



Rhondda Cynon Taf Catering Services

Community Meals Service (Meals on Wheels)

Client Handbook

Community Meals Telephone Number: **01443 744150**

Email: mealsonwheels@rctcbc.gov.uk

www.rctcbc.gov.uk/catering



Welcome to Rhondda Cynon Taf's Community Meals Service

(Meals on Wheels)

The aim of our service is to assist you, the client, by providing a tasty, nutritious meal delivered directly to your door.

Standards of Service you can expect

All our meals are cooked on the day of delivery by trained chefs, using quality ingredients and in line with all Food Safety Standards and legislation.

Prepared locally from fresh and healthy ingredients, the two course meals are delivered between 11.30 am and 2.15 pm, seven days a week, to your door by our friendly uniformed staff.

Confused? Phone Janet or Lynne in Community Meals, we would love to hear from you.

Call Janet or Lynne - Community Meals

How to Start Using Community Meals

A number of clients are already enjoying the benefits of meals delivered to their home seven days a week. Why not ring Janet or Lynne on **01443 744150** to see if you're eligible.

Call us before 10.00 am, Monday to Friday and you could receive a hot meal that day.

The Community Meals office is very busy and sometimes we rely on our 24 hour answering machine, so please leave a message with your name and contact details. Janet or Lynne will always phone you back.



We Want Your Views on Our Service

Rhondda Cynon Taf Council's Community Meals Service aims to provide a high quality service and we would like to know if you have any concerns with the meals or the service delivery.

Please fill in an evaluation form and hand it back to your Community Meals driver.

Telephone Number: **01443 744150**

How much will I have to pay?

Costing just £2.70 a day, Community Meals is one of the ways in which we can help you maintain a healthy independent lifestyle and you won't have any pots and pans to clean up!

Please pay for your meals beforehand (for the week) preferably on your first day of delivery.

For example if you have meals every Tuesday, Thursday, Saturday and Sunday, please pay your Community Meals driver on the Tuesday for 4 meals = $4 \times £2.70 = £10.80$

If you have meals Monday to Sunday (7 days) please pay your Community Meals driver on the Monday for 7 meals = $7 \times £2.70 = £18.90$



Or we can bill you or a relative at the end of each month on our Statement Scheme.

Direct debit is not available at the moment.

Call Janet or Lynne - Community Meals

What You Should Know

You can have our meals as often as you want, for example if you want a meal delivered on Monday, Wednesday and Friday, or every day that's fine, (it's up to you how many days) we are very flexible. However, due to the sheer volume of meals that we have to deliver every day, the time that your meal is delivered will be subject to our delivery timetable for your area.



You can choose between a soup with roll and main meal or main meal and dessert for the same price of £2.70. Just let your Community Meals driver know your menu selection.

Let us know

If you do not require Community Meals on a specific day, please ring before 10.00 am (except Saturday and Sunday) to cancel. We charge for unauthorised returned meals.

What We Recommend

The meal is supplied hot and arrives in a special recycleable container with a filmed lid. We recommend that it must be eaten as soon as delivered to ensure quality and food safety.

Telephone Number: **01443 744150**

What if you are unable to be home for your meal delivery?

If the driver tries to deliver your meal and does not get a response he/she will naturally be concerned about your safety. He/she will inform the office who will try to make contact with family, friends or neighbours. If this is unsuccessful, we will, as a last resort, contact the emergency services. Therefore, it is important that you inform us if you are not going to be home to avoid any unnecessary concern.



We want your food to be safe to eat. This means that food must be kept at the correct temperature.

Our Community Meals drivers cannot leave your hot meal unless you are at home to receive it because it would not be safe to do so.

There is a risk the meal could be left for a number of hours at the wrong temperature, or tampered with.

Please help by letting us know, in advance, when you may not be at home so that we can make other arrangements. For example, we could arrange to send an extra cold meal on another day or cancel your meal.

Telephone Number: **01443 744150**



Community Meals Service

Contact Details

The Community Meals Office is open Monday to Friday
9.00am to 4.30pm.

Tŷ Trevithick, Abercynon, Mountain Ash CF45 4UQ

Email: mealsonwheels@rctcbc.gov.uk

Tel: 01443 744150 (24 hour answering machine.)

Please see the website for more information:
www.rhondda-cynon-taff.gov.uk

This document is available in Welsh upon request.

www.rctcbc.gov.uk/catering

