



MEALS
ON
WHEELS

PRYD
AR
GLUD



**ANNUAL
REPORT
2021/22**



Mae'r ddogfen hon ar gael yn Gymraeg/
This document is available in Welsh

Email: mealsonwheels@cardiff.gov.uk

 02920 537080

www.telecarecardiff.co.uk/meals





More than just a meal

Our friendly team deliver meals with care and will happily plate up your food for you. Our service isn't just about delivering food, it provides social interaction and a caring welfare check.

Should our drivers have any concerns they may decide to refer you onto to our Independent Living Service team within Cardiff Council who can assist with a variety of needs. The team also work closely with a variety of partners including the Police, Age Connects and Care and Repair.

94% of all our respondents feel more secure knowing someone will check that they are alright.



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This affordable service caters for people of **ALL** ages and you can order meals as a one-off, temporarily, or for often as you would like them.

Our service isn't just about delivering food, it provides social interaction and a caring welfare check.

If you meet of the following criteria you can receive the service:

- Difficulty preparing a meal safely
- Unable to shop for food
- Liable to self-neglect or would eat an inappropriate diet
- Have a mental or physical disability
- Needing support due to recovery from hospitalisation or illness, carer illness or holiday, or bereavement.



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OUR STORY



Welcome to our Annual Report for the financial year 2021/22!

We published our first Annual Report in 2021 to capture the success of the service and this year we want to continue to let our customers know what we have done well, what we plan on improving and what our customers say!

The achievements of the service are a reflection of our amazing team and we wouldn't have been able to do this without them.

We feel proud to be able to continue to deliver the service offered by the Council and we will continue to grow and expand well into the future!

About our Service

Cardiff Council's Melas on Wheels Service was originally set up in 1974 and was supported by the Women's Royal Volunteer Service (WRVS). The service celebrated its 45 years of service in September 2019.

The service was re-branded in January 2017 delivering meals only Monday - Friday with the exclusion of the bank holidays. Come December 2017 we were able to deliver meals on Boxing Day and New Year's Day for the first time since the service was established.

By April 2018 we made the decision to extend and operate the service 7 days a week, 365 days a year with no exceptions.

The current charge of the service as of the 1st April 2022 is £4.10 for a main meal and £4.74 with a dessert within Cardiff.

The service is operated from Fairwater Day Centre where we employ 20 local people and have a vehicle fleet of 11 to deliver meals across the city for **FREE** to our customers.

Our nutritious food from Apetito is stored at our site in freezers. This means we can offer a large variety including; halal, kosher, Caribbean, low-sugar, gluten-free, vegetarian and various types of pureed foods to our clients.

Each day, meals are picked out of the freezer and cooked in large ovens, before being put in hot boxes for each delivery round. These hot boxes are plugged into the car power source to keep food hot. The team deliver meals between 11.30am - 14.00pm.

OUR ACHIEVEMENTS

Meals on Wheels has continued to grow and the number of overall customers receiving a meal 7 days a week had increased. From April 2021 - March 2022, the team delivered an incredible **90,025 hot meals** across the city!

There has been a **10%** increase in the total number of customers receiving Meals on Wheels in 2021/22 compared to 2020/21.

70% of our customers now receive our meals 7 days a week!

90,025 meals were delivered since April 2021.

74% of our customers receive meals at the weekend.



On average **3767** meals were delivered during the weekdays and **2878** during the weekends.

Meals on Wheels deliver hot nutritious meals across the city 7 days a week, 365 days a year with no exceptions.

With many older and vulnerable people not having loved ones close by to spend the holiday seasons with, our bank holiday service is even more vital. This year we delivered 593 meals throughout Christmas Eve, Christmas Day and Boxing day with more than 25% of those being delivered on Christmas Day alone.

**24/7
365**



FREQUENTLY ASKED QUESTIONS

When and where do you deliver?

Hot meals delivered Monday - Sunday inclusive between 11.30am and 2pm. Our Meals on Wheels service runs for the whole of Cardiff and Eastern Vale delivery is **FREE**.

Do I have to have meals every day of the week?

No - customers can decide. We can deliver all week or any of the days to suit .

What if I change my mind and want to increase or reduce my meals?

If you want a break in the service, even for just a day, simply call us on 02920 537080. Provided you or your next of kin give notice and advise the customer care team by 10am the day before we can amend your request. If you fail to cancel a meal and we deliver, you will be charged.

DID YOU KNOW?

59% of our customers are Female



41% of our customers are aged between 86-95 years old!



Our meals provide you with a third of your daily nutrients a day

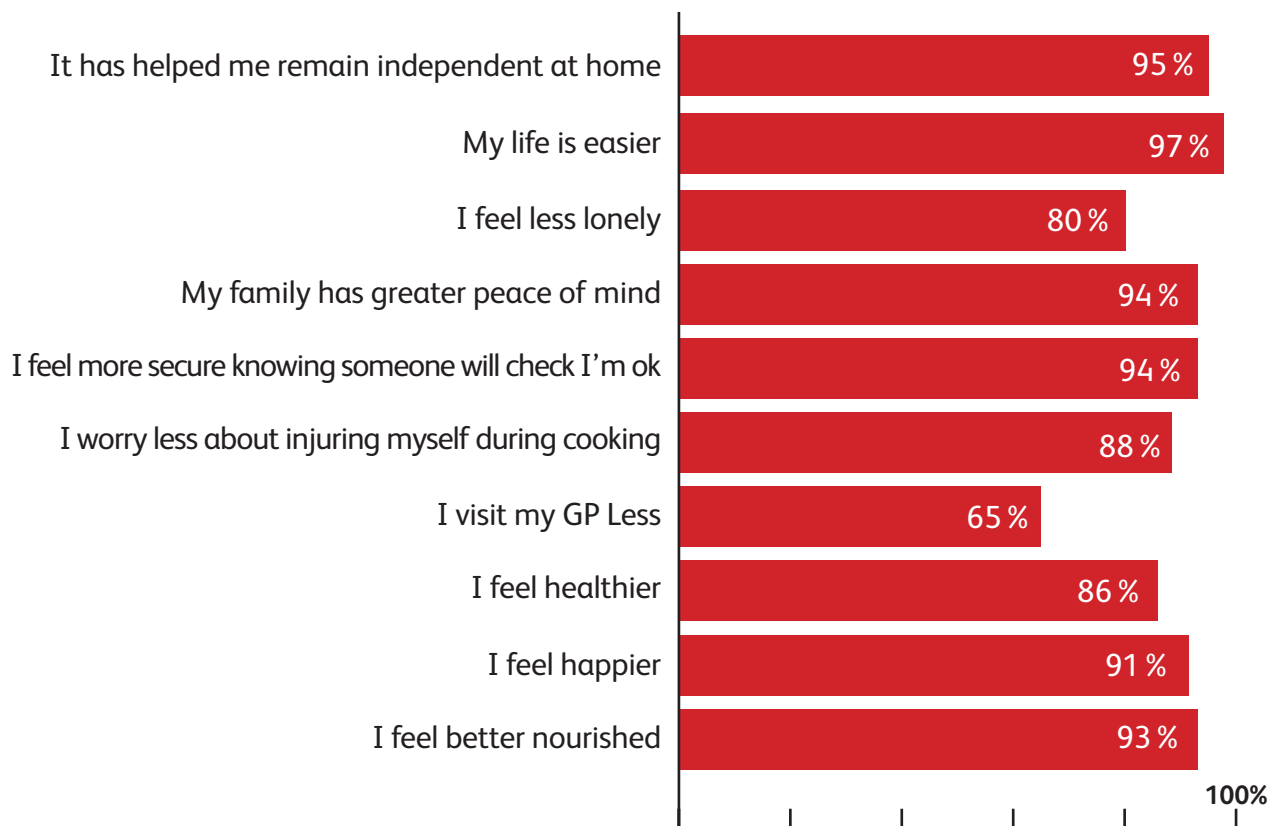


02920 537080

MEASURING OUR IMPACT

Meals on Wheels conducts a comprehensive survey where we ask our customers whether our services have helped them to stay happy, healthy and independent. This year we had 121 responses with some amazing feedback showing just how important these services are to our customers, families and to the health and social care sector too.

As a result of our service, our customers have told us that:



We asked our customers what they thought of the quality of our service, and this is what they've told us:

Overall quality of the mail meal is = **98%**

Overall quality of the dessert is = **98%**

Good variety of food available is = **97%**

Fairly priced = **90%**



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CUSTOMER COMMENTS

“Good value. We get a friendly face, smile and a quick chat to see we are okay.”

“It helps me to avoid a lot of pain.”

“Dinner was tasty full of flavour and the lemon sponge and custard was delicious. So tasty.”

“I cannot thank you enough, I would recommend the service to all my friends and family!”

PLANS FOR THE FUTURE

Meals on Wheels are continually looking at what we can do to improve the service.

We will be monitoring and reviewing the current food menu options to see what additional dietary needs or additional food options we can include in the seasonal menus. If you have any suggestions of what food you’d like to see on our menu in the future please contact the team to advise.

41% of our surveyed customers said they would consider ordering a Tea Pack if we were to expand our service. This year we will be exploring this opportunity and establishing if we can offer Tea Packs to our customers if the future.

FOOD SAFETY

We buy high-quality frozen meals from our supplier, apetito. These meals are stored frozen and are regenerated at Fairwater Day Centre, they are held in hot boxes or heated delivery bags during transport to our customers.

As part of our strict Food Safety processes, our team members carry out a number of daily monitoring checks and receive training so that they understand the importance of these checks.

They have also been trained as to what action they are required to take if the reading falls outside the acceptable limits of the check. These checks are audited regularly to ensure we operate at the highest standards.



ADDITIONAL SERVICES WE OFFER



Response and Warden Service



TELECARE CARDIFF - Helping to keep you independent at home.

When you become a Telecare Cardiff customer, you will be provided with a pendant alarm and response unit, which you can use to contact us if you find yourself in difficulty.

Our Telecare Alarm service provides many couples, and those that live alone, with someone to call for help. Simplicity is at the heart of our 24-7 Telecare alarm service, allowing customers across Cardiff to remain confident and secure in their homes.



We have a unique team of highly trained Mobile Wardens, equipped to assist you using the same lifting equipment as the Welsh Ambulance Service.

Whether you are an older person, vulnerable or disabled, the Mobile Wardens are able to come directly to your aid - they can get you back on your feet after a fall, administer first aid or wait with you until additional support arrives, anywhere in the city, 24 hrs, 365 days a year.



How does it work?

Simply pressing the button on your pendant or response unit will connect you directly to our friendly team who will be able to speak to you through the loudspeaker on the unit. The team will take immediate action to help you, 24 hrs a day, 365 days a year. This could include contacting a family member, a doctor, a carer or the emergency services.

Telecare Cardiff is more than just a push button alarm, with additional sensors that can be placed throughout the home ensuring the service always meets your needs. Please speak with the team on the additional packages and sensors available.

How much does Telecare Cardiff cost?

Telecare Cardiff is one of the best value services of its kind in Wales. Simply choose the package that best suits you and give us a call. We will do the rest.

PACKAGE 1: CONTACT SERVICE

Only £2.62 per week

For an amazing £2.62 a week you can sign up to have 24 hour support at the touch of a button. This service includes a quick response to any distress call any time of the day or night. The contact team will be able to contact your relative, doctor, carer or emergency services on your behalf.

Installation and equipment costs may apply, subject to Terms and Conditions.



PACKAGE 2: CONTACT & MOBILE WARDEN SERVICE

Only £5.42 per week

Our most popular service is only £5.42 per week. This gives you the full support of our contact team and also direct call out support from our highly trained Mobile Wardens – 24 hours a day, 365 days a year. This means you can have our unique Mobile Warden support directly in your own home.

Installation and equipment costs may apply, subject to Terms and Conditions.



If a customer is unable to open their door to us, providing there is a Keysafe at the property the drivers can use to access the property. A Keysafe is a small, strong, metal box which is fitted to the outside of your home and is used to store a spare door key. The key can only be accessed by using a personal code number. Keysafes are useful for people who might forget or lose their keys, and for people who have regular visitors who may need to gain access to the property, i.e. Meals on Wheels drivers.

If you would like a Keysafe installed, please contact our Telecare Cardiff team to discuss on 02920 537080.

- 90%** of all our respondents are very satisfied with the service received from the monitoring centre at Telecare
- 80%** of all our respondents are very satisfied with the speed of the response from the Mobile Response Team
- 89%** of our respondents are very satisfied that the staff on the Mobile Response Team were friendly and helpful



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Contact Details:

The Meals on Wheels office is open
Monday to Friday, 8.30am - 4.30pm
Saturday and Sunday, 8am - 2pm

Email: mealsonwheels@cardiff.gov.uk

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Please see the website for more information:
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