

Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000 regarding the management of coeliac disease and gluten-free requirements within your organisation.

I am concerned about patient safety and the risk of gluten exposure and cross-contamination on hospital wards and in shared catering environments. I would like to highlight this article to your organisation concerning the death of a coeliac patient after being fed gluten:

<https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.bbc.co.uk%2Fnews%2Fuk-wales-61836866&data=05%7C02%7Cd.wraith%40nhs.net%7C4e630f52ee724e68fe3308de57fb8a18%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C639044935013911523%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiwlLjAuMDAwMCIslAIiOiJXaW4zMilslkFOLjoiTWVpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=eOwliM5njOAH5EH0G39pspcjXHBpU5Wcc4QupfSBvc0%3D&reserved=0>

Please provide the following information:

Policies and procedures currently in place for identifying and managing patients with coeliac disease.

See attached policy- page 8

Measures used to prevent gluten cross-contamination in ward food preparation, delivery, and serving.

We have a Special Diet Sheet which is completed for both lunch and Evening Meal at each Ward which outlines any patient on any type of complex diet (Allergen Aware/Non-Containing Gluten/Level 4-6/Assisted Feeding/Neutropenia Diet/Halal/Renal/Kosher/Finger Food). The Ward Teams must complete these forms before any menu collator takes any meal orders for that Ward, this is to ensure the right information is provided beforehand.

These meals are prepacked as individual portions off site from authorised reputable suppliers. They are heated in the packaging and also served in the same packaging with the film being removed only before serving upon the Wards.

Arrangements in place to prevent cross-contamination between ward catering and hospital canteen services.

As regards to the prevention of cross-contamination of gluten in meals served to gluten-free patients, the meals provided to the patients who have confirmed they required a gluten-free diet are prepared off-site by authorised reputable suppliers and are prepacked in individual portions. These meals are heated in their packaging and served in the same packaging with the film being removed only before serving upon the wards.

There is also the Hospital Catering Policy outlining Policies and Procedures 4.4 and App 6(Flow Chart Diagram) to which gets communicated out to all Wards and Key Stakeholders every quarter as a

Any reported incidents, investigations, or serious incidents in the past five years involving gluten exposure to patients diagnosed with coeliac disease.

The Trust does not hold recorded information that allows incidents to be reliably linked to a confirmed diagnosis of coeliac disease.

While the Trust records incidents relating to gluten-free diets within its incident reporting system, this system does not include a mandatory or searchable field confirming whether a patient has a diagnosis of coeliac disease. As such, it is not possible to confirm how many of the patients involved in these incidents were diagnosed with coeliac disease.

The Trust therefore confirms that the specific information requested — incidents involving gluten exposure to patients diagnosed with coeliac disease — is not held for the purposes of the Freedom of Information Act 2000.

Training provided to clinical, catering, and ward staff relating to coeliac disease and gluten-free food safety.

All Sodexo Catering Staff Complete Allergen Aware Training bi-annually. They also conduct Allergen Training as part of their induction package. As well as this, annually they will complete Patient Dining Training Modules which include Gluten Free preventing cross contamination and also Gluten Free Diet examples

Clinical and Ward staff

The standard Learning Needs Analysis (LNA) – The training requirements of staff will be identified through a learning needs analysis. Role specific education will be delivered by the service lead.

The Food Safety and Hygiene (England) Regulations 2013 states that it is a legal requirement under UK law for food businesses to ensure that all members of their team involved in the handling of food, have received enough training for food safety and hygiene in the workplace. All PAT/IC 22 v.6 Page 9 of 15 Managers/Senior Nurses shall carry out an objective assessment of the training needs of noncatering food handling staff and ensure that these training needs are fulfilled.

272 Food Allergy and Food Hygiene Awareness - ESR E-learning Training Staff that handle food as part of their role, are to complete an e-learning package on ESR, which provides information on the 14 common food allergens, basic food hygiene principles and how to avoid cross-contamination.

The e-learning training will ensure that staff: -

- Are aware of the 14 common food allergens.
- Understand the difference between food allergy and intolerance and coeliac disease.
- Understand the consequences of allergies and intolerances.
- Understand how to avoid cross-contamination.
- Understand how order allergy aware diets from the catering department.
- Understand basic food hygiene for food preparation at ward/department level.

In addition to the measures outlined above, the Trust has bi-monthly meetings of the multiprofessional Nutrition Action Group, which reports into the Patient Safety Review Group.

This group is responsible for prioritising and monitoring the implementation of national standards and guidance relating to the nutritional care of patients, including oversight of arrangements to ensure the safe and appropriate management of special diets such as coeliac disease across the Trust.

Our Ref: 47
January 2026

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Website: <https://ico.org.uk/make-a-complaint/>

Our Ref: 47
January 2026