

## Community Meals

Welcome to the Bath and North East Somerset Community Meals Service. I hope this leaflet will assist you by providing the information you will need if you become a user of our service. It includes information on the kind of service we provide and how we will decide with you what help meets your particular needs. It will also inform you of the cost and type of meals we provide.

Both our own and external surveys of service users who receive home care or community meals show high levels of satisfaction with the service.

However, if you are not happy with the service you are receiving there is information on how to make a complaint.

Should you require any further information, please feel free to contact the Community Meals Service. There is a telephone number for you to ring at the end of the leaflet. I do hope you will find this information useful.

### Who is able to receive this service?

Community Meals are available to all residents of Bath and North East Somerset who feel they would benefit from the service. Unlike other Community based services, you do not need to have a Community Care Assessment in order to receive Community Meals.

If you would like more information, or to arrange to receive meals, please contact us on: 01225 394350.

### What kind of meals can I receive?

The meals comprise of two courses. The main course is hot and may consist of meat, fish with vegetables and a gravy or a sauce. The sweet may be a hot or a cold one, such as a fruit pie, or a sponge pudding both with custard, a trifle or mousse.

Alternatively we offer a variety of milk puddings, or cheese and biscuits. An example from the daily menu:

- Roast beef or fish in parsley sauce with potato and carrots
- Bakewell tart and custard

Each course is delivered in an aluminium foil container. You can eat the meal directly from the container or you may prefer to transfer the meal to your own plate, which should have been warmed.

Weekend and Bank Holiday frozen meals can be supplied to supplement your normal Monday to Friday meals service. These are delivered by the driver at the same time as the Hot Meals.

We can also deliver afternoon tea; this consists of a sandwich, and a piece of cake or a cold pudding, and it is delivered with your lunchtime meal.

All meals are nutritionally balanced. We can supply a range of meals to cater for special dietary requirements, such as diabetic, gluten free, low fat, and soft food. We also have a comprehensive range of vegetarian meals. A range of meals to take account of cultural and religious requirements, such as Kosher or Halal meals is available and we also have a range of ethnic meals. Please talk to the meals service about any specific requirements you may have.

If you receive hot meals it is best to eat the meal as soon as you receive it. It is not recommended that any part of the meal be retained for consumption later in the day. It should never be reheated once it has got cold. It is best to enjoy your meal whilst it is fresh.

Frozen Meals can be stored in a freezer for up to 3 months.

### **What will the service cost?**

You will be charged for each meal you receive. The current cost of the meals (Main course and Sweet) is £4.10, afternoon tea costs £2.10. We will notify you of any changes to the cost in advance.

You will be invoiced at the end of each month; we hope to introduce direct debits soon. In certain circumstances our drivers can accept payments.

If at any time you have any queries or need any advice about paying for your meals then please telephone the Community Meals Team on: (01225) 394350.

### **What will happen on the days you receive a meal**

The meals are normally delivered between 11.15 am and 1.30 pm. Our delivery staff carry an identification badge, if you are in any doubt you can always check by telephoning (01225) 394350.

You should not allow anyone to enter your home if you are unsure of their identity. Whilst a regular delivery time cannot be guaranteed, we aim to deliver your meal at approximately the same time each day.

To ensure both the quality and safety of the meal we deliver, we are not able to leave a meal for you unless the delivery driver has seen you personally.

Please do not ask the driver to leave meals, or leave notes on your door.

In some circumstances, it may be necessary for us to take action such as contacting the Police or Emergency Services if we think there is a possibility that you are ill, or unable to answer the door.

## **Cancellations**

Please contact the Community Meals office on: 01225 394350 (voicemail out of office hours) or tell the helper/driver if you wish to cancel the delivery of meals either long or short term.

You must cancel if you are going to the hospital or the doctor, to other appointments, or if you are going out with friends or family for the day. You must tell us at the very latest by 09:30 on the day you wish to cancel. The Community Meals office is open from 07:30 to 15:30 Monday to Friday. If you don't cancel, your driver will worry because you don't answer the door, your meal will be wasted and you will still be charged for the meal.

## **The Community Meals Service will:**

- Respect your dignity, privacy and independence
- Respond promptly to your queries or complaints
- Not discriminate in respect to age, gender, race or sexuality

## **Who to contact if you have an enquiry, concern or complaint about the service**

We aim to provide a quality service and we are committed to resolving complaints as quickly as possible. If things go wrong you can contact the Community Meals Office who will investigate your complaint fully.

We expect our staff to respond to your concerns and to investigate your complaints. If you are dissatisfied with the response you have received you may wish to make a complaint to an officer within Sirona Care and Health on: (01225) 396000. A Duty Officer will speak to you and will try and resolve the issues with you.

If at any stage you feel that your comments or complaints have not been satisfactorily dealt with, you can contact the Departments Complaints Procedure Manager, on (01225) 397931

We will occasionally send you out a Questionnaire about the service which will help us to improve the service we give to you.

## How to contact us:

- To cancel or change your meals: Community Meals Office - 01225 394350 or Sirona Care and Health on 01225 396000.
- To request a Community Meals Service – contact Sirona Care and Health on 01225 396000 or email [community\\_meals@bathnes.gov.uk](mailto:community_meals@bathnes.gov.uk).