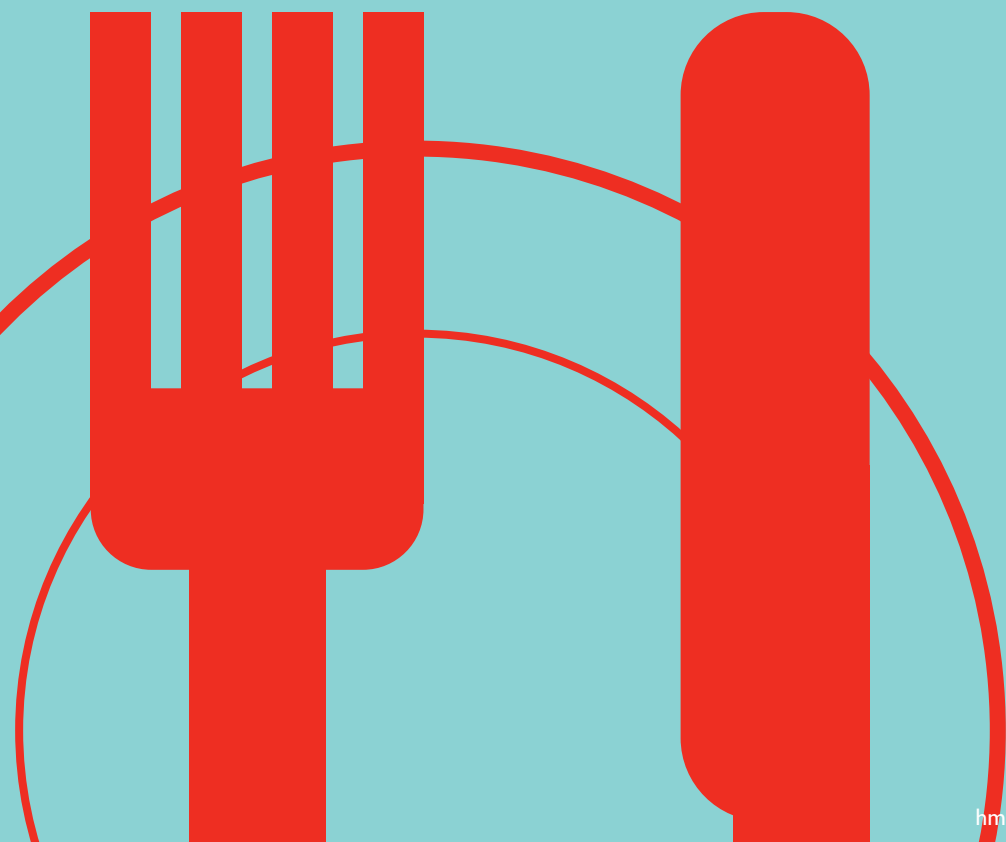


Joint Home Meals Service

Important information...



hms01/1107

If you want to...

- Cancel your meals
- Restart you meals
- Let us know that you are going into hospital
- Call us because your meal has not arrived, Monday to Friday (for weekends, please contact Sodexho Healthcare on ☎ 020 8804 6318 or 020 8804 6451)
- Call us for further information about the Home Meals Service

Please contact the Joint Home Meals Team on:

☎ 020 8379 2660

☎ 020 8379 2871

☎ 020 8379 2878

☎ 020 8379 2778

☎ 020 8379 2779

Open: Monday to Friday, 9am-5pm

Or write to:

Joint Home Meals Service
Enfield Council
Southgate Town Hall
Green Lanes
Palmers Green N13 4XD



The Home Meals Service

Enfield and Barnet Council, in partnership with Sodexo Healthcare, are able to arrange hot meals delivered to you every day. The Home Meals Service is for people who have no means of getting a hot meal and are unable to prepare or reheat their own meals. All meals consist of a main course and a hot or cold dessert.

The service is available 7 days a week or on the days you require meals. We will deliver your meals according to your assessed needs. The meals are delivered every day between 12 noon and 2pm.

The service operates all year round, 365 days a year.

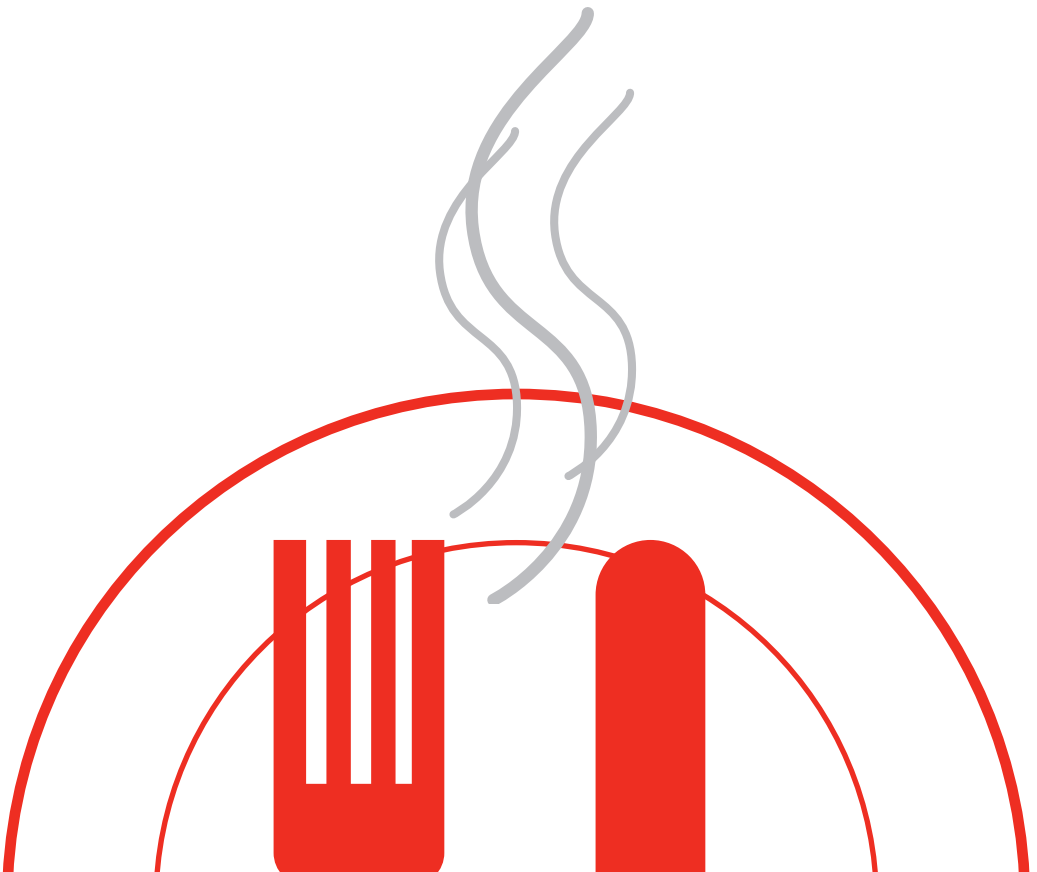
Important information

The meals should be eaten hot and as soon as they arrive. Please do not allow the meals to go cold and then re-heat, as this can lead to possible food poisoning.

Choice of hot meals

You will be given a menu so that you can choose your meal in advance. If you do not have a menu, the driver will give you a copy and help you select your meals.

There is a wide variety of meals to choose from to meet your cultural and dietary needs.



Ethnic, cultural and dietary needs

Sodexo supply a wide range of culturally appropriate meals including:

- African Caribbean
- Asian Halal
- Asian vegetarian
- Chinese
- Greek
- Gujarati
- Jain
- Kosher
- Polish
- Turkish.

Where possible, special meals can be provided to mark important cultural or religious festivals.

They are also able to provide diabetic, low salt, puréed meals or vegetarian meals. Please discuss your requirements with the person who is arranging the service for you.

You can make changes to your order at any time. Ask the driver who delivers your meal for assistance.

What to do if...

...you want to cancel your meals

If you know you are going to be away from home, please cancel your home meals service, just as you would stop the milk or papers being delivered.

For the hot meals service you must tell us **the day before you go away**. However, if you need to go out unexpectedly on the day a meal is due to be delivered, you must let us know **before 10am** so we can cancel your meal for that day. If you cancel your meal after 10am you will have to pay for your meal. However, it is important you inform us as soon as possible to enable us to alert the driver to avoid activating a 'No Reply' situation (see page 8).

For safety reasons, please do not leave a note outside of your premises, for example on the doorstep. Also, leaving a note on the doorstep is not sufficient as your meal will have already been prepared and delivered by the time the driver reads the note.

No charge will be made for a cancelled hot meal if we are told in time. However, you will be charged if you do not give us sufficient notice.

Please see the inside front cover for contact details.

...you want to re-start your meals

Either you, or a friend or relative needs to contact the home meals service when you want to re-start your meals. You must give us at least one days notice.

Please see the inside front cover for contact details.

...you go into hospital

Please give us as much warning as possible for stopping or re-starting your meals when you are admitted or discharged from hospital.

Please see the inside front cover for contact details.



...your meal does not arrive

Remember that hot meals are delivered between 12 noon and 2pm.

If your delivery is later than usual, it may be because the driver has been delayed - for example, due to traffic problems or because someone was not at home to receive their meal, so please be patient.

However, if your meal has not arrived within 30 minutes of the usual delivery time, please contact us and we will try to find out what has happened.

Please see the inside front cover for contact details.

If your hot meal does not arrive at the weekend, please contact Sodexo Healthcare on:

☎ **020 8804 6318** or **020 8804 6451**.



Payment

There is a charge for all meals provided by the home meals service.

See your new starter letter for prices.

A monthly invoice will be sent to you, or your relative or friend. Payment must be made as soon as you receive the invoice.



Making sure you are well

The driver has been instructed to deliver your meal to you in person. Delivery staff are not allowed to leave the meal in a box, on the doorstep, or with a neighbour.

Please do not ask the driver to leave the meal if you are not going to be there.

We need to make sure that you are safe and well when we deliver your meal.

If we do not hear from you or cannot gain access to your property and you have not previously cancelled your meal on a scheduled delivery day, we will activate the 'No Reply' procedure. This means that we will try to contact you and your next of kin to find out where you are. If this is unsuccessful we will contact the police who will be responsible for gaining access into your property to establish your well-being. This may mean damage to your property, so we only want to contact the police in an emergency.

To avoid the need to activate the 'No Reply' procedure, you may like to provide the Home Meal providers Sodexo with a key for your home. All keys are kept secure in a fireproof safe and are coded. There are secure company policy regulations regarding the issuing and returning of keys from drivers/escorts.

If you are not happy to provide a key, you may prefer to use a 'Key Safe'. The 'Key Safe' option is ideal for housing your keys safely and you set the code for the small safe that is screwed into a wall near your front door. The code is then shared with the Home Meals Team and providers.

If you have any questions regarding the 'No Reply' procedure or the issuing of keys or about 'Key Safes', please contact us.

Please see the inside front cover for contact details.



Contacting us

If you have any queries or comments, please contact us at:

 020 8379 2660


 020 8379 2871

 020 8379 2878

 020 8379 2778

 020 8379 2779

Or write to:

 Joint Home Meals Service
Enfield Council
Southgate Town Hall
Green Lanes
Palmers Green N13 4XD

Open Monday to Friday, 9am-5pm

Tell us what you think

It is important for us to know what we are doing well and what we need to improve.

If you have a comment, compliment or complaint regarding your Home Meals Service, please contact the Joint Home Meals Team in the first instance. Please see the inside front cover for contact details.

A booklet about our Comments, Compliments and Complaints Procedure is available from all Adult Social Services offices and libraries. To have a copy sent to you by post, please contact your respective council.

For Enfield Council, please contact ☎ 020 8379 1000 or email ssd.info@enfield.gov.uk.

For Barnet Council, please contact the Communication Officer on ☎ 020 8359 4579 or email adultsocialservices@barnet.gov.uk.

Information, advice and access to Adult Social Services

**For Enfield Council residents,
the contact details for the:**



Older Peoples Team

Physical Disabilities, Sensory Impairment and HIV Team

Swan Annexe

219-221 High Street

Enfield EN3 4DX


Learning Difficulties Team

2nd Floor, St Andrews Court

1-4 River Front

Enfield EN1 3SY

To contact any of these teams, please call the Customer Services Centre on:

	020 8379 1000
Fax	020 8379 6458
Textphone	020 8379 6551

For people with mental health problems, please contact your local Community Mental Health Team (CMHT):

Enfield Town / East Enfield CMHT

58-60 Silver Street

Enfield EN1 3EP

 **020 8379 4142 / 020 8379 3977**

Fax **020 8379 5094**

Open Mon-Fri 9am-5pm

North Southgate / South Southgate CMHT

Suffolk House, 451 Green Lanes

Palmers Green N13 4BS

 **020 8920 2000 / 020 8920 2050**

Fax **020 8920 2011**

Open Mon-Fri 9am-5pm

Edmonton CMHT


305-309 Fore Street

Edmonton N9 0PD

 **020 8887 0606**

Fax **020 8345 6947**

Open Mon-Fri 9am-5pm

If you need to contact Enfield Adult Social Services in an emergency outside office hours, please contact the Out-of-Hours Duty Social Worker on  **020 8379 1000**.


Website www.enfield.gov.uk.

For Barnet Council residents:



Services for older adults

Barnet House, 1255 High Road
Whetstone, London N20 0EJ

 020 8359 2440
Fax 020 8359 2570
Email olderadults.dutyteam@barnet.gov.uk


For adults with a physical or sensory impairment

Building 4, North London Business Park
Oakleigh Road South, London N11 1NP

 020 8359 4652 / 020 8359 6009
Fax 0870 889 6826 / 0870 889 6827
Email disabilities@barnet.gov.uk
Textphone 020 8359 6011
Typetalk 18002 020 8359 4652 / 18002 020 8359 6009

For adults with a learning disabilities

3rd Floor, 313 Ballards Lane
North Finchley, London N12 8LY

 020 8492 5460
Fax 020 8492 5468

Supporting People

- ☎ 020 8347 2223 (for people over 60 years)
- ☎ 0800 389 5225 (for Barnet Council tenants)
- ☎ 020 8343 6483 (for all other enquirers)
- Email supportingpeopleteam@barnet.gov.uk
- Website www.supportingpeople.barnet.gov.uk

Primary Mental Health Team

1st Floor, Berkley House
18-24 High Street, Edgware HA8 7RP

- ☎ 0845 389 2989
- Fax 020 8731 2201

If you need to contact Barnet Adult Social Services in an emergency outside office hours, please contact the Out-of-Hours Duty Social Worker on ☎ 020 8359 2000.
Website www.barnet.gov.uk.

Access to Records

Under the Data Protection Act 1998 you are entitled to know what personal social care information Adult Social Services holds about you, what the information is used for, and who this information is shared with. Both Enfield and Barnet Council have produced a policy to help social workers and other social care staff to record information in the best possible way.

A leaflet about accessing your personal social care information explains the reasons for the policy, why social care records are kept and how you can see them.

The leaflet is available from all Adult Social Services offices and libraries. To have a copy sent to you by post, please contact your respective council.

For Enfield Council, please contact ☎ 020 8379 1000 or email ssd.info@enfield.gov.uk.

For Barnet Council, please contact the Communication Officer on ☎ 020 8359 4579 or email adultsocialservices@barnet.gov.uk.

Help us to help you

Do you think we could improve this leaflet?

Please use this space to tell us what you thought of this leaflet.

Very helpful Helpful Unhelpful
(Please tell us why)

Easy to understand Difficult to understand
(Please tell us why)

Please use this space for other comments you have about the ways in which we could improve this leaflet.

Please return this slip to:

Communications Officer, Health and Adult Social Care
Enfield Council, FREEPOST NW5036
Civic Centre, Enfield EN1 3BR

hms01/1107



To get a copy of this in your language, please tick one box , write your name and address and send this to the address shown.

Si aad u hesho nuqul ama koobi luqaddaada ku qoran fadlan hal sanduuq sax , oo soo qor magacaaga iyo cinwaankaaga dibna ugu soo dir cinwaanka hoosta lagu muujiyey.

Somali

Që të merni një kopje të kësaj në gjuhën tuaj, ju lutem shënoje shenjën në një katror , shakruajeni emrin dhe adresën tuaj dhe e dërgoni këtë në adresën e paraqitur

Albanian

Bu belgenin kendi dilinizde bir örneğini edinmek için kutulardan birini işaretleyiniz, adınızı ve adresinizi yazdıktan sonra aşağıdaki adrese yollayınız.

Turkish

এটির একটি কপি আপনার নিজের ভাষায় পেতে চাইলে অনুগ্রহ করে একটি বাক্সে টিক চিহ্ন দিন , আপনার নাম ও ঠিকানা লিখুন এবং এটি উল্লেখিত ঠিকানায় পাঠিয়ে দিন।

Bengali

Pour obtenir un exemplaire de ce document dans votre langue, il vous suffit de cocher la case indiquée , de préciser vos nom et adresse et de renvoyer le tout à l'adresse indiquée

French

Aby otrzymać egzemplarz w swoim języku, należy zaznaczyć to w odpowiedniej kratce , podać imię i nazwisko oraz swój adres i wysłać zamówienie na wskazany tu adres.

Polish

برای دریافت نسخه ای از این جزوه بزبان خود، لطفا يك خانه را علامت زده و با ذکر نام و نشانی خود آنرا به نشانی مندرج ارسال دارید .

Farsi

Για να αποκτήσετε αντίγραφο στη γλώσσα σας, σημειώστε το αντίστοιχο κουτάκι με , γράψτε το ονοματεπώνυμο και τη διεύθυνσή σας και στείλτε το παρόν στην παρακάτω διεύθυνση

Greek

Pentru a putea obține această copie în limba dvs. vă rugăm să bifați în locul prevăzut , să indicați numele și adresa dvs. și să expediați aceasta la adresa indicată.

Romanian

Other language or format

Tape

CD

Braille

Large Print

Your name:

Address:



Please return to: Communications Officer, Health and Adult Social Care, Enfield Council, FREEPOST NW5036, Civic Centre, Enfield EN1 3BR