

Community Meals – A British Perspective

Scandinavia Building Bridges

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Is this still your perception of Meals on Wheels ?



Early deliveries ...



Mary–Ann (DDNA), Birgit (SDA) and Brit (NDA)??



Why do we need a meals service

- 25% of older people living in the community are malnourished.
- 71% of all older people are at risk of malnutrition. 95% Living in the community
- Upto 3 million people in the UK at risk of nutrition related illness

BAPEN Combating Malnutrition Report figures Feb 2009



Challenges facing MOW's

- **Cost control** *“fuel costs” “restructuring” “food price increases”*
- **Individual budgets / direct payments**
- **Ageing rural populations**
- **Clarity re: eligibility**
- **Communication** *“Accessing a suitable database across the region”*
- **Labour** – *incl volunteers*
- **Quality** *“Service users now have greater expectations”*
- **Marketing** *“Overcoming quality perceptions.”*
- **Green issues** *“Cost to the environment in terms of vehicles on the road.”*



A Recommended Minimum Standard for Community Meals

- Best value
- Production
- Nutrition
- Volunteers
- Transportation
- Customer care and quality assurance
- Environmental policy



A Recommended Minimum Standard

- Training and development
- Temperature controls
- Cultural, ethnic, religious and other diets
- Community meals contract technical specification checklist
- Working party members



A Recommended Minimum Standard

- Nutrition
 - Weight
 - Nutrient Content
- Customer Care & Quality Assurance



Safe & Well Checks

Checking on delivery ----

1. Is there any deterioration?
2. Did they respond normally to your greeting?
3. Are they getting dressed?
4. Are they more confused than usual?
5. Does the gas fire burn yellow or orange instead of blue?
6. Are there sooty stains on or above gas or solid fuel appliances?

Note: If the answer to 5 or 6 is 'yes', this may be an indication of carbon monoxide fumes.



Leeds – A case study

- Developing a seven day service.
- Pilot scheme many years of discussion
- 100,000 meals to 500 service users now
- Partially subsidized. Moving towards being an economic service



Leeds – A Case Study

- Kirklees – No hot service
- Bradford – 5 day hot service
- Wakefield – 7 day service volunteers
- Sheffield – Private hot service



Leeds – A case study

- How do we provide the service today ?



Regen vehicles – gas ovens



The Third Generation Regen Vehicle



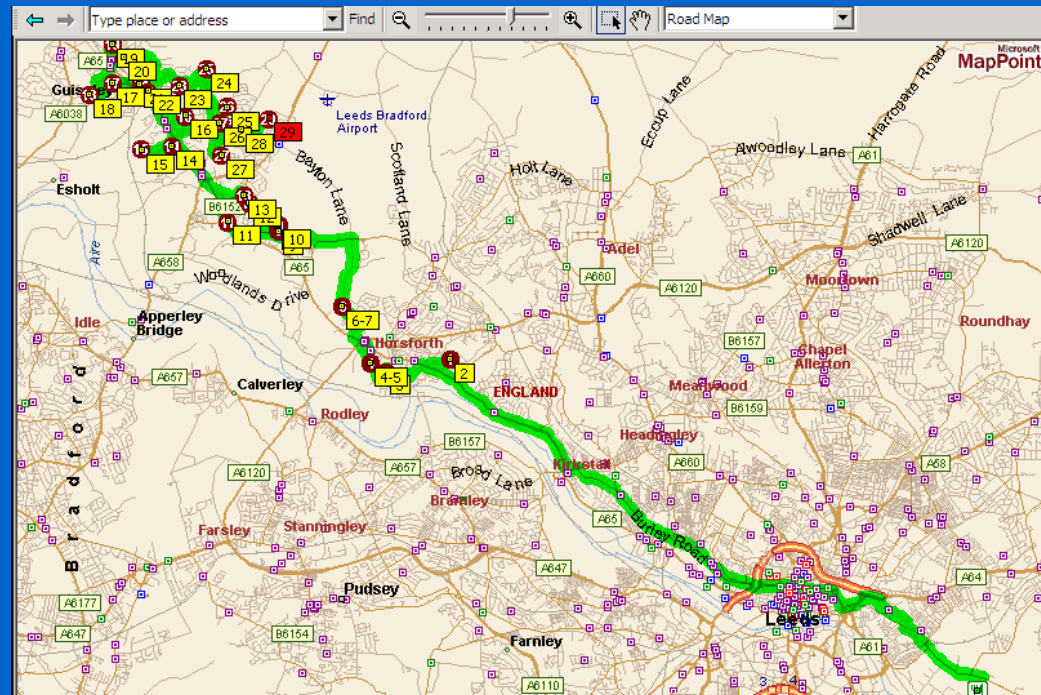
Other 3rd Generation developments

- No Electrical pre-journey hook up
- Touch screen driver information panel
- SD card data recorded for detailed analysis
- Extra on-board storage
- No External chimney or alterations to the van
- No on-board gas tanks & hazard stickers
- No Gastec approval costs



That's the practical delivery side

- Back office
- IT systems have developed bespoke to Meals Needs



Live updates

- This is the latest possibility
- A live update system from a remote handheld PDA, complete with a hip worn receipts printer



What else is the IT doing ...

- GPS tracking .. So you can locate where the driver takes a break!
- Bar code scanning ... matching the actual meal to the service user
- Electronic Service referrals .. Cutting service waiting time .. Freeing hospital bed space quicker!





Annual Event grown from a day to a week



Reasons for a Community Meals Service

- Increasing levels of malnutrition in the community
- Increased mortality, morbidity, length of stay and readmission to those admitted to hospital

Raise awareness of the link between nutrition and good health, & malnutrition can be prevented



Thank you & any questions?

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