

Meals on wheels for residents



Our meals on wheels service

Meals on wheels delivers over 1,200 nutritious, two course, hot meals a week to older and vulnerable residents.

The service is available throughout the borough, every day of the year, including bank holidays. Meals are normally delivered between 11.30am and 2.30pm and our staff always treat clients with courtesy and respect.

The service is an important part of the council's commitment to helping people stay in their own homes.

Who can get meals on wheels?

Residents of the borough will be eligible to receive a hot meals service, if the person is:

- Confined to their bed and unable to prepare a meal, or
- Confined to their home because of disability or extreme frailty and unable to prepare a meal, or
- Confused, cannot prepare and cook a meal and cannot go out to get a meal, **and**
- There is no carer, friend or relative who can assist in providing meals

- The person is unable to safely reheat a prepared frozen meal.

Meals on wheels can be delivered for a short time, for example when your usual carer is away, or when you first come out of hospital; or for longer, with reviews of your needs when necessary.

How do I apply for the service?

Contact:

h&f Advice

145 - 155 King Street,
Hammersmith, London
W6 9XY

or call the services
helpline for adults on
0845 313 3935.

We will arrange for someone to visit you at home to assess your needs. If we find that you qualify for meals on wheels we will arrange a start date for the service.

What happens at my assessment?

If you qualify for meals on wheels, we will discuss with you:

- Which days you will get meals on wheels
- The range of meals we offer
- Your food likes and dislikes
- Your responsibility to tell us if you will be away from home on a meals on wheels day

- Our responsibility to check on your whereabouts and wellbeing if you are not at home when we deliver your meal
- The cost and ways you can pay.

Everyone who receives meals on wheels pays for their meals.

We review the cost per meal each year.

The menu

Our food is healthy and appetising. Each meal contains about one third of an adult's daily food needs.

You can choose from a range of traditional English and ethnic meals, including African Caribbean, Polish, and Asian food. You can request a kosher*, halal, vegan, vegetarian, gluten free or low salt meal. Pudding is either a hot dessert, fresh fruit or yoghurt.

On medical advice, we can provide special diets, such as diabetic and soft foods.

*Kosher desserts can only be provided with kosher main meals

Tick below if you would like a copy of this leaflet in:

Large Print

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Audio tape

Name:

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Address:

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Postcode:

Return this section to:

Meals service

1st Floor

Bagleys Lane Depot

25 Bagleys Lane

Fulham

London SW6 2QA

We will



- Take your details as soon as you contact us
- Interview you as soon after that as possible
- Listen to what you tell us.
- Respect your confidentiality.
- Respond fairly and efficiently to your enquiries
- Make an appointment for you
- Indicate when your case will be resolved
- Answer the phone within five rings
- Reply to letters within ten working days
- Advise you about other services and agencies which may be able to assist, if we cannot help you

2009-10



For advice on how the service works, contact:

Meals Service

1st Floor

Bagleys Lane Depot

25 Bagleys Lane

Fulham

London SW6 2QA

 020 8753 3217

email: [meals.services@](mailto:meals.services@lbhf.gov.uk)

lbhf.gov.uk

Opening hours:

8.45am to 5.00pm

Monday to Thursday

8.45am to 4.45pm

Friday

www.lbhf.gov.uk

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If you would like any part of this document interpreted into your own language or produced in large print or Braille, please telephone 020 8753 3217

Albanian

Nëse e dëshironi cilëndo pjesë të këtij dokumenti të përkthyer në gjuhën tuaj, ju lutemi telefononi në numrin 020 8753 3217

Amharic

ማንኛውም ክፍል የዚህ ሰነድ ወደ ምሳራቀው ቋንቋ እንዲተርጎምልህ ከፈልግህ፡ እባክህ በቴሌፎን ቁጥር 020 8753 3217 ደውል።

Arabic

إذا كنت ترغب بالحصول على أي جزء من محتويات هذه الوثيقة بلغتك الأم، يرجى الاتصال برقم الهاتف 020 8753 3217

Bengali

আপনি যদি আপনার নিজের ভাষাতে এই ডকুমেন্টের কোন অংশের অনুবাদ চান তাহলে দয়া করে 020 8753 3217 নম্বরে ফোন করুন।

Croatian

Ukoliko želite prijevod bilo kojeg dijela ovog dokumenta na jezik kojim Vi govorite, molimo nazovite telefonski broj 020 8753 3217

Farsi

لطفاً اگر مایل هستید هر بخشی از این نوشتار به زبان شما ترجمه گردد، با شماره تلفن 020 8753 3217 تماس حاصل فرمایید.

French

Si vous souhaitez quelconque partie de ce document dans votre propre langue, appelez le 020 8753 3217

Polish

Jeśli zyczą sobie Państwo, aby dowolna część tego dokumentu została przetłumaczona na Państwa język ojczysty, proszę zadzwonić pod numer 020 8753 3217

Portuguese

Se gostaria de ter qualquer parte deste documento traduzida no seu idioma, por favor telefone para 020 8753 3217

Serbian

Ако желите да било који део овог документа буде преведен на ваш матерњи језик, молимо вас да назовете овај број телефона 020 8753 3217

Somali

Haddii aad jeclaan lahayd in qayb walba oo kamid ah dukumintigan lagu turjumay luqaddaada, faclan soo wac telefoonka 020 8753 3217

Spanish

Si desea que le interpreten alguna parte de este documento en su idioma, por favor llame al 020 8753 3217

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ اپنی زبان میں حاصل کرنا چاہتے ہیں تو برائے سہراہائی میں موصول ہونے والے 020 8753 3217 پر فون کریں۔