



Your life. Your needs. Your circle.

Community Meals 'Meals on Wheels'

Community Meals in Gloucestershire

Community meals or 'meals on wheels' are cooked hot meals which are available to people in their own homes, to assist them to live as independently as possible. Currently Gloucestershire County Council has a contract with apetito Ltd to provide community meals (at a subsidised cost) to people who are assessed as having an eligible need for them.

- apetito are able to supply hot meals seven days a week to the whole county.
- apetito cater for special diets: gluten free and diabetic meals, special meals due to an allergy, vegetarian meals, and culturally specific meals.
- Each 2-course meal will consist of a hot main course and a choice of either a starter or dessert.
- Meals are delivered daily between 11.30am and 2.00pm.

Who can apply for Community Meals?

A GCC subsidised hot meal delivery may be provided on a temporary basis if individuals are unable to maintain their nutritional needs either independently or with support from family/friends, by accessing a wide range of meal provision available in Gloucestershire including pre-prepared meals (frozen/chilled) or attending lunch clubs.

Also the individual needs to meet either of the following criteria:

1. The individual is unable to heat pre-prepared meals due to illness, frailty or disability such as:
 - Individuals with debilitating medical problems
 - Individuals suffering from considerable mobility issues
 - Individuals who experience confusion due to dementia, Alzheimer's or other similar conditions
 - Individuals with physical disabilities
2. The individual is due to be discharged from hospital and requires short term assistance to maintain their nutritional wellbeing prior to a further assessment of their needs after discharge

If the eligibility criteria is not met individuals have the option to:

- Receive meals from apetito Ltd as a 'private' customer. This will mean customers will pay the full costs of the meals received.
- Choose another supplier of hot meals (information on suppliers on page 3/4)
- Choose to receive frozen meal provision with either Wiltshire Farm Food Ltd or a range of suppliers (information on frozen meal suppliers on page 4)

The subsidised community meal provision is a short term provision, in most cases it will be provided while an individual recovers from an illness, set back or completes a period of reablement. The intention is, where possible, to support the individual to move onto more independent provision within 6 weeks.

If after short term provision of community meal you have been unable to make alternative arrangements and your circumstances have not improved and you feel that you still require a subsidised community meal you can request an reassessment of your needs by contacting the Adult Social Care Helpdesk on **01452 426868**. Reassessment is not automatic and the continuation of a subsidised community meal service beyond 6 weeks will only be agreed based on reassessment of eligibility which the individual or their carer is required to request.

How much does it cost?

If an individual meets the eligibility criteria for receiving a subsidised community meal they will pay £3.50 for a standard two course hot meal and the County Council will pay a subsidy to make up the full cost of the meal.

How do I pay?

Payment for community meals will be by direct debit, this will be set up between the individual receiving the meal (or their representative) and apetito Ltd.

Standards of service you can expect

- The meals will be prepared in hygienic conditions, which meet the Food Safety and Health and Safety legislation standards. They will be prepared by appropriately trained staff.
- The meals will be delivered between 11.30am and 2.00pm unless there are exceptional circumstances such as a vehicle breakdown or severe weather conditions.
- All meals will be nutritionally balanced and can be considered as the main meal of the day.
- If the person delivering your meal is concerned about you they may, (with your permission) contact the appropriate emergency services or the service

provider's office. This will be done as soon as possible and by the end of the working day at the latest.

- If the person delivering your meal is unable to get a reply from you, they will always contact someone who will check that you are all right and take appropriate action.

How to apply

To request an eligibility assessment for a subsidised hot community meal, contact the Adult Social Care Helpdesk:

- Telephone **(01452) 426868** or Email: socialservices.enq@gloucestershire.gov.uk

We will explain about the types of meals available and how you will be assessed. We will contact you within five working days of a request for a meal, but within 24 hours if you are at immediate risk, to arrange for a member of staff to telephone or visit you to make an assessment of your needs. Your needs will be considered against our eligibility criteria to see if we can offer you a subsidised meal.

We will discuss your needs with you and anyone else you may wish to be involved (such as someone helping to care for you). If you are eligible, we will confirm this in writing giving details of when the community meals will be delivered.

Reviewing or cancelling the service

If you no longer want to receive community meals or you have made alternative arrangements you can cancel the service by contacting the Adult Social Care Helpdesk on: **01452 426868**.

If your needs have changed and you would like to make changes to your meal provision please let us know by contacting the Adult Social Care Helpdesk on **01452 426868** or socialservices.enq@gloucestershire.gov.uk

What can I do if I am not eligible for a subsidised Community Meal?

Alternative meal provision is available within Gloucestershire:

apetito Ltd also offer a private hot meals service as well as frozen meals, through Wiltshire Farm Foods

For hot meals:

Telephone *apetito*: on 01926 338538, or

Email: gloucestershire.office@apetito.co.uk

For frozen meals:

Telephone Wiltshire Farm Foods on 0800 0773100 this is a 24hr customer helpline number or order through www.wiltshirefarmfoods.com

There are also a range of providers within Gloucestershire that are able to provide hot, chilled and frozen meals that residents can arrange for themselves. These are:

Age Concern – Forest of Dean

01594 827927 www.ageconcernfod.co.uk
Offer fresh cooked hot meals to residents in the Forest of Dean

Bramble House Day www.bramble-house.co.uk

Care Service

01452 521018
Offer a hot 'meals on wheels' service to your door.

Cook

01732 759000 or www.cookfood.net
01242 571464
Frozen meals for reheating. Home delivery or click and collect from 248 Bath Road, Cheltenham, Gloucestershire GL53 7NB

Home to Home Cooking <http://hometohomecooking.webs.com/services>
Home delivery in the Stroud area only

Love Food

01903 204299 www.lovefoodreadymeals.com
Handmade frozen ready meals delivered to your door

Link Homecare

0800 433 2323 www.linkhomecare.co.uk
Fresh cooked hot meals delivered to residents in the Cheltenham area only.

Oakhouse Foods

0845 643 2009 www.oakhousefoods.co.uk
Can provide frozen meals and grocery items

Wiltshire Farm Foods

0800 773 773 www.wiltshirefarmfoods.com
Provide frozen meals for reheating

Social and Lunch Clubs

There is a number of clubs offering social opportunities in addition to providing a hot meal. Click on: <http://findaservice.healthwatchgloucestershire.co.uk/> and choose 'Lunch and Social Clubs' to find your nearest club.