

# Bristol Community Meals

Nutritious meals delivered to your home



We deliver to you:

- ✓ Hot or frozen meals
- ✓ Breakfast and/or tea meals
- ✓ Food package for when you leave hospital
- ✓ 7 days a week - or whenever you need us
- ✓ **plus** our free, Welfare Check.

Find us and sign up at: [www.bristol.gov.uk/communitymeals](http://www.bristol.gov.uk/communitymeals)

Member of Dementia Friends: [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

## Office opening hours

We can deliver to you seven days a week.

Please contact us as follows:

Monday to Sunday: **9.00am – 3.00pm**

Bank holidays: **9am – 3pm**

**Telephone 0117 903 1520 or 0117 903 1522 (answerphone after hours)**

**Email [community.meals@bristol.gov.uk](mailto:community.meals@bristol.gov.uk)**

**Visit: [www.bristol.gov.uk/communitymeals](http://www.bristol.gov.uk/communitymeals) to sign up or refer a friend**

### Address

Bristol Community Meals  
21 Chancery Street  
Lawrence Hill  
Bristol, BS5 0AZ

## Messages from our customers

Just to say a big thank you for staying with Dad until the ambulance/relatives arrived. Your speedy actions in calling for an ambulance were very much appreciated.

“Thank you so much for your faithful service to our dad. Neither of us lives very close by and dad would not have been able to stay at home without your hot meals and welfare checks.

*“Thank you for all that you’ve done for Dad. Our biggest thanks are for giving us peace of mind that you guys were there every day” - the O’C family*

## About our meals service

The main role of Bristol Community Meals is to check on the wellbeing of the person whilst at the same time delivering a nutritious meal to anyone in the Bristol area, who for one reason or another is not able to prepare food or cook for themselves.

### We deliver seven days a week

We deliver from one to seven days per week, including Bank Holidays, for as long as you need us. The only day not covered is Christmas day, but we do provide either a frozen meal or a cold meal platter, delivered the day before, to ensure nobody goes hungry.

We can also deliver for short-term periods such as hospital discharges, to help get you back on your feet, or to provide respite to family members whilst they go on holiday, providing them peace of mind that your welfare is being checked on and you are receiving a hot meal, while they are away.

For families who do not live near to their relative, or are working during the day, the knowledge that someone is going in and making sure everything is alright, gives them reassurance that the any problems will be reported immediately.

As part of our wellbeing responsibilities, during our visit to deliver their meal, the driver will be looking for changes in the person or the environment.

Sometimes the drivers are also first responders on the scene and will wait until family or the emergency services arrive before leaving. We also inform relatives of any concerns that could affect the safety of the person, i.e. breakdowns in heating or dangers to the property. Even the small tasks like plating meals, getting cutlery, changing the batteries in the TV remote control, can make a big difference to the customer and their happiness.

### Our range of services

We provide a wide range of meals and services and aim to meet all dietary, cultural, religious and medical needs. We can provide **breakfast meals** and/or **tea meals**, delivered at the same time as your **hot, lunchtime meal**.

We also offer:

- For hospital leavers, a 'hospital discharge pack', delivered with your hot meal.
- Bread or milk Need a loaf of bread or milk but can't get to the shops? Let us know before 10.00am and our driver may be able to bring it to you.

## Cost of meals and methods of payment

The options available and how to pay for your meals:

### Cost of meals wef 14<sup>th</sup> April 2019

- **BREAKFAST**            **£2.50 - £3.50 (referred client)**
- **Or with VAT**            **£3.00 - £4.10 (private client)**
- **2 COURSE MEAL**    **£5.51 (referred client)**
- **Or with 5% VAT**    **£5.79 (private client) (£6.61 when returns to 20% VAT)**
- **TEA MEAL**            **£3.57 (referred client)**
- **Or with VAT**            **£4.28 (private client )**

**VAT** is added if you are not receiving a care package or any other services, please check with the Customer Service Team if this applies to you.

## Paying for your initial months' meals

**Paying in advance-** You can now pay by **Credit or Debit card over the telephone**, or a cheque can be collected by your driver on the first day of the service for the first month. Cheques should be made payable to **Bristol City Council**.

## Paying a 'Four-Weekly Account' invoice.

After being on the service for a month **you will automatically be changed over to an account**, and an invoice will be sent **direct** to you or the person paying for your meals. It will show how many meals and/or teas you have received in a four-week period. Please make cheques out to **Bristol City Council** and write the invoice number on the back of the cheque. You can pay the invoice in the following ways:

1. **Pay online** – by debit or credit card, via the Council's website. Visit [www.bristol.gov.uk/payinvoices](http://www.bristol.gov.uk/payinvoices) and follow the 'Pay online' instructions.
2. **Direct Debit** – a direct debit form can be sent to you for completion and given to your helper driver. We will process it at our office **Please note:** it can take up to 4 weeks for the Direct Debit to be set up
3. **24 hour automated telephone payment line** by debit/credit card by phoning 0870 707 7776, available 24 hours a day, 7 days a week. Please quote your invoice number.
4. **BACS Transfer/Internet Banking** – pay direct to the City Council's bank account. Sort Code 56-00-05, account number 41322266, National Westminster Bank, Bristol City Council. Please quote your invoice number when making payment.

5. **Cheque or postal order** – either sent by post to the address on the bill, or it can be handed to your helper driver who will bring it back to the office. We will post it for you.
6. **At a Pay Point** – Any shop that has the Pay Point facility, just present your barcoded invoice and payment to the cashier. Please be aware that payments can only be made in cash.
7. **Our bank** - At any branch of the National Westminster Bank.

## Problems paying?

**If you ever have problems paying for your meals, please contact us on :-  
0117 903 1520 or 0117 903 1522 for help or advice.**

**Please do not let debts mount up.** We will send statements and reminders of payments required. If you are a **Private client** and your debt reaches £100 without any payment being made, then Bristol Community Meals may use its right to stop deliveries until the debt is cleared.

**All meals are chargeable and need to be paid for. By paying for your meals regularly, it helps Bristol Community Meals keep costs as low as possible-**

## QUALITY CUSTOMER SERVICE

Every member of the Community Meals Service team makes a vital contribution to quality customer service, listening and responding in a positive manner to comments and complaints, which gives us the opportunity to improve our service. Contact with people builds trust and confidence in ourselves and the service we provide.

The Customer Advisor Staff, who speak to you on the telephone, are there to help with any questions you may have regarding cancellations, payment or your menu.

They will contact you on a regular basis to have a little chat and make sure everything is alright and to ask if you have any ideas that could improve our service. We value all feedback and comments so we can continue to improve the service.

In adverse weather conditions we are committed to ensuring that you will get a hot meal and we will endeavour to get to you, although your normal delivery time will not apply. We will get to you as soon as possible but the safety of our staff is of paramount importance and some of the side roads may be treacherous to drive or walk on. If you, or your family, are able to microwave a meal, then we can provide frozen meals, so you can stay safe in your own home and still have a hot meal. This then leaves time for our drivers to get to those customers who have no support or have no means of cooking.

Although every effort is made to get a meal to you, we CANNOT GUARANTEE to deliver if the road conditions are impassable or dangerous. Therefore, it is advisable that you keep a supply of food in your fridge and cupboards just in case.

### Confidence in our staff

All our staff have an Enhanced Disclosure and Barring Check (DBS), formerly known as a 'CRB check' and wear identity badges. This gives you and family members complete confidence that the person coming into your home is entirely trustworthy and honest. All your information is stored safely and confidentially by Bristol Community Meals under the General Data Protection Act.

### Helping you to help yourself

Our drivers are happy to plate up meals, fetch cutlery, cut up the meal, or put it on a tray ready for you if required. They can also help you to the table, pour out a hot drink from a flask which has already been made up or get a glass of water if asked.

## **CHOICES OF MEALS AVAILABLE**

As well as English meals, we can provide, vegetarian, Halal, African Caribbean, gluten free, soft and pureed.

We provide a 21 day menu cycle and guarantee that you will not have the same main meal during this cycle unless you specifically ask for it.

If a meal is delivered to you that you do not enjoy for any reason, and you do not want it again, please tell your helper driver to take it off your menu.

If your likes are limited we can do a personal menu so you could choose to have the same meal every day or several times a week. Please feel free to ring the office to discuss.

Delivery will be between 11.30am and 2.00pm every day including bank holidays. Please be aware the time of your meal arriving may vary each day due to traffic, roadworks or operational needs.

**MEALS WILL NOT BE LEFT IF YOU ARE NOT IN TO RECEIVE THEM. THE DRIVERS ARE UNDER INSTRUCTIONS NOT TO LEAVE THEM BUT YOU WILL BE CHARGED.**

The hot meal is delivered in an aluminium foil container and may be eaten directly from it.

We recommend that to enjoy your meal at its best you eat it when it arrives. Do not retain any part for later and **DO NOT** reheat it.

## **NEW OPTIONS AVAILABLE**

### **MINI MEALS**

We are now able to offer Mini Meals Extra. These meals are ideal for those with reduced appetites including those living with dementia, those that need to put on weight and those that need nourishment after treatment.

All meals may be small but contain 500 calories and at least 20g of essential protein to help combat malnutrition.

**BREAKFAST MEALS – Please ask to see our breakfast & tea leaflet which contains all choices from cold, healthy and hot options**

## **TEA MEALS**

You also have the option of a tea meal which comprises of either a sandwich, salad or pasta salad. This comes with a choice of either a slice of cake or gateau, a yoghurt, cheese and biscuits, a trifle or a piece of fruit. Alternatively from the end of November 2020, you can choose to have a cup of homemade soup instead of a cake.

You have a choice of brown or white bread, just let us know your preference.

**Please see our breakfast & tea leaflet which contains all choices**

### **If you need extra meals**

If you require an extra lunch or tea meal due to your day centre being closed, or family going on holiday, please ring us. We will be happy to deliver extra meals to you on those days. Maybe a family member is visiting for the day and would like to eat with you, again an extra meal could be delivered

Please call 0117 **903 1520** or **903 1522**, or email [community.meals@bristol.gov.uk](mailto:community.meals@bristol.gov.uk)

### **If you don't need today's meal delivery**

Please contact our Meals team when you do not require a meal, such as when you plan to go away, have a medical appointment or hospital stay.

If you tell us before 9.30am, or in advance, then we will not charge you for that meal delivery. However, if you cancel **after 9.30am then you will be charged** as that meal will have been put in the oven ready for cooking.

If you do not cancel and we call on you and get no answer, and we do not have a key safe number, or we hold a key, we will firstly contact your family to make sure you have not been taken out and ask them to check on you during the day. If we get no answer from either you or your family, we will check with the hospitals to see if you have been admitted, and if you have a home care provider we will check with them to see if they have seen you that day. Once all avenues have been explored the only other option available would be to ask the Police to break in, but this is only done if we know someone is inside and in need of urgent help. If after all efforts have been made to find you and we are still unable to speak to you, we would have to wait until the following day to try to contact you or family again.

## Compliments, comments and complaints

Bristol Community Meals welcomes feedback on all aspects of its service. We welcome comments and hope you never have the need to make a complaint. We treat all comments courteously and positively. If there is a problem with our service please let us know and we will investigate it fully and fairly to find a solution. We will provide you with feedback and keep you informed of progress. If after speaking with us you are still not happy please contact our feedback teams at:

[www.bristol.gov.uk/complaints-and-feedback](http://www.bristol.gov.uk/complaints-and-feedback)

## OTHER SERVICES OFFERED

We work in close contact with both the Fire Service and the Police Force, and the following services are available from them:-

1. Free Smoke Detectors are available on request;
2. The Fire Service also offers a Free Home Fire Safety visit;
3. A visit from the local Crime Prevention Officer;

If you wish to request a visit about any of the above services, then please contact the Community Meals Office and a member of staff will make arrangements for either the Fire Service or the local Police to contact you.

If you have any ideas of other services which might be helpful, then please let us know so we can look into the possibility of providing this.

## PLEASE READ THE FOLLOWING POINTS CAREFULLY

1. In June 2018 the Data Protection Act changed to the “General Data Protection Regulation” which ensured that all information held on you will be better protected.
2. The information we hold will be retained for the time you are on the service. Once the service finishes it will be archived for 2 years before being destroyed. If you come back on the service during those 2 years we will update any information needed, but if you come back after 2 years we will need all the information again.
3. **Power of Attorney** – In line with the new General Data Protection Regulation, anyone who has POA must now provide a copy of the legal consent form in order for us to provide them with personal information. “Where an individual asks for data/information relating to an individual, including all correspondence about them, then proof of the relationship between the requester and the data subject is required”.



