



East London
NHS Foundation Trust
Information Governance
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28th April 2026

Our reference: FOI DA6435

We are responding to your request for information received 19th January 2026. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

We are now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact us on the contact details above if you have any further queries.

Yours sincerely,

FOI Team

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Policies and procedures currently in place for identifying and managing patients with coeliac disease.

Answer: There are no ELFT policies specific to coeliac disease. The Food Safety & Hygiene policy covers this and it is currently undergoing a comprehensive rewrite with the draft being shared with stakeholders. This covers not just contract caterers responsibilities but how the Trust ensures safety in the wards too once food is delivered, and when food is brought in from outside. Signs and symptoms of Coeliac disease would be identified through routine physical health screening as per ELFT's physical health policy. ELFT's Nutrition and Hydration policy provides practice guidance around Nutrition screening (identifies those living with Coeliac diseases) and support of service users who require specialist therapeutic diets including a gluten free diet. Service users living with Coeliac Disease would usually be supported by a specialist gastro service.

Question 2: Measures used to prevent gluten cross-contamination in ward food preparation, delivery, and serving.

Answer: Items are delivered frozen, wrapped and then delivered and stored in the same freezer, cooked in the same oven. Gluten free products are not cooked separately. Serving is done by the contractor on some sites, and clinical staff on others.

Question 3: Arrangements in place to prevent cross-contamination between ward catering and hospital canteen services.

Answer: ELFT and all contractors follow the Food Safety & Hygiene Policy and catering industry best practice including rules from the Food Standards Agency. Local ward management would deal with issues over allergens and additional separation required

Question 4: Any reported incidents, investigations, or serious incidents in the past five years involving gluten exposure to patients diagnosed with coeliac disease.

Answer: There are no relevant incidents.

Question 5: Training provided to clinical, catering, and ward staff relating to coeliac disease and gluten-free food safety

Answer: Coeliac disease is included in the Nutrition and Hydration training, part of the two or three day Physical Health training for ward staff.

Inpatient based staff are required to complete Food Safety awareness training every three years. The learning outcomes are:

- be aware of the acts and regulations that are associated with food safety
- understand the different types of hazards associated with food safety
- know how to break the food poisoning chain
- understand the personal hygiene considerations required when handling food
- be able to handle and store food appropriately

We do not provide training for catering staff as they are outsourced.



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