



### Factsheet 5: Community Catering Meals on Wheels FAQ

#### Can anyone get Meals on Wheels?

*The service is available to any older person who wants / needs a home delivered meal. Whilst the service is mainly used by older people we also support younger people who have a nutritional need and that cannot meet that need themselves. For example; people undergoing treatment for cancer, people recovering from an illness, adults with an intellectual or a physical disability. If you or someone you are caring for could benefit from the service, please call and discuss it with our staff.*

#### Can I try the service with no commitment?

*Yes, you can and we encourage people to do this. We can arrange for a meal to be sent out to you and then you can decide if you would like to continue with the service.*

#### Where do you deliver?

*Across Galway city and parts of Oranmore/Maree and Claregalway.*

#### How much does the service cost?

*It costs €7 for a soup and main course or main course and dessert.*

#### How do I pay?

*We have lots of options as to how you can pay. You can (a) set up a direct debit or (b) a standing order. We also take (c) debit or credit card payments online or over the phone at 091 700800*

#### How do I get referred, can I call Meals on Wheels myself?

*Yes, you can refer yourself by calling 091 700800 and talking to staff. Staff will go through some basic questions with you; age, address, contact details, next of kin, meal preferences, likes and dislikes, any medically related dietary requirements, preferred payment method etc. Your public health nurse, GP, or the hospital can also make the referral as can a family member or carer.*

#### Is there a waiting list?

*We don't have a waiting list. If you call us, you can come on service the next day.*

#### Menu choice- are the meals all the same? I have diabetes & my husband has had a stroke and needs his food soft texture.

*We offer a wide choice of meal options and we cater for a range of medically related dietary requirements and texture modified meals.*

## Information & Advocacy Support 2018



**I don't like traditional meat, spuds and two veg - are there other options?**

*We do have ethnic dishes; curry, pasta and rice dishes. We also offer vegetarian options and have a fish dish available daily.*

**I don't like my meal in the middle of the day - will the service suit me?**

*Our meals are delivered chilled, so you can heat them up at a time you prefer to eat. That means you can enjoy them whenever it suits you. Meals are made fresh each day and blast chilled. This ensures food safety and maintains the nutritional value at the highest level.*

**What if I'm not at home when the meal arrives?**

*If you are not in when our driver calls there are a couple of options. When you come on service we will ask you if there is a neighbour/family nearby where we can deliver the meal. Alternatively, if you have a lock box our driver can leave your meal in your fridge. The other option is to have a couple of dinners delivered at a time - ensuring one for the next day. To ensure food safety meals can't be left on windowsills/porches etc.*

**I only want it for when I come out of hospital- is that possible?**

People use our service as they need or want to. That can be every day, a couple of days per week or for a short period of time following an illness or when family or a carer is away. We understand that needs change over time so our service is flexible.

**I can't afford to pay- can I still get the meals?**

*The service is available even if an older person cannot afford it. We offer reduced cost meals, or in a small number of cases we will cover the full cost of meals where someone cannot pay but needs nutritional support and cannot manage this themselves or where they have no support available to them. This is assessed on a case by case basis and is usually done in consultation with the older person's social worker.*

**Are your volunteers Garda vetted?**

*All our volunteers are Garda vetted and have to provide two references which are checked and verified.*

**To order a meal or find out more about the service phone us on**

- **091 700800**
- or email [fgillespie@copegalway.ie](mailto:fgillespie@copegalway.ie)
- Our address is: Community Catering, Unit 5, Ballybane Industrial Estate, Galway.

