



**MEALS**  
ON  
**WHEELS**

**PRYD**  
AR  
**GLUD**

Helping to keep you independent at home



# Annual Report 2022 -2023

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



 **029 2053 7080**

Email: [mealsonwheels@cardiff.gov.uk](mailto:mealsonwheels@cardiff.gov.uk)

[www.telecarecardiff.co.uk/meals](http://www.telecarecardiff.co.uk/meals)



# WELCOME TO OUR ANNUAL REPORT

Meals on Wheels deliver hot, nutritious meals to customers across the city. We cater for people of ALL ages and meals can be ordered as a one-off, temporarily, or for often as our customer would like them. Our skilled, passionate, and dedicated staff ensure they provide the best quality service, always ensuring the wellbeing of all our customers.



*'The caring team look after you which means a lot to me as my family live away.'* - Mr F



## SOMETHING FOR EVERYONE

We are very proud of both the quality and variety of our balanced, nutritious meals, which adhere to strict national catering guidance. If necessary, we can create a menu just for you to suit your needs.

Meals from  
**£4.22**  
per day



**Traditional meals**  
e.g. Roast dinner



**Cultural cuisine**  
e.g. Sweet and sour chicken



**Vegetarian**  
e.g. Macaroni cheese



**Halal meals**  
e.g. Chicken tikka masala



**Hot & cold desserts**  
e.g. Plum & cherry crumble



**Puree & soft meals,**  
e.g. Cottage pie



# HOW TO START USING MEALS ON WHEELS

If you have family, friends or neighbours who would benefit from the service please call us on **029 2053 7080**. Email: **mealsonwheels@cardiff.gov.uk**

A number of customers are already enjoying the benefits of meals delivered to their home. Tell a friend and help them remain happy, healthy and independent at home.



- ✓ **Individuals can self-refer.**
- ✓ **Social workers and health professionals can refer clients.**
- ✓ **Families can refer their loved ones.**

*'Quality of the food is excellent. Reliability is 1st class. Delivery personnel are friendly and reliable. There is nothing I can think of to improve the service!'*  
- Mrs D

Our meals are 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.**



# 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 2022 - March 2023, the team delivered an incredible **96,913 hot meals** across the city!

**16%** of surveyed customers said that they would not eat a lunchtime meal without Meals on Wheels. We are proud to deliver meals to those who would not otherwise eat.

**8718** Meals on Wheels calls were received between 2022-23!

**72%** of our customers receive a meal at the weekend.

We delivered **6,888** more meals this year compared to last!



Meals on Wheels can help you live a healthy, active and independent life. The meals that we deliver provide you with a third of your daily nutrients. The friendly drivers can provide a hydration prompt and fetch you a drink.



# MORE THAN JUST A MEAL

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

- Delivering food regularly means our Meals on Wheels team members get to know our clients really well. If we notice that something isn't right then we can do something to help.
- Every Meals on Wheels team member has had a police record check and will always be wearing their ID badge and uniform.
- Should you not come to the door, or not be in the house when we come to deliver a meal, we will contact your family, friends or neighbours to make sure you're okay.
- Occasionally, we find our clients after they have had a fall or accident. If this happens, our team will stay with you until help arrives.
- We work closely with the emergency services and trading standards. If the team are concerned for your safety we have existing relationships in place so that we can refer any issues to the correct team.
- The Meals on Wheels team work alongside Telecare Cardiff who have a variety of sensors and alarms to make you feel safer in your own home.

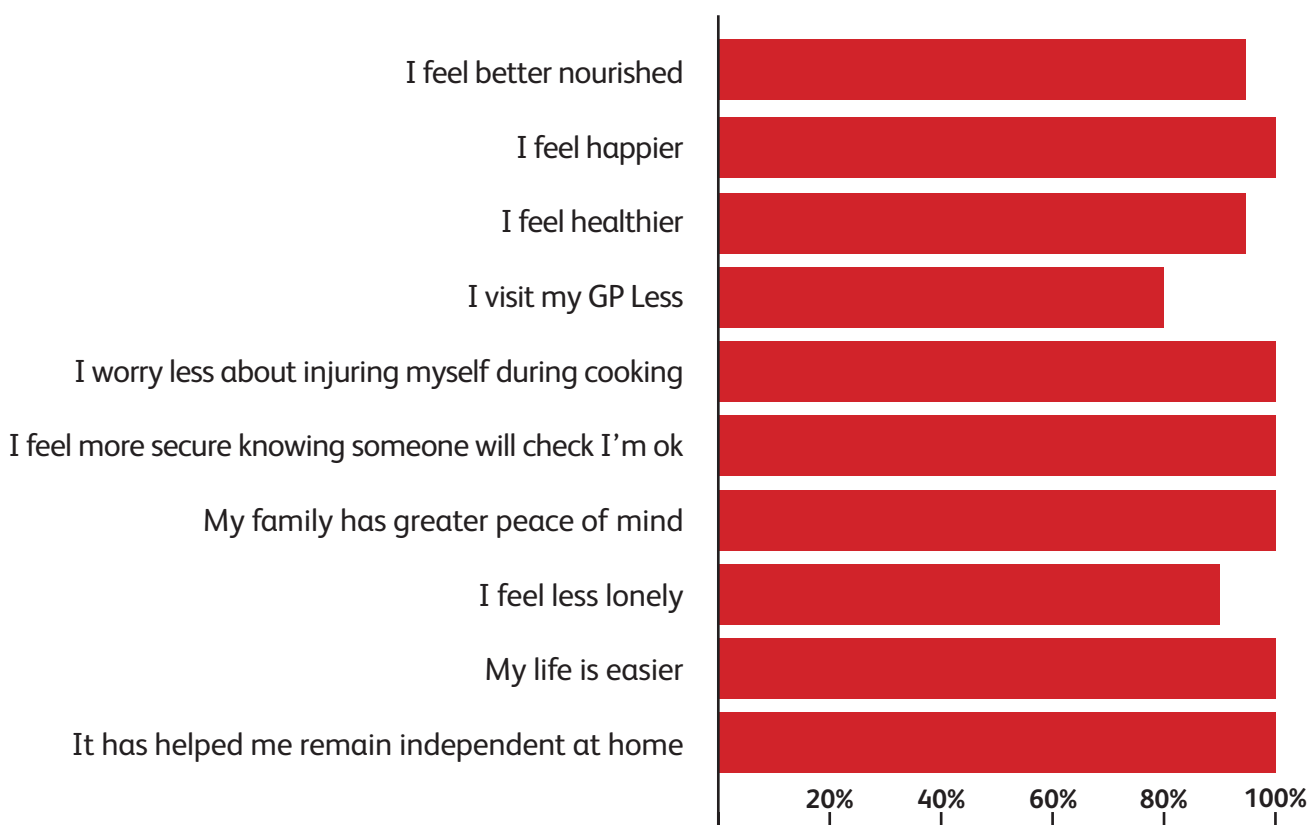
*'Not having to worry about where the food for my main meal is coming from is a great peace of mind.'*  
- Mrs A



# WHAT OUR CUSTOMERS SAY

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 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%**



Email: [mealsonwheels@cardiff.gov.uk](mailto:mealsonwheels@cardiff.gov.uk)



# 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.

Would you like Meals on Wheels to talk at an event you are holding? Please get in touch and we will be more than happy to attend.

We delivered **96,913** meals in 2022-2023!



## 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.







Response and Warden Service



## Did you know that the staff behind Meals on Wheels also run Telecare Cardiff?

Telecare Cardiff is a 24-hour telephone link to our community alarm and response unit that allows you to stay safe and independent in your home.

Serving over 5,000 customers across the city, this vital service is a lifeline to so many people living on their own as well as to couples and families.

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.

If you have family, friends or neighbours who would benefit from the service or you would like us to attend an event or be a guest speaker, please call us on **029 2053 7080**, email us at **telecare@cardiff.gov.uk** or visit **www.telecarecardiff.co.uk**



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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](mailto:mealsonwheels@cardiff.gov.uk)

 **02920 537080**

Please see the website for more information:  
[www.telecarecardiff.co.uk/meals](http://www.telecarecardiff.co.uk/meals)

