross-contamination
- Catering staff not being made aware by medical staff that patients have coeliac disease

60% of patients in hospital find accessing a gluten free meal in hospital difficult or very difficult.¹



SECTION 3 – THE LAW ON GLUTEN FREE

You may already be labelling your dishes gluten free, or maybe you are working towards this, but you need to have an understanding of the law to make sure you are compliant.

Regulation (EU) No 828/2014 covers the labelling of gluten free food. The law places conditions on the use of the term 'gluten free' and this applies to the catering industry as well as pre-packaged food.

The term covered by the law

Gluten free - applies only to food which has 20 parts per million (ppm) or less of gluten.

In addition to gluten free you may also accompany this with the statements 'suitable for people intolerant to gluten' or 'suitable for coeliacs.' These can only be used alongside the term 'gluten free.'

If you are labelling gluten free, you need to ensure your dishes contain 20 ppm of gluten or less.

The law does not specify how to achieve the standard set out for gluten free. But by working with Coeliac UK, and the advice provided by Trading Standards and the Food Standards Agency, we can help you decide the best approach for your business.

Providing allergen information

Since December 2014, caterers must provide allergen information for all meals served. Read more about labelling requirements and changes to allergen labelling legislation on our website:

www.coeliac.org.uk/glutenfreeandthelaw

Guidance for caterers

Our latest guidance 'Catering gluten free: how to get it right' was produced in collaboration with the Food Standards Agency with food service personnel in mind. This document provides guidance to help you safely prepare gluten free meals, minimising the risk of contamination with gluten at all stages of the food preparation process. Download a free copy from our website:

www.coeliac.org.uk/form/gluten-freeevolution-guidance-form





“You will be in the best position to assess if and how you can use gluten related claims in your business. You can best serve your customers by ensuring these claims are based on good evidence. By working with people such as Trading Standards and Coeliac UK you can help potentially grow your customer base and give people with coeliac disease a better choice when eating out.”

David Pickering, Trading Standards Institute

SECTION 4 - GF ACCREDITATION

The benefits of GF accreditation are:

- Guidance on getting gluten free right
- Navigate the law on gluten free
- Assess your processes to provide gluten free meals
- Peace of mind for patients with coeliac disease that they can eat safely in your hospital or care home and appeal to the wider gluten free community
- Licence to use the GF symbol on menus
- An accreditation certificate that you can display in your hospital or care home
- Free access to our online training course for key employees
- Announcement of your accreditation to over 65,000 people in our Live Well Gluten Free magazine and through our social media channels reaching over 150,000 followers as well as our e-newsletters
- Inclusion of all your hospitals or care homes in online Venue Guide which gets a priority listing



Criteria for accreditation

- An annual unannounced Coeliac UK audit of an agreed proportion of your venue(s) covering the requirements of the GF Standard
- Your venue(s) must meet all conditions specified in the GF Standard and sign a declaration to that effect
- One relevant member of staff must complete our dedicated online Gluten Free Academy course for caterers in the healthcare sector included as part of the accreditation fee
- Your venue(s) must annotate all menus with GF symbols as appropriate or have a separate GF menu



Coeliac UK's GF accreditation window sticker



APPLYING FOR GF ACCREDITATION

Coeliac UK GF accreditation runs for a full calendar year and is renewed annually. We provide onboarding support throughout the application process ensuring you know what stage you have reached.

Accreditation fee

The accreditation fee starts from just as little as £500 per year. The fee is calculated based on the total number of sites to hold the accreditation. Please contact the Commercial Team at: catering@coeliac.org.uk or by filling in the online form [here](#) for further information.



Four out of five people said the Coeliac UK GF symbol automatically tells them that it's safe to eat at the venue.²

GLUTEN FREE ACCREDITATION

The rigorous process to ensure brands adhere to best practice for safe gluten free catering



STEP 1

Organisation completes an application form. This includes a kitchen safety checklist



STEP 2

Application reviewed and quote generated



STEP 3

Quote accepted, contract issued and signed



STEP 4

Pre audit review and consultation with the Coeliac UK Food Policy experts



STEP 5

Audit takes place with a Coeliac UK approved audit partner



STEP 6

Audit completed and accreditation certificate issued

The kitchen checklist covers 7 key areas:

- Company processes
- Training & knowledge
- Communication
- Supply chain controls
- Storage
- Preparation & cooking
- Cleaning & hygiene

Hazard analysis and critical control points

Staff training

Communication

Supply chain controls

Goods in & storage

Preparation & cooking

Good hygiene practices

Quality assurance

Management commitment

The audit process

References

1. Coeliac UK Eating Out Survey 2018 (n=5268)
2. Coeliac UK, Eating Gluten free 2014 (n=5304 members of Coeliac UK)

KEEP IN TOUCH

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