

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

Member of Dementia Friends: 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: **9.00am – 3.00pm**

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

Email community.meals@bristol.gov.uk

Visit: 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

“I am very satisfied with all aspects of the service and also the kind and caring staff, all of which enables me to continue living in my own home” – Mr. J. S

“Excellent service. Good food with friendly and kind staff” - Mrs. B. T

“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 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.

We deliver seven days a week

We deliver from one to seven days per week, including Bank Holidays (excluding Christmas Day), for as long as you need us. We can also deliver for short-term periods such as after you leave hospital, to help get you back on your feet. We can provide respite to family members giving them peace of mind that your welfare is being checked on and you are receiving a hot meal, while they take a break

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 or pint of 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.

Helping you stay independent

To help you stay safe, secure and independent in your own home, we offer the right support to those returning from hospital or needing a helping hand. We are part of the council's **Early Intervention and Targeted Support** department, which provides citizens with preventative and early help services. We work with the NHS, Social Workers and other agencies to help you return home from hospital as soon as possible.

If on your discharge from hospital your family or carers are unable to arrange for food to be waiting for you, leave it to us. We can deliver a hospital-leavers' pack to your home on the first day we deliver a hot meal to you. This will see you through the first couple of days, giving you, your family or carers the chance to get back to your normal routine.

Quality customer service

Our kitchen staff, office admin, care staff and delivery drivers, all make a vital contribution to our customer service. We listen and respond positively to your comments as this gives us the opportunity to improve our service to you. We are proud that staying

in personal contact with you helps to build trust and confidence in the service we provide.

Our office team help you to join our service and do the paperwork by email or post. They'll put together an information pack which your driver will hand over on the first delivery. We are also here to help with any questions you may have about your menu, cancelling (or pausing) your meals, or making payments.

Confidence in our staff

All our staff have an Enhanced Disclosure and Barring Check (DBS), formerly known as a 'CRB check'. 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.

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

Helping you to help yourself

Our drivers are happy to plate up meals, fetch cutlery, cut up the meal, put it on a tray ready for you if required, and to get a glass of water if asked. However, we do ask if a relative is there at the time, that they do this for you to allow our driver to deliver meals to the next customers.

When the weather is bad

In very bad weather our drivers will endeavour to reach you so that you eat a hot meal. We will reach you as soon as possible but the weather might mean that your delivery is delayed. We must also ensure our drivers stay safe on the roads and walkways*. Can you, or your family, prepare a microwave meal? We can provide frozen meals so you can stay safe in your own home and still have a hot meal. This helps our drivers to reach 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. We can supply a Grocery Box.

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

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.

All meals must be cancelled the day before or in advance. You can do this with your driver or by phoning the office and you will not be charged for that meal.

*If you cancel on the day you will be charged as the meal will be in the oven.

We want to check up on your welfare

During our visit to deliver your meal:

- Our driver will check for 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 until family or the Emergency Services arrive.
- We also inform relatives of any concerns about your safety at home, such as heating breakdowns, or hazards at the property.

If you do not answer, we try to check things are ok

If you do not cancel and we call on you but 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.
- During the week if we still cannot find you we will report it to our Duty team, who will follow it up on our behalf. You would be charged for the meal unless there are special circumstances. On weekends when there are limited services, we are not always able to pass this on until the Monday.

If you do not want us to investigate should you not answer your door

- If you referred yourself to our service (rather than being registered through Care Direct or any other service provider), we will ask you to sign our disclaimer once you start. This permits us to check that you are OK, to call hospitals to ensure you have not been admitted. Unless you want us to, we will not hold keys nor will we instruct the Police to enter your home.

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

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.

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.
With good wishes to you all for 2021 - From SH

Hospital Leavers' Pack

Item		Tick if required	Price
Milk	Semi Skimmed		
	Full Fat		
Bread - Hovis sliced loaf	White		
	Brown		
Spread	Margarine		
	Butter		
Coffee - small jar of coffee			
Tea - 40 tea bags			
Sugar - small bag of sugar			
Eggs - 6 eggs			
Marmalade – orange, 1 jar	Thin Cut		
	Thick Cut		
Cereal - box	Corn Flakes		
	Weetabix		
	Bran Flakes		
<i>You choose</i>			
Cheese - 125g Cheddar	Mild		
	Medium		
	Strong		
Ham - 100g Packet			
Soup - tin of soup	Tomato		
	Oxtail		
	Chicken		
Biscuits – packet <i>You choose</i>			
Cake			
Other – any other request?			

A choice of meals to enjoy

As well as 'traditional', British meals, we can provide other recipes such as African Caribbean. We also supply, Diabetic, vegetarian, vegan, low fat, low salt, gluten free, dairy free, pureed dishes and food suited to different religious and cultural beliefs.

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 tell your helper-driver to take it off your menu.

If your likes are limited we can provide a personalised menu where you can have the same meal more often. Please feel free to contact us to discuss meals.

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

Delivery will be between 11.15 am and 2.00pm daily including Bank Holidays. Please note that the arrival time of your meal may vary due to situations beyond our control.

Breakfast meals

We offer **the following** options for breakfast:

Option 1. A breakfast muffin or croissant, fruit juice and a choice of a piece of fruit, grapefruit segments or dried apricots and prunes. A pot of porridge (just add hot water) and a fruit juice, or a cereal pack, a fruit juice and either grapefruit segments, dried apricots and prunes



Main meals

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

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.



Vegetarian lasagne



Spotted dick and custard

Tea meals

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






For afters, tea meals come with a choice of cake, yoghurt, cheese and biscuits, a cold dessert or a piece of fruit.



COMMUNITY MEALS SERVICE 21 DAY MENU CYCLE – week 1

NAME: ADDRESS: RD:

PLEASE PUT A TICK THE BY OPTION YOU WOULD LIKE FOR EACH DAY

MAIN MEAL	1 ST OPTION	2 ND OPTION	VEGETARIAN	SWEET OPTION 1	SWEET OPTION 2
Monday	Chicken Supreme	Lambs Liver in Onion Gravy	Omelette, chips & Beans	Jam Sponge & custard	Blackcurrant Pie & Custard
Tuesday	Pork in Gravy	Fish in butter Sauce	Vegetable Lasagne	Apricot Crumble and Custard	Rice Pudding
Wednesday	Beef Hotpot	Irish Stew	Vegetarian Sausage Casserole	Golden Syrup Sponge	Plum Crumble & Custard
Thursday	Chicken Chasseur	Pork Steakette	Vegetable Curry	Summer Fruit Pie & Custard	Bread & Butter Pudding
Friday	Breaded Fish & Chips	Savoury Minced Beef	Macaroni Cheese	Lemon Sponge & Custard	Apple & Blackberry Crumble
Saturday	Shepherds Pie	Chicken Curry & Rice	Vegetarian Cottage pie	Bakewell Sponge & Custard	Rice Pudding & Apricot
Sunday	Roast Beef & Yorkshire Pudding	Sausages in Onion Gravy	Cauliflower & Broccoli Bake	Rhubarb Crumble & Custard	Ginger Sponge
					

Cost of meals and methods of payment

Cost of meals wef 1st April 2022

- Breakfast **from £3.00**
- Meal and dessert **£5.51 (referred client)**
- **£6.61 (private client) (20% VAT)**
- Tea meal **£3.57 (referred client)**
- **Or with VAT £4.28 (private client)**

Hospital Leavers' Pack and Grocery Box – the cost of packs and boxes varies depending on your choice of goods you order from us.

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 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 debt will be recovered in line with the Council’s Debt Recovery Policy.

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.

Ask about our safety posters.

The following are available to display in your window: **Halloween message:** ‘No Trick-or-Treaters please’; **Poster:** ‘No Cold Callers’

Questions to help improve our service to you

If you answer ‘No’ to any of these questions, please contact us to discuss (see contacts on page 2).

Is it clear that you have to pay for your meals?

Yes () No ()

Do you understand what your choices are when it comes to paying for your meals?

Yes () No ()

Do you understand who you can pay for your meals?

Yes () No ()

Are you aware you can have breakfast meals or tea meals at an extra cost?

Yes () No ()

Additional services available

We work closely with the Fire Service and the Police, and to help with your safety and independence the following services are available from them:

- **Free** smoke detectors are available on request. Be safe and secure in your own home.
- **Free** Home Fire Safety visit from The Fire Service
- A visit from the local Crime Prevention Officer
- Luncheon Club Support

Would you like to know more about these services? Please contact Bristol Community Meals and we'll make arrangements for the Fire Service or the local Police to contact you.

If you would like to register for the meals service then please go to :

www.bristol.gov.uk/communitymeals - click on Social Care & Health and in the search button type Community Meals.

From there you can fill in the request form which will come direct to us and we will be in touch as soon as possible