



## LESSONS LEARNT

<b>Type of Incident:</b>	Alleged Allergic Reaction – Chickpeas
<b>Classification of Incident:</b>	Alleged Allergic Reaction – meal containing chickpeas served to customer with allergy
<b>Summary of Incident:</b>	<p>On 22-4-24 a school pupil who had an allergen to chickpeas had a portion of curry from the CH&amp;Co Servery and did not realise the curry contained chickpeas.</p> <p>The morning team made a curry and completed the matrix and recipe for the standard curry recipe without chickpeas.</p> <p>The evening chef made a special meal for the house mistress as he knew she did not like the main curry.</p> <p>The Chef added half a can of chickpeas to the special curry. They then added the other half a can of chickpeas to the main curry, which was being served to the pupils.</p> <p>The allergy matrix nor recipe was provided for the curry with chickpeas.</p> <p>The pupil's allergy was known to CH&amp;Co. It is not known if the child asked the chef what the curry ingredients were at the point of service.</p> <p>The school did not have an agreed method to identify pupils with allergies at the point of service.</p>



<p><b>Possible Causes:</b></p>	<p>The <b>'plated meals form'</b> is being completed incorrectly when only a portion from the larger batch is separated and not when a separate meal is made specifically</p> <p>The evening team were making a separate meal for the house mistress and <b>not recording this on the matrix</b></p> <p>Not all the team are completing the <b>full recipe on the back of the matrix.</b></p> <p>The evening team has a number of ABC courses out of date.</p> <p>The school with CH&amp;Co <b>had not completed the 'client meeting form'</b> agreeing how allergenic pupils would be identified</p>
<p><b>Immediate Action Taken:</b></p>	<ul style="list-style-type: none"> <li>✓ The pupil was given on site first aid. No medical assistance was required</li> <li>✓ The allergy matrix was updated.</li> <li>✓ CH&amp;Co staff were informed of the incident</li> <li>✓ All dishes containing chickpeas were removed. Until a full investigation took place.</li> </ul>
<p><b>Lessons Learnt:</b></p>	<p><b>Requirements of FS SOP 1:</b> allergen management to be fully understood by all staff.</p> <p><b>Allergy matrix</b> to be double verified for all dishes and garnishes by two most senior members of staff.</p> <p><b>Plated Meals Form</b> – to be completed accurately and signed off by two members of staff.</p> <p><b>Always double check that allergen information</b> received prior to an event is correct.</p> <p>The <b>'Client Meeting Form'</b> must be complete to ensure an agreed approach</p>



<b>Actions to be Taken (By Whom)</b>	<ul style="list-style-type: none"><li>• <b>Operations Manager</b> to support at site level</li><li>• <b>Site Manager &amp; Team</b> to ensure that allergy matrices are accurately completed for every dish.</li><li>• <b>Site Manager</b> to ensure team are completing page 2 of allergy matrix where required to list all ingredients</li><li>• <b>CH&amp;Co/School</b> – to complete the client meeting form and to agree a allergenic pupil identification method.</li><li>• <b>Site Manager</b> to ensure staff involved are reassigned 'ABC' know your allergens on accessplanit and refresher FS SOP 1: allergen management training is provided.</li><li>• <b>Site Manager</b> to ensure procedures of FS SOP 1: allergen management are followed by staff.</li><li>• <b>Site Manager</b> to ensure this incident is highlighted at the next H&amp;S meeting with the team</li></ul>
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