

Bristol Community Meals - *The recipe for independent living*

Nutritious meals delivered to your home, with a free Wellbeing Check on every visit.



We deliver:

- ✓ 7 days a week - or whenever you need us
- ✓ A two course meal, either Hot or Frozen
- ✓ Breakfast and/or tea meals
- ✓ Food package for when you leave hospital
- ✓ Bread and milk delivery by arrangement
- ✓ **plus** our free, Wellbeing Check.

Find us and sign up at: www.bristol.gov.uk/communitymeals

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Our Vision for Adult Social Care

Supporting people in vibrant and diverse communities to live in a place they call home, with the people they love, doing the things that matter to them.



Office opening hours

You can contact a Customer Service Advisor

Monday to Sunday (including Bank Holidays): 9.00am – 3.00pm

Telephone 0117 903 1520 (answerphone available) or 0117 903 1522

Email community.meals@bristol.gov.uk

Visit: www.bristol.gov.uk/communitymeals to sign up or refer a friend

Our Address

Bristol Community Meals
21 Chancery Street
Lawrence Hill
BS5 0AZ

About the service

Our main aim is to deliver a hot nutritious meal to the home of any person in the Bristol area who, for any reason, is unable to prepare food or cook for themselves. Frozen meals can also be delivered allowing you the choice of when you have your meal.

We deliver up to seven days a week, including all Bank Holidays except Christmas Day, for as long as you need us. We can also deliver for short-term periods such as after you leave hospital, until you back on your feet. We can provide respite to family carers, providing peace of mind that your welfare is being checked and you are receiving a hot meal, while they take a break.

If you live alone and require additional support, our drivers can support to put your meal on a plate, fetch cutlery, cut up the meal, and get a glass of water if asked.

We provide a wide range of meals and aim to meet all dietary, cultural, religious and medical needs. We can provide tea meals and breakfast meals for the next morning, delivered at the same time as your lunchtime meal.

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How to make a referral

To make a referral is easy, just go to Bristol City Council's website www.bristol.gov.uk/communitymeals and fill in the online referral form. Once your referral has been received, a Customer Service Advisor will contact you, answer any questions you have and discuss the method of payments available. They will also go through your menu options for the first couple of days, and then send out a full menu for you to choose from going forward.

Our Team

All our team members have an Enhanced Disclosure and Barring Check (DBS) which gives you and your family members complete confidence that the person coming into your home is entirely trustworthy and honest. All your information is stored securely in line with the General Data Protection Regulations (GDPR).

We care about the service we provide and value customer feedback, so we can continue to improve the service for all our customers. All our staff are trained in customer care and wear identity badges.

Inclement weather

In very bad weather our drivers will still endeavour to reach you so that you have a hot meal. We will reach you as soon as possible but road conditions might mean that your delivery is delayed. We must also ensure our drivers safety out on the roads and walkways*.

Could you, or your family, prepare a microwave meal? We can provide frozen meals in advance so you can stay safe in your own home and still have a hot meal. This helps our drivers to prioritise those customers who have no relatives to care for them, or the means to cook a meal themselves.

***Please note: although every effort will be made to get a meal to you, we cannot guarantee delivery if roads are impassable. We recommend you keep a supply of food in your cupboards just in case.**

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If you need extra meals

If you require an extra lunch or tea meal due to your day centre being closed, having a visitor who would like to join you for a meal or family going on holiday, please ring us. We will be happy to deliver extra meals to you on those days.

Please call 0117 **903 1520** or **903 1522**, or email community.meals@bristol.gov.uk

If you don't need a meal delivery

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

All meals must be cancelled in advance, at least on the day before. You can tell your driver or phone the office and you will not be charged for that meal.

***If you cancel on the same day you will be charged for the meal**

We will not leave meals if you are not home to receive them. The drivers are under instruction not to leave them, but we must charge for the delivery.

Wellbeing check

When we deliver your meal your delivery driver will also check for:

- Any changes in you, your safety and wellbeing at home
- Sometimes, our drivers are also the first to respond at the scene if you've had an accident and will wait with you until family or the Emergency Services arrive.
- With agreement, we can also inform relatives of any concerns about your safety at home, such as heating breakdowns, or hazards at the property.

If you have not cancelled our visit but on arrival we get no answer, this is what we do:

- We contact your family to make sure you are alright and to ask them to check on you later.
- If we get no answer from yourself or your family, we will check with the local hospitals to see if you have been admitted.

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- During the week if we still cannot find you we will report it to Care Direct, which is part of Adult Social Care, they will follow it up on our behalf. On weekends when there are reduced services, we are not always able to pass this on until Monday.
- If you referred yourself to our service (rather than being referred through Adult Social Care), we will ask you to sign our disclaimer. This shows your agreement for us to check that you are OK, and to contact hospitals to enquire if you have been admitted.

Complaints and Feedback

We welcome feedback on our service. We treat all comments and complaints courteously and positively. If there is a problem with the service please let us know and we will investigate it fully to hopefully find a resolution.

If you are not satisfied with our response to a complaint, you can submit a formal complaint with the Bristol City Council Complaints and Feedback team at:

www.bristol.gov.uk/complaints-and-feedback

“Thank you for providing such an excellent service which my mother is thoroughly enjoying, and we are greatly reassured that she is now eating regular meals and getting daily visits”

Hospital Leavers’ Pack

Our Hospital pack is an emergency grocery pack which can be ordered prior to leaving hospital. We can provide all the essentials; tea, coffee, sugar, bread, butter, milk, etc. You have the option to add other items such as cereal, biscuits, cheese etc. The cost will be added to your first payment for the meals.

For further information please contact the office on 0117 9031520/9031522

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Your Meal, Your Choice

We provide a range of menu choices. We also supply diabetic, vegetarian, mini meals, finger foods, low fat, low salt, gluten free, pureed dishes and food suited to different religious and cultural beliefs. We also offer soups and hot and cold desserts.

Not everyone wants a big meal every day, sometimes it is nice to have something a bit lighter so we also have an option of a jacket potato with a choice of fillings or various salads.

We provide a 21-day rolling menu cycle. This guarantees you will not eat the same main meal twice 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 call the officer or tell your driver to take it off your menu.

Please feel free to contact us to discuss meal options.

Breakfast

We offer the following options for breakfast:



- A croissant, fruit juice and a choice of a piece of fruit, grapefruit segments or yoghurt
- A pot of porridge (just add hot water) or a cereal pack and a fruit juice and either grapefruit segments or yoghurt

Two Course Lunch

Your hot meal consists of a meal and a dessert, delivered in tray container and may be eaten directly from it. You can choose from two meat and one vegetarian option per day, just tick the meal you would prefer from the menu provided.

In the winter we offer an alternative of a soup with your main meal instead of a pudding. To enjoy your meal at its best we recommend you eat it when it arrives. Do not retain any part for later and **DO NOT REHEAT IT**.

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Teatime Meal

You also have the option to order a tea meal of a sandwich or salad. With the sandwich you can have a choice of wholemeal or white bread, just let us know your preference.

For the second part of the meal you can opt for either a savoury option, e.g. crisps, pate & crackers, sausage roll, or mini sausages, or a sweet option e.g. a piece of cake, yoghurt, cheese and biscuits, a cold dessert or a piece of fruit.



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Cost of meals and methods of payment

Please see website www.bristol.gov.uk/communitymeals or ring 0117 9031520 or 9031522 for the current charges.

Paying for your first week's meals upfront – An initial card payment is required prior to the first day of the service. Card payments are taken over the phone on our secure system. **You will then be sent a direct debit form to complete and return to your delivery driver. We prefer payment by direct debit.**

After the first week you will automatically be put on an account, and an invoice will be sent to you or the person paying for your meals on a monthly basis. If you are paying by direct debit, there is nothing else for you to do as payment will automatically be taken every month. You can pay the invoice in the following ways:

1. **Direct Debit** – a direct debit form will be sent to you for completion, and can be handed to your driver when complete. **Please note:** it can take up to 4 weeks for the Direct Debit to be set up by your bank.
2. **Pay online** – by debit or credit card, via the Council's website. Visit www.bristol.gov.uk/payinvoices and follow the 'Pay online' instructions.
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 invoice, or give it to your driver who will bring it back to the office. We will post it for you. Please make cheques out to **Bristol City Council** and write the invoice number on the back of the cheque.

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.

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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 we may withdraw the service until the debt is cleared.

All debt will be recovered in line with Bristol City Council's Debt Recovery Policy.

All meals are chargeable and need to be paid for. By paying for your meals regularly, it helps us keep costs affordable for everyone.

Some feedback from our customers

"To all the drivers, cooks and office staff at Bristol Community Meals

I am writing to say thank you for looking after my Nan, and everything you did for her.

I know how much she looked forward to your visits and how much she enjoyed the meals you brought to her every day.

You were a massive help, and a lifeline to me as well. As her carer, there were times when I felt completely alone and overwhelmed, but your daily visits meant that I was not alone. You were always there for and me – on the good days and the bad. I cannot put into words how grateful we are"

From G (grandson)

"Thank you very much for the splendid Cold Platter which was way more than enough for my Christmas Day lunch, it even spread into supper as well. I am full of admiration for your drivers, all of whom deliver my lunch as near as possible to the expected time, and know my routine for laying the table for me. All great helpful people and congratulations on a very well organised service to such "oldies" as myself who are no longer able to cook their own meals"

- From SH

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