

How are comments, complaints or compliments about the service made?

Renfrewshire Health and Social Care Partnership welcomes feedback on any aspect of Care at Home Services from service users, or anyone acting on a service users behalf.

Comments, complaints or compliments about the service can be made by telephoning the community meals office number listed below

0141 618 2866

or by writing to:

The Complaints Officer, Renfrewshire HSCP Head Office

3rd Floor, Renfrewshire House, Cotton Street, Paisley PA1 1AL

Email: RenfrewshireHSCP.Complaints@ggc.scot.nhs.uk

Web: www.renfrewshire.hscp.scot

You can also discuss any complaints with:

Care Inspectorate, Renfrewshire House, Cotton Street, Paisley, PA1 1WB

We will deal with your comment or complaint quickly and efficiently. If you are not happy with how we have dealt with your complaint, you can contact the Scottish Public Service Ombudsman within one year of making your first complaint. The Scottish Public Service Ombudsman will not normally accept your complaint until you have been through our complaints procedure.

You can contact them at:

The Scottish Public Services Ombudsman,

Bridgeside House

99 McDonald Road

Edinburgh

EH7 4NS

Phone **0800 377 7330**

Email: ask@spsso.org.uk



Renfrewshire
Health & Social Care
Partnership



Community Meals Service

Aims and Objectives

Renfrewshire HSCP Care at Home Community Meals Service aims to support individuals in maintaining their independence within the community by providing hot and cold nutritious meals delivered to your door.

The service will be sensitive and responsive to the race, culture, religion, age disability vulnerability gender and sexuality of the people receiving the service.

Renfrewshire HSCP Community Meals Service is a member of the National Association of Care Catering.

Our Service Objectives

Renfrewshire HSCPs aim is to offer high quality hot and cold meals twice a day 365 days per year to a wide range of people to allow them as part of their care package and support to live safely and independently within their own home.

Referrals

Referrals can be made through ASeRT on **0300 300 1380** by Family / Self Referrals or through Hospital Discharge.

Our Meals

Hot or cold meals are available for delivery twice a day between the hours of 11.45–1.45 and 3.45–6.15pm.

You can choose whether you receive your hot meal at lunch or tea time.

Community meals can cater for special dieting needs i.e.

- soft diet
- gluten free
- allergies
- diabetes
- vegetarian
- pureed

If you are admitted to hospital your meal service will be cancelled if your stay in hospital is for more than four weeks.

The cost for a Community Meals is **£2.62** per meal.

Drivers will report any concerns regarding clients as the Community Meals Service is also a welfare check.

No Access

If for whatever reason you require to cancel your Community Meals on a short term basis i.e. for one day, you are required to give 24 hours notice otherwise a charge may be applied.

If your not going to be in please contact us on

0141 618 2866

If the Community Meals driver delivers your meal and you are not at home, we are unable to leave your meal. This delivery will still be chargeable.

Community Meals Service telephone number is **0141 618 2866**.

Cancellation/withdrawal of Community Meal

If Community Meals are no longer required you can inform your:

- Social worker
- Adult service coordinator
- Service coordinator
- Community meals staff