

Falkland Islands Government

Department of Health and Social Services

Community Support Services



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Author: Della Buck - Community Support Manager

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1. Introduction and Background

The Falkland Islands Government has commissioned a hot meals delivery service known as Meals on Wheels to eligible older or disabled residents living in Stanley as referred by the Community Support Service, KEMH or Social Services.

Award of Contract for the supply of the Meals on wheels Delivery Service has been awarded to: Ginny Forster.

Throughout this Policy they will be known as the Supplier.

The service provides a community meal service that encompasses service user preference of the meal delivered to them in their own homes so that they may remain in the community environment for longer than would otherwise have been possible.

The service must be delivered in accordance with the requirements of the service delivery order provided by the Hospital Manager and must not be varied without the prior permission of the Hospital Manager.

2. The Purpose of the Service

The purpose of a community meal delivery service is to offer service users regular and reliable access to a hot meal of their choice from a set menu determined by the catering service at KEMH. It is to help develop and retain their health and lead independent, fulfilling lives as long as possible. Individuals are helped to take greater control of their lives and remain as independent as possible in their own homes.

Service user choice is achieved by selecting from a set menu of nutritional meals of differing sizes and types to suit their appetite and taste. The menus must offer variety within the selection of standard and other meal types. The menus must include healthy options and ensure that they offer choice of religious, culture and other dietary needs of the service user.

3. General Requirements

3.1 Customer care

Falkland Islands Government (FIG) aims to deliver excellent customer service, and this should be replicated in the work carried out by the supplier.

The supplier shall demonstrate high levels of customer care at all times, whether to service recipients, or to their families or visitors with the recipients' homes.

All information regarding service recipients is confidential and the supplier must maintain this at all times.

3.2 Working with FIG

The supplier will deliver this service along with FIG in a way that embodies the spirit of partnership. Queries and concerns raised by the supplier will be addressed proactively by FIG.

FIG's Hospital Manager (the individual named in the Award Letter as the person responsible for day to day liaison) shall provide the overall client management of the contract including instruction, variation and data collection.

3.2 Delivery Vehicles

The supplier will provide a suitable vehicle for the delivery of the meals.

- The vehicle must be kept clean and fit for purpose
- The vehicle must be roadworthy, regularly serviced and fully insured to include business use
- A contingency plan will be in place to cover vehicle breakdown, as well as other emergency situations, and ensure the delivery of the meals within the allotted delivery time.

4.0 Staffing

Although it is envisaged that the number of meals to be delivered can be completed by one individual there will be back-up staff in place to cover planned and unplanned leave.

In order to ensure the well-being, health and security of the service user is protected all staff will require

- A Falkland Islands police Check (or UK enhanced DBS check completed every three years)
- An awareness of issues affecting vulnerable people including older people, people with disabilities, alcohol or substance dependency and/or mental health needs
- The following checks:
 - ❖ Work permit (if applicable)
 - ❖ Driving licence
 - ❖ Certificates of training and qualifications completed
 - ❖ Declaration of physical and mental fitness

4.1 Training

Staff involved in the service will undergo any training identified by FIG as necessary for the delivery of the service, this includes:

- DHSS Mandatory Training Workbook
- Food Hygiene Training – available online through the Falkland Islands Training College.
- Safeguarding Training – available online through the Falklands Islands Training College

5.0 Service Requirements

5.1 Meal ordering

- ❖ A system is in place to provide the service user with a choice menu for pre-ordering:
- ❖ A meal from the choice menu that will be operated on a four weekly cycle
- ❖ A choice of hot main courses, salads (particularly during the summer months) and hot and cold desserts which will be offered daily
- ❖ Menu that offer a choice of meal size that are of a standard meal and above; and
- ❖ In addition to special diet, vegetarian, therapeutic, cultural and religious food ranges, special one off meals such as Christmas lunch
- ❖ The standard meal shall include a range of both the main course and the dessert, which allows a combination of choices at the same price and size.
- ❖ CST staff will take the orders for meals on wheels from residents on Thatcher's Drive on a Monday morning for the for the coming 7 day period and pass onto the kitchen at KEMH. Record of these meals are inputted onto a spreadsheet maintained by the CST and will be sent to the Finance Department monthly for invoicing.
- ❖ The delivery person takes orders from other clients for the following day whilst making deliveries.
- ❖ Clients or their carers ring to the kitchen directly to cancel an order if for any reason it is not needed.

5.2 Meal collection and delivery

- ❖ The delivery person will deliver the freshly cooked meals between the hours of 11.30hrs and 13.30hrs. The service will be available 365 days of the year.
- ❖ The delivery person will collect the meals at 11.30hrs from the kitchen at King Edward Memorial Hospital, or other place of production as may be designated by the Hospital Manager. Meals will be provided in specifically designed insulated trays.
- ❖ Delivery routes will be planned to ensure effective delivery and maintain the quality and optimum temperature of the meals

- ❖ On arrival at the service users home the delivery person, once they have identified themselves, shall place the meal tray in a suitable place to allow the service user to be able to eat the meal.
- ❖ In some cases the delivery person will transfer the meal to a plate or set it in front of the service user ensuring that cutlery is to hand and/or carry out a hydration check as directed on the Record Card – see Appendix 1.
- ❖ The delivery person may be asked to deliver alongside the hot meal a cold light meal to be consumed later in the day
- ❖ The delivery person(s) must ensure that their actions are such that it is sufficient to enable the service user to eat the meal and not create a dependency by doing too much. Excluded actions are set out in section 5.2.1, below

5.2.1 Out of Scope

There are certain elements or tasks that the delivery person **must not** deliver as part of the meals on wheels service unless specifically directed in writing by the Hospital Manager and / or set out in the Record Card – Appendix 1. This includes providing assistance with feeding or other exclusions as may be advised to the delivery person.

6.0 Referral to service

- ❖ Service users may be referred to the Meals on Wheels service using the appropriate referral form. See Appendix 3.
- ❖ Completed referral form must be forwarded onto Community Support Services
- ❖ Referrals can be made by any service with KEMH or via Social Services
- ❖ Referrals can be accepted directly to the Community Support Service from the service user or family members

7.0 Eligibility Criteria

The KEMH operates an eligibility criterion – **Community Support Service Levels of Care Provision** (Based upon the Fair Access to Care System – DHSS UK) for all Community Care services to ensure people with the greatest need are the highest priority. See Appendix 2.

- ❖ In order to ensure the decisions we make are fair, an Eligibility Criteria is used to decide who has priority needs
- ❖ People wishing to access the Meals on Wheels service will undergo a community care assessment of need.
- ❖ Needs may be considered as being critical or substantial, moderate or low, based on the risk to independence and risks of harm or danger if needs are not addressed.

- ❖ For Service users to be eligible to receive Meals on wheels they must be assessed as being at the moderate level or above.

8.0 Service refusal or Incident

- ❖ Should a service user refuse entry to the delivery person, or refuse the meal itself, delivery person must advise the CST, or family member documented on the Record Card, as soon as possible, and in any case within one hour of the occurrence
- ❖ The delivery person must report any case of incident or accident that has occurred in the service users home of which they become aware during the delivery visit
- ❖ Where any incident or accident is serious, the delivery person shall summon emergency assistance (using the 999 number) and advise the Hospital Manager as soon as possible
- ❖ In case of accident or incident at any point during the service delivery, the delivery person must report this via the Health Service incident reporting process See Appendix 4.

9.0 Performance Management

Contract Management meetings shall take place at regular intervals between the Hospital Manager and the supplier, according to need, but in any case, are expected to be at monthly intervals.

At these meetings both parties will review the service and discuss any required changes to the list of service recipients and issues that may have occurred during the period, if any.