

## 8. Community Meals Service (meals on wheels)



### What is the Community Meals Service?

The Community Meals Service is a local service that provides meal deliveries to people in their own homes. The service provides both hot and frozen meals.

The meals have 2 courses: a starter and a main course, or a main course and a dessert.

The meals are tasty and healthy and there are options to suit your cultural or dietary needs. For example, you might want halal meals, or gluten free meals.

The Community Meals Service is arranged by Bradford Council's Support Options Team in partnership with Park Care Meals.

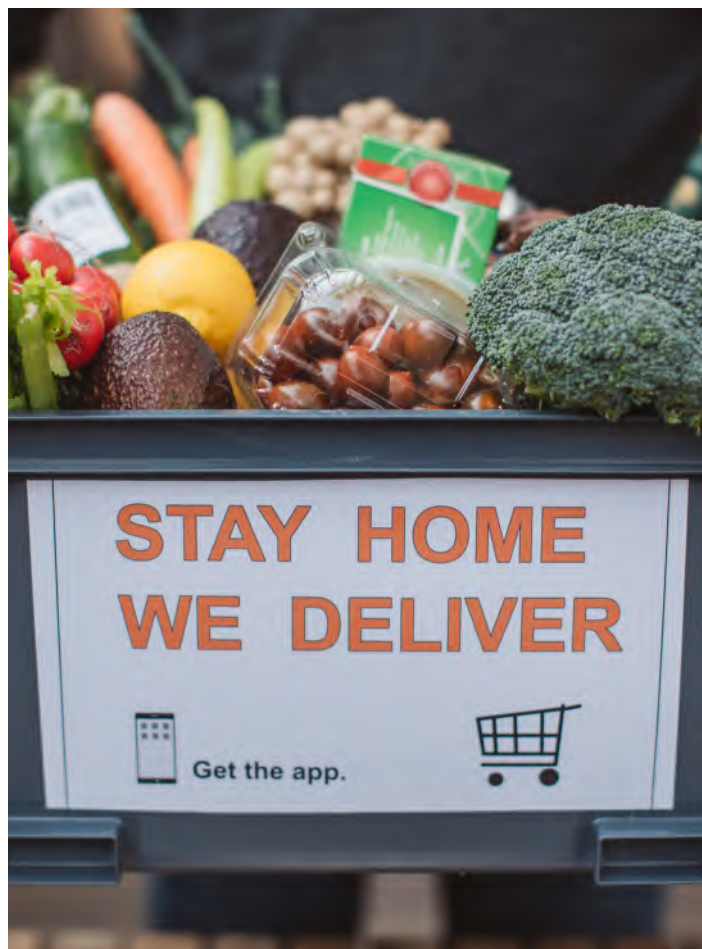


### Who is the service for?

The service is available to anyone living in the Bradford District. You do not need a Social Work assessment to use this service.

You may find the service helpful if you find it difficult to prepare and cook meals. This service is to support your wellbeing and independence at home.

## How does the Hot Meals Service work?



- Park Care Meals aims to deliver meals between 11.30am to 1.30pm everyday.
- You do not pay for delivery, but you do have to pay for the meals.
- You can start and end the service any time you wish.
- You can choose how many days and which days you get a meal delivered to you. For example you may wish to buy a meal on a Wednesday. You can also change this at anytime.



- You can also choose the tea time meal pack to be delivered at the same time as your lunch.
- You can have a short-term service. This could be when the person that normally helps you make your meals is on holiday.
- You can choose to order the lunchtime meal only or both meals.



- The service runs every day of the year, including Christmas Day, New Years Day and other bank holidays.
- The person who delivers the meal can put the meal on a plate for you and check that you have a drink. You will need to ask for this service.



### **Is there a charge for the Hot Meals Service?**

Yes there is a charge. Please check with the service to find out how much you need to pay.



Please be aware there is no financial support available to pay for this service.



You can pay for the meal in 3 ways:

1. A monthly invoice can be sent to you which can be paid by cheque or bank transfer. An invoice is like a bill.



2. You can pay the delivery driver with cash or a cheque at the start of the week for 1 week's meals.

3. You can pay the delivery driver each day with cash when they deliver your meal.



**I'd like to find out more about the Hot Meals Service. Who can I talk to?**

If you would like to find out more about the Hot Meals Service, or you would like to book the service, please contact:

**Bradford Council - Support Options Team**

Phone: 01274 434191

Email: [support-options@bradford.gov.uk](mailto:support-options@bradford.gov.uk)



**Park Care Meals**

Phone: 01274 498877

Email: [bradford@parkcaremeals.co.uk](mailto:bradford@parkcaremeals.co.uk)





## How does the Frozen Meals Service work?

- You have to have a freezer at home, and enough room in it to store your meals.



- You can choose when to have your meals delivered and what you want to have
- There is no charge for delivery to your home, but you will have to pay for the meals



- A minimum of five meals per person will be delivered. You can choose which day of the week your meals are delivered
- The delivery driver will store your frozen meals in your freezer.



- The meals can be heated in a microwave or a normal oven.
- You can end the service at any time, by ringing Park Care Meals on 01274 498877



## Is there a charge for the Frozen Meals Service?

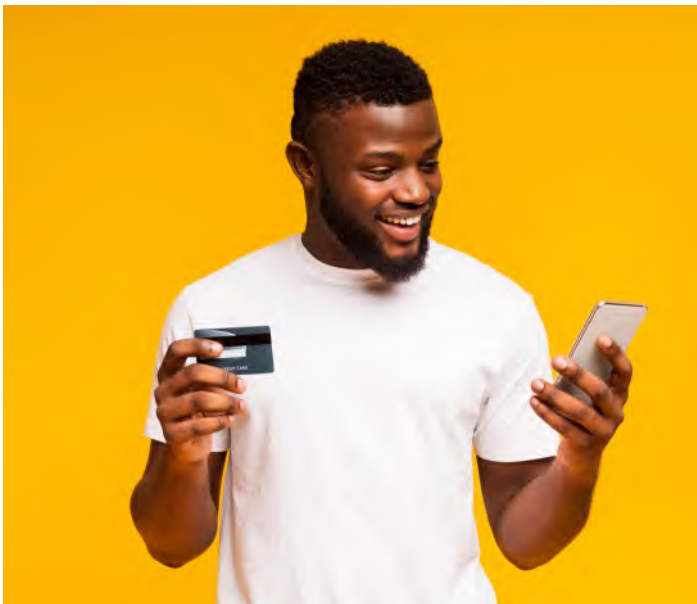
Yes there is a cost. Please check with the service to find out how much you need to pay.

Please be aware there is no financial support available to pay for this service.



You can pay for the meal in 2 ways:

1. You can pay the delivery driver with cash or a cheque when they deliver your meals.



2. A monthly invoice can be sent to you and you can pay the invoice by cheque or bank transfer. An invoice is like a bill. It tells you how much to pay and how to pay it.



**I'd like to find out more about the Frozen Meals Service, who can I talk to?**

If you would like to find out more about the Frozen Meals Service, or you would like to book the service, please contact:

### **Park Care Meals**

Phone: 01274 498877

Email: [bradford@parkcaremeals.co.uk](mailto:bradford@parkcaremeals.co.uk)



### **Meal choices**

You can choose your hot or frozen meals from a menu.

There are a lot of options on the menu, including:





- Meals for special diets (for example, soft food, gluten free diets, diabetic diets)
- Meals for different cultures and religions (for example, halal, African-Caribbean, South Asian)



- Vegetarian meals
- Traditional meals of meat or fish dishes with potatoes and vegetables



## Your health and wellbeing

If you cannot get to the door, the delivery driver can use door entry codes or a key safe to come into your home and deliver your meal.



If the delivery driver cannot gain access to your home, they will contact:

- The emergency contact number you have provided (usually a contact number for a family member or close friend or neighbour)
- The Support Options Team
- The emergency services, such as the police or an ambulance if appropriate

A visual wellbeing check will be made at the time of the delivery to ensure people are safe and well within their homes.

All the Community Meals Service delivery drivers carry identity cards and Disclosure and Barring Service (DBS) Checks have been completed for all drivers.

**Please note** that Park Care Meals cannot provide any personal care as part of the Community Meals Service.

