



**PERTH &  
KINROSS  
COUNCIL**

Housing &  
Community Care



# Meals Service

**Welcome to the  
Perth & Kinross Council  
Meals Service. This leaflet  
provides information on  
how the service works.**

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## The Meals Service

The service brings meals to your home. You choose what you would like to eat from a wide selection, and the meals are delivered to you once every two weeks. They are stored in your freezer and heated from frozen. We will make sure you have all the support you need to make the service work well for you.

The service means that:

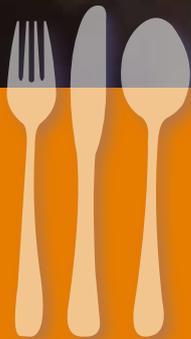
- *you can choose what and when to eat from a varied menu;*
- *the service is available to you wherever you live in Perth and Kinross.*

The Meals Service is provided by apetito on behalf of Perth & Kinross Council. Meals will be delivered to you by Wiltshire Farm Foods.

## The Meals Service

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## How the service works



We will speak to you about what you need and, if you are going to receive the service, we will agree with you how many meals you need from the service. We will also discuss with you if you will need the support of one of our homecare workers to heat or eat a meal.

When you join the service, we will give you a menu and order forms, so that you can choose and order the meals you want.

## Ordering your meals

A driver from Wiltshire Farm Foods will deliver your meals to your home once every two weeks. You can then give the driver your order for the next two weeks. If you do not provide a new order, you will receive a repeat of your last order.

You can choose 2 course meals from a varied menu to cover the number of days you have been assessed for.

If you would like to order more meals than you are assessed as needing, please see information on page 8.

## Cancelling an order

If you would like to cancel an order you have made, for meals that you have been assessed as needing, this must be done at least 24 hours in advance of your delivery date. To cancel an order, please contact the Systems Co-ordinator. See page 11 for the contact number.

If you wish to cancel any extra meals that you have ordered, please see the procedure on page 8.

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## Special dietary requirements

The menu includes meals that cater for particular dietary and cultural requirements.



These meals are all clearly indicated in the brochure you will receive before you join the service.

## When meals are delivered to you

The driver from Wiltshire Farm Foods will be wearing a badge to identify themselves. It is the responsibility of the driver to get meals from the van into your freezer. It is essential therefore that you or someone else is at home to let the driver in. If you do not have a freezer at the moment, please see the information on the next page.

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## Storing your meals

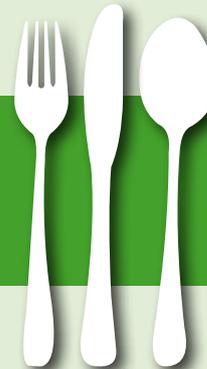
The driver from Wiltshire Farm Foods will check that your freezer is working. He/she will also check the dates on your meals and rearrange them in your freezer for you.

Please make sure there is enough space in your freezer for the meals. The person who assesses your needs before you join the service will give you an idea of how much space you need for your meals.

Your freezer must always be plugged in and switched on. If it is not, the meals will become defrosted and must be thrown away. You must never re-freeze meals that have been defrosted as they will not be safe to eat.

If you do not have a freezer that can store your meals, we will arrange for one to be delivered and installed in your home. There will be a cost for this. We will advise you of this, and of any help we can give to ensure you get all the benefits you are entitled to.

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## Heating and eating your meals

There will be clear instructions on every meal telling you how to heat the food by microwave or a conventional oven. It is important that these instructions are followed.

Please note that if you have a pacemaker, health professionals recommend that you do not use a microwave. However, a microwave can be used for you by someone else, if you are not in the room while the meal is heated.

If you need support in heating or eating your meals, this will be discussed and agreed with you when your needs are assessed, before you join the service.

## Extra meals - ordering or cancelling

There may be times when you wish to order more meals than is agreed during discussions about what you need. The service is designed to be flexible so that you can order as many meals as you wish.

If you would like to order more meals than has been agreed during your assessment, you should contact Wiltshire Farm Foods who will supply and deliver these extra meals. The company will set up a separate account and agreement between yourself and them.

If you wish to cancel an order for extra meals, please contact Wiltshire Farm Foods direct.



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## Cost of the service

Your needs will be assessed by Perth & Kinross Council to make sure the service works well for you. When you are assessed, we will agree with you how many meals you need from the service, and give you information on costs.

If you choose to order extra meals, these may cost more depending on what you choose. The cost will be clearly marked on the menu that will be given to you by Wiltshire Farm Foods.

If you need equipment such as a freezer or microwave, there will be an additional charge for that. We will advise you of this, and of any help we can give to ensure you get all the benefits you are entitled to.

## How to pay for the service

You can choose to pay for your meals either by cash or by cheque. This will be given directly to the driver on receipt of your delivery. If either of these options are not suitable, or if you have any concerns related to making regular payments, please contact the systems co-ordinator to discuss alternative methods.

If you order extra meals, Wiltshire Farm Foods will provide you with information on how to pay for those.

## Cost of the service



## Letting us know what you think

We would like to know what works particularly well for you, or if there is anything that we can do to keep improving the service.

Please contact the Perth & Kinross Council Systems Co-ordinator to tell us what you think of the service .

Perth & Kinross Council, apetito and Wiltshire Farm Foods will all ensure any complaint is dealt with appropriately.

The Systems Co-ordinator will confirm receipt of your complaint within 5 working days of receiving it, and will advise of how it will be progressed.

Copies of the complaints procedures of Perth & Kinross Council, apetito and Wiltshire Farm Foods are available from the Systems Co-ordinator.



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## Useful telephone numbers

The Perth & Kinross Council Systems Co-ordinator is the main point of contact for any queries including:

- *changes or problems with meals delivery;*
- *problems with payment;*
- *breakdown of freezer or microwave (if supplied through the Council);*
- *compliments, complaints and any other queries.*

You can contact the Systems Co-ordinator by telephoning the Council's Customer Service Centre on 01738 475000 between 9.00 am and 5.00 pm.

## Out of hours contact

If you need urgent assistance outwith these times, please call Perth & Kinross Council on 01738 459600.

## Others

Wiltshire Farm Foods - tel 01764 655859  
apetito - tel 01225 753636

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If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

**[www.pkc.gov.uk](http://www.pkc.gov.uk)**

*(PKC Design Team - 2014639)*