

apetito

 **East Lothian Council**

Home Meals Service



*Home Meals Service
Information
for Service Users*

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Introduction

Welcome to the East Lothian Council Home Meals Service.

Traditionally Meals-on-Wheels have always been hot meals delivered daily to your door or cooked by a Home Care Assistant in your own home. However, over the past years, many Local Authorities have turned to other ways of providing meals so as to offer a greater choice and better quality of meals to you as a customer. A scheme for home delivered, frozen ready meals is available in the East Lothian area. The scheme is operated for the Authority by apetito and delivered by Wiltshire Farm Foods.

What is the Home Meals Service?

A large number of people already buy cooked frozen meals that can be heated in the oven or microwave. Depending on your ability to heat a meal, frozen meals will be delivered to your home on a regular basis. You will be provided with a two course

meal, i.e. main meal and dessert or a soup option. A small freezer and microwave will be on loan, free of charge, to you for the period you receive the service if required. The need for equipment will be determined at the assessment stage.

What is the purpose of the Service?

- To provide more variety and choice of menu
- So you may choose when you eat your meal
- To ensure a hot safe meal
- To encourage your independence

What will this cost you?

The price for a two course meal will be **£3.45**

How the Service Works

Every fortnight a representative from Wiltshire Farm Foods will visit you in your home to deliver your meals. The driver will have a badge in order to identify her/himself when making the delivery. You will be given an Order Form and a Menu Selector, which you can select your meals from. You will be entitled to order the number of meals agreed with you at assessment stage. Our contractual arrangement is a minimum delivery of 10 meals. E.g. If you require less than 5 meals per week Wiltshire Farm foods will deliver to you every 4 weeks.

Your order will be collected by the representative fortnightly when they deliver your meals. Payment should be made on delivery. *A repeat order will be placed for you unless you instruct the driver differently.*

How do I store the Meals?

You may have your own freezer; alternatively, one can be provided for the period you receive service.

Points to Remember about Freezers

1. Always make sure you have enough space in the freezer for the meals when they are delivered. One empty shelf should be enough (approx 10 meals and 10 sweets)
2. Always make sure your freezer is plugged in and switched on. If the freezer becomes unplugged or switched off, the meals will become defrosted and must be thrown away.
You must never re-freeze meals that have been defrosted as they may be a source of danger.
3. When the representative comes to deliver your meals, he/she will visually check that your freezer is working correctly.

How Do I Heat the Meals?

Meals can be heated in a microwave, or your own conventional oven. A microwave can be provided on loan, free of charge, if required.

All meals should be heated from frozen.

What type of meals are available?

You may choose from a wide range of meals and desserts from the Menu Selector Book to cover the number of days you have been assessed for.

A wide range of ethnic meals are available, including:

- Asian Halal
- Asian Vegetarian
- Caribbean
- Kosher

Are Special Dietary Meals available?

If you suffer from a medical condition that requires a special diet, it is likely that special meals may be available. Currently the following diets are available:

Low Salt, Gluten Free, Fork mashable, Soft Diet, Pureed, Low Fat, 1 of 5 a day, Low and Reduced Sugar desserts, 1/2/3 (of your 5-a-day) Energy Dense and Vegetarian.

How Do I Pay?

When apetito/Wiltshire Farm Foods visit you to deliver your meals they will collect your order for the following fortnight, they will also collect your payment, i.e. cash or cheque. Cheques should be made payable to ‘Wiltshire Farm Foods’

Arrangements can only be made for payment by invoice as a last resort, a monthly invoice can be sent to a third party payee (e.g. a relative) to pay Wiltshire Farm Foods on your behalf.

You can also contact Wiltshire Farm Foods with your Debit /Credit card details and make payment by telephone.

Useful Telephone Numbers

The following are contact telephone numbers if you have any problems:

Breakdown of freezer

Wiltshire Farm Foods, Crieff **01764 655 859**

Problems with meal delivery

Wiltshire Farm Foods **01764 655 859**

Problems with payment

Wiltshire Farm Foods **01764 655 859**

Compliments, complaints and any other queries

Local Meals Co-ordinator : Joyce Gordon

Randall House MACMERRY: **01875 618 964**

Complaints Procedure

If you have any complaint about the service (either about the quality of the meals or about the delivery), you should contact your local Home Care Office on the number listed above. If it is a food complaint please keep the film / lid of the meal.

The Home Care Service will pass on your complaint to the Company responsible for the provision of meals who will carry out an investigation and provide you with a full written response within 28 days of the complaint being lodged. In the unusual event that the investigation cannot be concluded within this time scale, an interim response will be made to the complainant with an expected time scale for conclusion.

EQUIPMENT DIMENSIONS

Table Top Freezer

Dimensions – H: 64cm, W: 49.5cm, D: 50cm.

Plug is situated on the bottom right of the freezer as you look at it – flex length is 64 inches

The table top freezer supplied by apetito is rated as 336 kWh/year. It remains connected to the electricity permanently.

336 kWh/year = 336 units/year

Microwave

If you choose to heat the meal using your own microwave, it takes 10-14 minutes to regenerate a meal from frozen (depending on the wattage)