

Who are we?

The Meals Service, as part of Dundee City Council's Home Care Service, is committed to sustaining and supporting individuals through the delivery of hot meals (with specified nutritional standards) to people in their own homes.

The meals are provided by Tayside Contracts and are produced in their modern, state of the art kitchens at Slessor Court.

How do I receive a meal?

This is by a request to the Meals Service. The request can be from someone in Health or Social Work who is already involved in providing care or support for you. This person will complete a needs assessment.

Alternatively, you can contact the Meals Service directly (or arrange for a friend, relative or other concerned person to do so on your behalf). The Organiser responsible for the Meals Service will carry out the assessment.

If you are in hospital, there are social workers that the ward staff can approach on your behalf.

How much is the cost of a meal?

There is a mandatory charge for each meal. This is payable regardless of any assessment that may have been carried out to determine your ability to pay.

If you are in hospital and over 65, you are entitled to receive any additional meals that you are assessed as needing free of charge for up to 28 days following hospital discharge. If you are not in receipt of any meals, all meals will be free of charge for up to 28 days.

You will be offered a financial assessment when you are assessed for the Meals Service. This will include a welfare benefits check to make sure that you are receiving all the benefits that you are entitled to.

How do I pay for the meals?

You will receive an invoice from Dundee City Council Finance Section. Invoices are sent out every four weeks with the period that the invoice covers noted on it.

How do I cancel my meal?

If you need to cancel your meal you should do so by contacting the Meals Service at the earliest possible opportunity (or asking someone to do so on your behalf). If nobody is available to answer your call you should leave a message on the 24-hour answering machine.

Please note that failure to give appropriate advance notification may result in you still being billed for the meal.

How can the Meals Service Help?

This depends greatly on your own circumstances and needs.

Meal deliveries are available Monday to Friday at lunchtime between 11:30am and 1:00pm, and Monday to Sunday at teatime between 3:30pm and 5:30pm, to those people who are unable to prepare a meal either long or short-term. The service is available throughout the whole year, including Christmas Day, New Year's Day and all other public holidays.

A meal may be delivered to someone who has been assessed as:

- ◆ no longer being able to cook/prepare food for themselves
- ◆ benefiting from receiving a nutritionally balanced and varied choice of meal
- ◆ needing to balance cooking his/her own meals with receiving food from the Meals Service

What choices of meals are available?

Meals Service staff deliver a menu choice sheet on a weekly basis. This is to allow you to indicate your choice of meal for delivery in two weeks time. The same people who deliver your meals will pick up your menu choice.

The menu selection operates on a 28-day cycle to enable a good range of meal choices.

Each full meal is either a soup and main course, or main course and a pudding. In addition to hot, pre-cooked elements of a meal there is also a range of salad dishes, cold sweets, sandwiches and bakery items.

What diets do the meals cater for?

The Meals Service caters for special dietary requirements, e.g., low fat/sugar, soft foods, medical and dietary requirements.

Minority ethnic requirements, e.g., Halal, are also catered for.

There is also the option of a vegetarian meal.

If you need to discuss your requirements in more detail, please contact the Meals Service.

All meals produced by the Meals Service meet the nutritional requirements recommended by the Caroline Walker Trust.