

Meals At Home Service



let's talk
Newcastle

Who to contact

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About the service

- Service has been operational for more than 30 years.
- Meals at Home service offers freshly prepared, nutritionally balanced lunches on a daily basis with customers choosing if they want one or two courses.
- Meals are available on a long term, short term or emergency basis, every day and all year round.
- Meals are provided to both adult social care customers and private customers.
- Annual number of served meals is 35,250. This equates to just under 100 meals per day with an even split between private and social care clients.
- Meals are delivered Citywide. The busiest area with approximately 36 meals delivered per day is Kenton.

Infrastructure / How does it work?

- Meals are prepared at central production kitchen, served hot
- Menu development supported by the Royal Victoria Infirmary (RVI) Nutritionist team.
- The nutritional information for meals is provided by internal system – Saffron.
- A dedicated team of drivers delivers the meals 7 days per week 365 days per year.
- There are 4 (1 casual) drivers delivering in Central, East and West areas of the city providing a 7 day service.
- All drivers have allergen awareness, food hygiene and enhanced DBS

Referral routes

This service is available to anyone who would like to use it.

Meals at home can be arranged by Social Care Direct, Adult Social Care at Newcastle City Council.

Residents can also register as a private customer. They will need to complete a form giving details about them, such as:

- contact details
- dietary requirements
- allergies or food intolerances
- emergency contact details. Emergency contact will be called if there is a concern for customer's wellbeing.
- if extra help is needed to put the meal on a plate, get cutlery and pour the drink

Pricing and payments

- Adult social care customers are paid for via their budget and private customers are invoiced through the council finance team.
- For private clients that have not been referred by Social Care Direct the price is:
 - Two course meal = £7.50
 - Single course = £5.00
- Meals are invoiced monthly and can be paid by direct debit, or over the phone with a credit or debit card.
- Food costs represents approximately 35-40% of the price charged
- Clients who have been referred by Social Care Direct will be charged directly by Social Care Direct.

Food choice and healthy meals

- Meals are planned on a three week cycle including a meat based main course and a vegetarian option.
- All the meals are cooked from fresh ingredients on the day clients get them.
- There are three savoury options to choose from each day and a choice of a hot or cold dessert. A small carton of fruit juice is also provided to help with hydration.
- We can cater for a wide variety of dietary needs.

- Choosing and ordering meals

Meals can be ordered every day or just for the certain days each week.

- Delivery times

Meals are delivered over a lunch time between 11am and 2pm.

Meals At Home Lunch Menu

Meals At Home Lunch Menu - Week 1

WEEK 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Main Course Choice 1	Homemade Cottage Pie (v)	Roast Chicken Fillet with Sage & Onion Stuffing and Gravy (v)	All Day Breakfast (v)	Roast Gammon with Gravy and Warm Pease Pudding	Beef Steak & Mushroom Pie (v)	Roasted Pork Loin Chop in a Sage & Onion Gravy	Roast Beef with Yorkshire Pudding, Stuffing & Gravy (v)
	Steamed Potatoes	Roasted New Potatoes	Sausage, Bacon, Omelette, Hash Brown and Baked Beans	Roast Potatoes	New Potato	Mashed Potato	Roast Potatoes
	Garden Peas & Mashed Swede	Carrot Batons & Green Beans		Steamed Carrots and Green Beans	Cauliflower and Marrowfat Peas	Mixed Vegetables & Broccoli Florets	Roast Carrots Cabbage
Main Course Choice 2	Chicken Chasseur	Quiche Lorraine with Coleslaw	Meatballs in Rustic Tomato Sauce with Penne Pasta	Mild Chicken & Vegetable Curry with Steamed Rice (v)	Poached Cod Fillet in Mediterranean Sauce	Turkey Escalope with Diane Sauce (v)	Cheese & Onion Pasty
	Steamed Potatoes	Seasoned Diced Potatoes	Garlic Focaccia	Naan Bread	Roast New Potatoes	Mashed Potato	Roast Potatoes
	Garden Peas & Mashed Swede		Sweetcorn		Batton Carrot & Green Beans	Mixed Vegetables & Broccoli Florets	Baked Beans
Hot Sweet	Steamed Chocolate Pudding with Chocolate Sauce	Vanilla Sponge with Custard	Apple Cobbler with Custard	Jam and Coconut Sponge with Custard	Semolina with Mandarin Oranges	Treacle Tart with Custard	Spotted Dick with Custard
Cold Sweet	Vanilla Cookie	Cheesecake	Fruit Scone with Jam and Cream	Mixed Berry Cheesecake	Carrot Cake	Chocolate Fudge Cake	Mixed Fruit Trifle
Diabetic Sweet	Vanilla Sponge with Custard	Vanilla Sponge with Custard	Apple Pie with Custard	Fruit and Yoghurt	Semolina with Mandarin Oranges	Fruit and Yoghurt	Mixed Fruit Trifle

(v) Indicates a vegetarian option is available

New menus since August

Low sodium
Diabetics
Vegans
Halal
Gluten free/ coeliac

All catered for

Proportionate response to cultural diversity - if there's a need, it will be catered to



Order Form

WEEK 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Your Order	<i>MAIN (please tick one)</i>	<i>MAIN (please tick one)</i>	<i>MAIN (please tick one)</i>	<i>MAIN (please tick one)</i>	<i>MAIN (please tick one)</i>	<i>MAIN (please tick one)</i>	<i>MAIN (please tick one)</i>
	<input type="radio"/> Cottage Pie	<input type="radio"/> Chicken Fillet	<input type="radio"/> All Day Breakfast	<input type="radio"/> Roast Gammon	<input type="radio"/> Beef Steak Pie	<input type="radio"/> Roast Pork Loin	<input type="radio"/> Roast Beef
	<input type="radio"/> Chicken Chasseur	<input type="radio"/> Quiche Lorraine	<input type="radio"/> Meatballs	<input type="radio"/> Chicken Curry	<input type="radio"/> Poached Cod	<input type="radio"/> Turkey Escalope	<input type="radio"/> Cheese & Onion Pasty
	<input type="radio"/> Vegetarian	<input type="radio"/> Vegetarian	<input type="radio"/> Vegetarian	<input type="radio"/> Vegetarian	<input type="radio"/> Vegetarian	<input type="radio"/> Vegetarian	<input type="radio"/> Vegetarian
	<i>DESSERT (please tick one)</i>	<i>DESSERT (please tick one)</i>	<i>DESSERT (please tick one)</i>	<i>DESSERT (please tick one)</i>	<i>DESSERT (please tick one)</i>	<i>DESSERT (please tick one)</i>	<i>DESSERT (please tick one)</i>
	<input type="radio"/> Chocolate Pudding	<input type="radio"/> Vanilla Sponge	<input type="radio"/> Apple Cobbler	<input type="radio"/> Jam & Coconut Sponge	<input type="radio"/> Semolina & Mandarin	<input type="radio"/> Treacle Treat	<input type="radio"/> Spotted Dick
	<input type="radio"/> Vanilla Cookie	<input type="radio"/> Cheesecake	<input type="radio"/> Fruit Scone & Cream	<input type="radio"/> Mixed Berry Cheesecake	<input type="radio"/> Carrot Cake	<input type="radio"/> Chocolate Fudge Cake	<input type="radio"/> Mixed Fruit Trifle
<input type="radio"/> Diabetic	<input type="radio"/> Diabetic	<input type="radio"/> Diabetic	<input type="radio"/> Diabetic	<input type="radio"/> Diabetic	<input type="radio"/> Diabetic	<input type="radio"/> Diabetic	

Allergens Please provide any allergens or intolerances you may have:

NAME :	DELIVERY ADDRESS:
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HELPLINE: 0191 277 3978

OPENING HOURS: 08:00am - 14.00pm seven days per week including Bank Holidays

Email: meals@newcastle.gov.uk



WHO DOES THE SERVICE SUPPORT?

- Mainly elderly, many with conditions such as dementia, speech difficulties and mobility issues.

HOW DO WE SOURCE OUR FOOD?

- All of the foods we use in our operations are procured through a NEPO (North East Procurement Organisation) agreement from approved suppliers.

Why are meals at home important?

- Many say it is good to have the meals at home as it keeps them independent and in their own homes.
- The clients compliment the quality of the meals and the service received by the team.
- For many clients this will be the only visit they may get in the day and so they do like to talk to the drivers.
- They often like to reminisce about past times.
- Social Care concerns: Driver will contact Adult Social Care which is followed by an assessment.
- Private clients: In case of emergency next of kin would be contacted by driver.
- No response at a house – Driver will check through windows and letterbox and if concerned would contact 999 and ask for a response
- Drivers are supplied with comprehensive sheet containing the name and the address of the client, dietary needs and any further instructions.

Next steps

Equity audit informing about trends in accessing the service

Promotion of the service

- Potential for the service to grow, especially with private clients.
- Service can be extended to include teatime offer as well, (eg sandwich or scone).
 - Challenges to overcome: storage & hygiene.

Connecting to other services eg Newcastle Foodbank and Information Now for local activities to reduce further isolation.

Going Green

Delivery service is in the process of moving to electrical vehicles and improving packaging