



Staffordshire  
County Council



Do you have difficulty  
preparing a hot meal?



We also provide this information:

- In other languages,
- In Braille,
- In large print,
- On audio cassette or CD, and
- In easy words and pictures.

Contact our helpline for this service on:

**01785 276900**

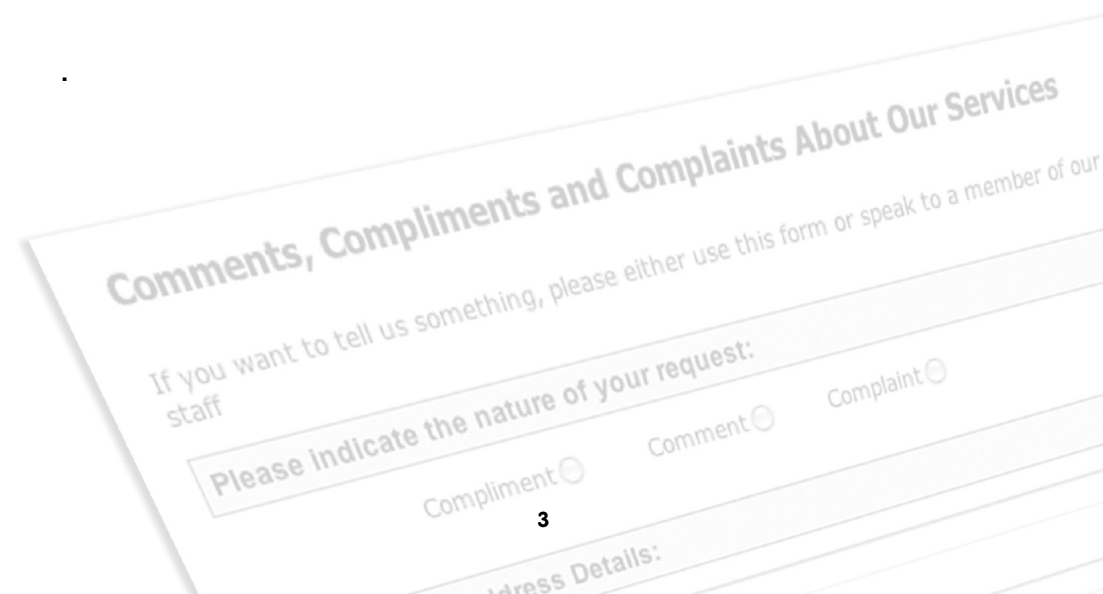
## cancelling meals

Please tell the driver or contact I-Care on (01543) 275015 if you will not be in on any of your delivery days.

This is really important because if you haven't told us you will be out and the driver gets no answer we may wonder if you are alright. If we can't contact you and are worried about your safety we may even ask the Police to help us get into your home to check on you.

## Compliments, Comments and Complaints

What you think about our services is important to us. So, if you have any comments to make you can fill in a comments form, its called 'Your Views about Social Care Services.' You can also fill in a form on our website at [www.staffordshire.gov.uk/health](http://www.staffordshire.gov.uk/health)



## Paying for the meals

We subsidise the cost of this service and you can either pay the driver each day or we can send you an invoice every month.

## Food safety

Hot meals may be kept warm in the oven on a low heat for up to an hour after delivery.

Frozen meals can be stored for 12 - 18 months in a deep freeze. You can also store them in the freezer cupboard of your fridge but you must follow the star rating on the meal packaging. These are:

- \* Store for one week
- \*\* Store for one month
- \*\*\* Store for three months
- \*\*\*\* Store for as long as recommended by the manufacturer

## How we can help

If you or someone you know has difficulty shopping and cooking for themselves, we can provide a meal delivery service at a small charge, to help you stay independent.

If you think this will help, contact your local office, details are on the back page. We will then arrange for a social worker to meet you at home to find out if this is the best service for you and which days you need a meal from us.

We cannot help everyone but we do try to provide services for people who are most in need, like those who are at serious risk of losing their independence.



# The Meal Delivery Service

## There are two types of service:

- A hot meal served at lunchtime to your home, ready to eat. Delivery is between 11am and 2pm
- Frozen meals delivered every two weeks which you can simply defrost and cook whenever you want to eat them.

Both hot and frozen meals consist of a main meal and dessert and special diets are available. Hot meals mean more regular deliveries which have the advantage of frequent monitoring of your welfare. Frozen meals give you more flexibility about when you eat your main meal.

**When you first meet the delivery driver they will show you their identity card.**

We use a private company to cook and deliver the meals so if you want a meal delivery more often than you have arranged with our social worker, you can do this directly with the company at their normal prices.

## More about hot meals

Hot meals can be provided every day of the week if necessary and will be based on how much help you need. A three week menu is available and you can choose between two main and two desserts each day. If this service is needed urgently the first meal can be delivered the day after the social worker visits.

## More about frozen meals

The delivery driver will give you a menu and order form and meals will be delivered every two weeks. You can order your meals with the driver as a delivery is made for the following fortnight. We may be able to loan you a small freezer and microwave oven if necessary. There is more to choose from on the frozen meal service.



## Social Care and Health offices

<b>Biddulph Area Office</b>	Tel: 01782 297810 Textphone: 07773 792322 Email: biddulph.socialservices@staffordshire.gov.uk
<b>Burntwood Area Office</b>	Tel: 01543 510410 Textphone: 07773 791907 Email: burntwood.socialservices@staffordshire.gov.uk
<b>Burton Area Office</b>	Tel: 01283 239888 (adults) Textphone: 07773 792327 Email: burton.socialservices@staffordshire.gov.uk
<b>Cannock Area Office</b>	Tel: 01543 510300 Textphone: 07773 792325 Email: cannock.socialservices@staffordshire.gov.uk
<b>Cheadle Area Office</b>	Tel: 01538 483800 Textphone: 07773 792322 Email: cheadle.socialservices@staffordshire.gov.uk
<b>Codsall Area Office</b>	Tel: 01902 434000 Textphone: 07773 792326 Email: codsall.socialservices@staffordshire.gov.uk
<b>Kidsgrove Area Office</b>	Tel: 01782 296705 Textphone: 07773 792324 Email: kidsgrove.socialservices@staffordshire.gov.uk
<b>Leek Area Office</b>	Tel: 01538 483112 Textphone: 07773 792322 Email: leek.socialservices@staffordshire.gov.uk
<b>Lichfield Area Office</b>	Tel: 01543 510800 Textphone: 07773 791907 Email: lichfield.socialservices@staffordshire.gov.uk
<b>Newcastle Area Office</b>	Tel: 01782 296005 Textphone: 07773 792324 Email: newcastle.socialservices@staffordshire.gov.uk
<b>Rugeley Area Office</b>	Tel: 01889 256016 Textphone: 07773 792325 Email: rugeley.socialservices@staffordshire.gov.uk
<b>Stafford Area Office</b>	Tel: 01785 276969 Textphone: 07773 792323 Email: staffordadults.socialservices@staffordshire.gov.uk
<b>Tamworth Area Office</b>	Tel: 01827 475506 Textphone: 07773 791907 Email: tamworth.socialservices@staffordshire.gov.uk
<b>Uttoxeter Area Office</b>	Tel: 01889 256300 Textphone: 07773 792327 Email: uttoxeter.socialservices@staffordshire.gov.uk

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**Meals on Wheels Team** Tel: 01785 277123 Fax: 01785 277004  
Email: mealsonwheels@staffordshire.gov.uk

**I-Care - Hot** Units 1-4, Lower Keys Business Park, Hednesford WS12 2FS  
Tel: 08456 041125 Fax: 01772 458343

**I-Care - Frozen** South Street, Ashton-under-Lyme, Lancashire, OL7 0PH  
Tel: 0161 330 0411 Fax: 0161 343 2193

