

## Further Information

For general help and advice; to give us feedback; to make a complaint about any of our services or to request further copies of this publication and/or our range of service leaflets, please see details below.

Guildford Borough Council

Community Care Services

Millmead House

Millmead

Guildford

Surrey. GU2 4BB

Direct Line: 01483 444285

Email: [Communitys@guildford.gov.uk](mailto:Communitys@guildford.gov.uk)

Website: [www.guildford.gov.uk](http://www.guildford.gov.uk)



## Community Meals



**01483 503010**

# Introduction to Community Meals

The Community Meals Service (previously known as Meals on Wheels) is one of a range of community care services provided by Guildford Borough Council.

Operating seven days a week (frozen meal option for Christmas Day) we provide a hot, nutritionally balanced meal to eligible residents of Guildford Borough.

The aim of the service is to enhance an individuals health and well being and to maximise the individuals independence for those who wish to remain living in their own homes.

## Lunch Clubs

In addition to the Community Meals service there are two lunch clubs that operate at Dray Court, Onslow Village, Guildford and St Martins Court, West Horsley.

The lunch clubs operate Monday to Friday only. For further information please contact:

Dray Court      01483 503010

St Martins      01483 284586

## Guildford Borough Council Community Care Services

### **Community Transport**

Providing accessible transport to promote and maintain a persons independence

01483 458052

### **Community Enhanced Day Care**

Specialist support for the individual to enhance the quality of life of those who remain cared for in their own homes

Four Seasons - 01483 444145

The Meadows - 01252 326304

### **Centres for Older People**

Social and learning activities for people over the age of 55 years

01483 444285

Guildford Borough Council

Community Meals

Park Barn Centre

Park Barn Drive

Guildford, GU2 8EN

Tel: 01483 503010    email: [mealsonwheels@guildford.gov.uk](mailto:mealsonwheels@guildford.gov.uk)

# Summary

- Customers must reside within Guildford Borough and meet the criteria shown
- Customers can choose their meal from a list of options
- The meals are delivered hot and ready to eat
- Deliveries are made between 11.30am and 2.00pm
- You can cancel a delivery with no charge up until 9.30am on the day of delivery
- Cancellations after 9.30am on the day of delivery will still be charged
- Drivers are not able to leave a meal if you are not at home at the time of delivery and you will still be charged
- The current cost per meal (including desserts) is £4.15
- Payment is made monthly in arrears



# Community Meals—Eligibility

In order to benefit from the Community Meals service the person must be a resident of Guildford Borough.

In addition to this the person will need to meet one or more of the following criteria:

The person is/has

- Unable to cook for his/herself and there is no one else available to do so
- Not motivated to cook and is in danger of malnutrition
- Unaware of the time or the need to eat regular meals
- Unable to shop for his/her main meals requirements
- A carer who would be assisted by meal preparation

If you feel that you, a relative or friend meet the criteria and would benefit from the service please contact a member of the team on 01483 503010 who will send out an information pack and arrange an introductory visit.

# Introductory Visit

Before receiving Community Meals a member of the team will attend the home address for an Introductory visit.

The aim of the visit is to ensure that the service we provide meets the individuals needs and is an opportunity to discuss any concerns or questions that you may have regarding the service.

At the time of the visit the member of staff will obtain the details necessary to get you started on the delivery service. This will include:

- Name and contact details
- Date of Birth
- Next of Kin Details
- Specific requirements (e.g. entry to property)
- Menu selection
- Dietary requirements
- Known likes and dislikes
- Payment method

## Payment

Invoices are sent out a month in arrears with clear instructions on how to pay, the preferred payment option is direct debit however alternatives can be discussed at the introductory meeting.

# The Meals and Delivery

The Community Meals Service offers a choice based menu that includes a main course and a dessert.

We are able to cater for most dietary needs\* and the meals provided are nutritionally balanced and meet the National Association of Care Caterings (NACC) recommended standards.

All meals are cooked and delivered in our purpose-built vehicles, and arrive to you hot and ready to eat.

- The meals are delivered between 11.30am and 2.00pm.
- Meals can be cancelled daily with no charge before 9.30am on the day of delivery
- Meals cancelled after 9.30am will be charged
- We are unable to leave meals if you are not at home at the time of delivery and you will still be charged for the meal
- The service will be withdrawn following non-payment of two consecutive invoices
- There is a set charge of £4.15\*\* per meal (including dessert)

\*Please contact a member of the team regarding any specific dietary requirements

\*\* Correct at time of printing—March 2017