

Frequently Asked Questions

1. Who can get the service?

Before you can receive community meals, a Social Worker from Adult Services will come and see you. They will ask questions, carefully and sensitively, about your circumstances to find out if you are eligible for the service. They will determine the level of service required, it can be up to seven days a week if necessary. This is called an assessment.

2. What if you are going to be out?

If you have a hospital or doctor's appointment, or you are going to be out for whatever reason, please let us know that you do not need a meal preferably before 9.30am Monday to Friday. You can either tell the driver, telephone 0113 247 8577 or email mealsathome@leeds.gov.uk

Please remember we do need to know if you are going to be out. If we cannot deliver your meal, we have to contact your relatives, friends or neighbours to make sure nothing has happened to you.

3. What if I do not like certain foods?

You can tell us and we will tailor the menu to suit your tastes, our aim is for you to enjoy your meals.

4. What if you have special dietary needs?

If you have any special dietary needs, we will try to provide an alternative meal. For example, you may be a diabetic or be allergic to certain foods.

5. If I order a frozen meal can you tell me what to expect and when?

Meals are provided to individuals living in their homes who are unable to prepare meals for themselves because of illness or disability to enable them to sustain independent living. Or for our Yorkshire CM customers, simply for people with little time to prepare food and who want to pursue other activities with the time saved on cooking.

The meal will consist of a main and sweet of your choice from the menu sheets. All customers will receive one delivery every 14 days. The meals assistant will store the food for you ensuring the stock is rotated for maximum freshness. Once a delivery day has been agreed meals will be delivered on the same day each fortnight between 8.30am and 2.30pm.

6. What will you have to pay?

The cost of the meal is £3.00 per day for a hot main meal, and £1.90 for a cold snack /tea meal.

7. How can you pay?

For the hot meals service you will be invoiced monthly and then pay by cheque, arrangements can be made for your invoices to be sent to relatives for payment if you have difficulties dealing with finances.

For the frozen service you can pay the meals assistant upon delivery by cash or cheque, or arrange for a monthly invoice to be sent.

8. What if you have more questions?

Please do not hesitate to contact mealsathome@leeds.gov.uk for further information.