

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

DATE: 25TH SEPTEMBER 2018

SUBJECT

MEALS ON WHEELS PROVISION

Purpose:

To inform and update members of progress made in connection with the meals on wheels service as requested by members at the Scrutiny Committee meeting held on 4th July, 2018.

To consider and comment on the following issues:

The review arrangements and outcomes achieved for each service user in receipt of meals on wheels provision.

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
Author:

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

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SUBJECT: MEALS ON WHEELS PROVISION

The purpose of the report is to update Members on the plan developed by the department in connection with the changes to the Meals on Wheels service so as to reassure Members that the needs of each and every service user throughout the county has been, and is being, considered and that the planning arrangements continue to run smoothly.

As previously noted, the Council was advised by the RVS that it intended to withdraw from the provision of a Meals on Wheels service in Carmarthenshire. The service was to end no later than October 2018.

In view of the fact that the department needed to review 214 individuals and the service was to finish by October 2018, the department allocated two officers to review the service users so that the review process could begin promptly. Service users would, therefore, be moved onto alternative services as soon as was considered appropriate. This was a pragmatic decision based on the total number of individuals requiring review.

The purpose of the review has been to assess the needs of each individual and offer various choices to the person. It has been also an opportunity in line with the new approach adopted by the department and the RVS to promote greater independence and social interaction for the individuals while developing, where possible, community based initiatives to support the individuals and their local communities.

The review process began in May in the Teifi Towy Taf locality ("3Ts" locality) and has now been completed in the localities of Aman/Gwendraeth and Llanelli.

The review process has been a person centred process that has identified with the service user and their family the most appropriate options for the person. The department is satisfied that for each of the service users reviewed, alternative arrangements have been made and individuals have been set up with safe and suitable arrangements. Notwithstanding some initial difficulties when reviewing individuals in the north west of the county, there has been very few concerns raised and the outcomes from the review have provided new and positive arrangements for service users. For example, people being serviced by local cafes with better choice of meals and at similar cost; people choosing Wiltshire Farm Foods, a service that delivers frozen meals countywide.

In general terms, based on the review outcomes, most individuals that were in receipt of a meals on wheels service have either said they would manage themselves, have accessed local business to assist with delivering a hot meal or chosen Wiltshire Farm Foods. Very few have required further RVS support.

In actual fact ,the remaining number of service users totals 17 people only and presently the department is in discussion with both RVS and third sector organisations to consider how best to meet those individuals' continuing needs. For example, those who require a visit to heat up their meal and enjoy companionship.

The position of the department is to assure itself that the each service user's needs have been carefully considered and that the outcomes specified have been fulfilled. We are confident that this has taken place and will continue to do so and that no one will not have been adequately catered for.

DETAILED REPORT ATTACHED ?	NO
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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