

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

DATE: 22nd NOVEMBER 2018

SUBJECT

MEALS ON WHEELS CUSTOMER EVALUATION REPORT

Purpose:

To evaluate the satisfaction levels of service users following the decision made by the Royal Voluntary Service (RVS) to end the meals on wheels service that they provide on behalf of the Local Authority. This information was requested by members at the Scrutiny Committee meeting held on 25th September 2018.

To consider and comment on the following issues:

Customer feedback in relation to the alternative arrangements following the cessation of meals on wheels service by the Royal Voluntary Service.

Reasons:

For the committee's Information as requested.

To be referred to the Executive Board / Council for decision: NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. J. Tremlett (Social Care & Health Portfolio Holder)

Directorate

Communities

Name of Head of Service/Report
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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

DATE: 22nd NOVEMBER, 2018

SUBJECT:

MEALS ON WHEELS PROVISION

The purpose of the report is to evaluate the satisfaction levels of service users with the alternative meal service delivery arrangements following the decision by the Royal Voluntary Service (RVS) to end the meals on wheels service.

The Council was advised by the RVS that it intended to withdraw from the provision of a Meals on Wheels service in both Carmarthenshire and Pembrokeshire. The service was to end no later than 31st October 2018.

From the initial list of 214 people, the department identified a total of 119 service users who were in receipt of a service from RVS and who would require a review of their current needs. The total number of reviews that were undertaken is broken down as follows:

Area	Number of service users
Amman & Gwendraeth	28
TTT	70
Llanelli	21

The service reviews have been undertaken in line with the preventative measures within the Health, Social Care and Wellbeing Act (2014).

The outcome of the reviews are as follows:

- 12 service users have had an amendment to their existing care and support plan and will therefore be subject to social work reviews.
- 5 service users had been admitted to hospital and would be contacted as part of their discharge if a review was required.
- 4 service users had been transferred to extra care/residential care and would not be contacted as their dietary needs were now being taken care of.
- 1 person had passed away since the process to move away from the current service arrangements had commenced.
- 10 service users required ongoing support and are in receipt of a service from the British Red Cross. The service provided includes heat a meal or social dining. This service commenced on 22/10/2018 over a 2 week phased basis. As this service had just started, service users will be consulted with in December to obtain their views.

- 87 service users were provided with a range of alternative options which included organisations offering the delivery of hot meals on a daily basis.

The list of options provided were (but not limited to) the following:

- ❖ Gwili café, Llandeilo (7 days a week meal service)
- ❖ Taf Hotel, Whitland (7 days a week meal service with the option of an evening snack)
- ❖ Black Ox, Abergwili (delivery of Sunday lunch)
- ❖ Salad Bowl, Carmarthen
- ❖ Tanerdy Garage, Carmarthen (delivery of groceries)
- ❖ Waverly, Carmarthen
- ❖ Cegin Myrddin, Carmarthen
- ❖ Emlyn Café, Tan y Groes
- ❖ Café Aryllyn, Gorslas
- ❖ Watkins Butchers, Tumble
- ❖ Fair Field Caterers (delivery of fresh chilled meals)
- ❖ Wiltshire Farm foods (delivery of frozen meals)
- ❖ On-line delivery services, Ammanford and Llanelli areas

The details of private businesses and organisations that could support the provision of meals in each locality was also provided to each service user.

As part of the review process, service users were also provided with the contact details of Llesiant Delta Wellbeing should their needs change.

The reviewing officers have tried to contact the 87 service users to ascertain their satisfaction levels with the alternative arrangements. The results are as follows:

- 73 of the 87 service users felt that they were managing and were satisfied with the new arrangements.
- 14 of the 87 service users could not be contacted; this would be followed up by the Reviewing officers during November/December.

While there were some initial concerns, the service evaluation exercise indicates that the majority of service users affected by the cessation of the meals on wheels service are managing and are satisfied with their alternative arrangements.

Further follow up work is planned later on in the year with those service users that could not be contacted or who are in receipt of a service from the British Red Cross.

Further work will be undertaken in the New Year as part of a wider preventative strategy and will inform our future commissioning arrangements.

DETAILED REPORT ATTACHED?

NO

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: N Edwards

Interim Head of Integrated Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: N Edwards

Interim Head of Integrated Services

1. Local Member(s) - N/A

2. Community / Town Council – N/A

3. Relevant Partners - N/A

4. Staff Side Representatives and other Organisations - N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THERE ARE NONE

Title of Document	File Ref No.	Locations that the papers are available for public inspection