

Appendix 5 – Darlington Model

Darlington Borough Council

Ready Meals

Preparing meals can be difficult for some people because they experience problems shopping or preparing food. There are a range of services that can support people with meals.

Hot Meals Delivery

If you find it difficult to prepare a hot main meal for yourself, a number of providers deliver hot meals to your home. Contact the provider directly for more information and prices. Darlington Borough Council currently have a contract with the following provider but there are other providers in the area.

Moorlands Care Home

57-61 Stanhope Road North, Darlington, DL3 7AP
Telephone - 01325 353592

If there is a public house, restaurant or fish shop close to your home, they may be able provide a hot meal delivery service. You will need to contact them directly for more information.

Frozen Ready Meals

If you have difficulty preparing food, but you are able to use an oven or microwave you could look at buying frozen meals.

Frozen ready meals can be bought from any supermarket, or you could consider buying frozen ready meals that are delivered to your home. You would need a small freezer to store these.

Darlington Borough Council currently have a contract with the following provider but there are other providers in the area.

Wiltshire Farm Foods

Unit 9D, Prospect Road, Crook, County Durham, DL15 8JL

Telephone: 01388 765500

Freephone 0800 773773

E-mail durham@wiltshirefarmfoods.co.uk or visit the [Wiltshire Farm Foods website](http://www.wiltshirefarmfoods.co.uk) [external link]

You can contact any of the organisations direct but if you are still unsure, [contact Adult Social Care](#), who will be able to advise you.

Shopping

A number of supermarket chains now provide a delivery service. There is a small charge for this on top of your grocery bill but it can be an invaluable service if you are having difficulty getting out of the house.

If you are able to get to the supermarket but have difficulty navigating your way around or reaching shelves, some supermarkets offer support from their staff to help with this. You will need to contact the supermarket directly to arrange this.

Support to go to the shops

WRVS volunteers can assist older and disabled people who need support to help them maintain their independence.

WRVS, Unit 1Q, Enterprise House, Valley Street North, Darlington, DL1 1GY
Telephone: 01325 366682 or visit the [WRVS website](#) [external link]

Someone to help you

If you are having problems preparing or cooking meals for yourself there are services available to support you with this.

What is available?

Support to help you prepare and cook meals can be provided if you feel you require it. You can contact Adult Social Care who can assist with an assessment to help determine what support you may need.

You can find out [more information about the assessment process](#)

How much does it cost?

There may be a cost for your services. This will depend on the type and amount of support you receive.

Can I get help with the cost?

To see if you can get help towards the cost of your care, a financial assessment will need to be carried out. You can find out [more information on the financial assessment](#)

Other ways to get support

There are a number of options available for you to choose how the support you need is provided.

Personal Budgets are available to people who have been assessed as requiring a support package. You can find more information on the [Personal Budgets webpages](#)

[Get in touch with us](#)

Useful contacts

Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Telephone: 03000 616161

Fax: 03000 616172

Email: enquiries@cqc.org.uk or visit the [website](#) [external link]

Walsall Signposting List

Meals and shopping services

- Luncheon clubs
 - African Caribbean Lunch Club Sugar and Spice
 - 17 Wednesbury Road Walsall WS1 3RU, Telephone 01922 616996
 - Lunch costs from: £3.00 including dessert
 - Aldridge Methodist Lunch Club – next to Morrisons
 - Meets Wednesday from 11.45 for coffee, cost £2.00
 - Contact Mary Vass – 01922 457966
 - Beacon Centre Lunch Club
 - Collingwood Drive Great Barr B43 7JL, Telephone 0121 693 7552
 - Tuesday, Wednesday and Thursday, Lunch costs from: £3.50 including dessert
 - Bloxwich Community Partnership
 - Blakenhall Community Centre Stoney Lane Little Bloxwich WS3 3 DW, Telephone 01922 712069
 - Lunch Club Monday – Thursday, Costs from: £2.50 including dessert plus 50p membership fees
 - Brownhills & Walsall Wood Fellowship
 - Beacon Way Walsall Wood, Walsall WS9 9HZ
 - Friendly luncheon club every Friday 11.30am to 1.15pm
 - 2 course meal with 2 cups of tea/coffee - cost £4.00
 - The centre has easy access with no steps, caters for the disabled
 - Collingwood Community Centre
 - Collingwood Drive, Pheasey, Birmingham B43 7NF, Telephone 0121 360 1484
 - Monday and Friday, Lunch costs from: £3.50 including dessert
 - Darlaston All Active
 - 75 Willenhall Road, Darlaston WS10 8JG
 - Telephone 0121 568 6144 / 07760116330
 - website www.darlastonallactive
 - Now hosting lunch clubs for the community offering 2 course hot healthy meal for £4.20
 - every Tuesday And Thursday from 10.00am to 2.00pm
 - Frank F Harrison Lunch Club
 - Beechdale Lifelong Learning Centre, Stephenson Square, Walsall WS2 7DY, Telephone 01922 746967
 - Monday and Friday, Lunch costs from: £2.20 including dessert
- Meal delivery services
 - [Banquet in a Box](#)
 - Eatso 01922 694222
 - [Oakhouse Foods](#)
 - Snack Attack 01922 616991
 - [Taste for life](#)
 - [Wiltshire Farm Foods](#)
- Shopping delivery services
 - [Asda](#)
 - [Ocado](#)
 - [Sainsburys](#)
 - [Tesco](#)

Dagenham & Barking

Ready meals

If you are having difficulty making your own meals at home, you can have meals delivered. There are different ways you can do this and we have listed some choices below. You can make your own arrangements or if you need help arranging meal delivery we can help you with this.

Please note this is not a list of council approved meal suppliers and it is not a comprehensive list.

This is just information on some of the options available you might wish to choose.

The information contained in this document is correct as of May 2012.

Delivered prepared meals

Havering Catering Services

Havering Catering Services provide a range of nutritious hot meals and cold snacks delivered to your door. This service can accommodate most dietary requirements. Their staff has been Criminal Record Bureau (CRB) cleared and are trained in the care of elderly people or those with special needs and know how to deal with emergencies.

A delivered hot meal costs £4.99 for two courses. A tea time snack with the hot meal can also be delivered for an extra £1.55. A frozen meal delivery service is also available at a price of £3.35 for two courses. For the frozen meal service a minimum of 10 meals needs to be ordered and frequency of delivery is fortnightly.

Telephone: 01708 479 343

JOYC Premier EATs

Delicious contemporary cuisine with African mouth-watering flavours and tastes, catering and hospitality services based in Dagenham. There are healthier options hot and cold for most dietary requirements. All non-vegetable dishes are made with halal meat products.

Meals prices are £7.00 which includes a fresh hot meal, dessert and a drink; choice of set meals, bowl dishes and pick 'n' mix. Enquire about free tasting sessions.

Product sourcing and environmentally responsible as well as supporting young people and unemployed through work experience and apprentice programmes. Delivery is at no cost locally.

Telephone: 07508 574 237

Peas 'n' Love: Real soul food

Caribbean food including main meals of curry, jerk chicken and stew as well as snacks.

On average a small meal is £5 and a large meal is £6.50. The service is offering a discount of £2.00 off a small meal and £2.50 off a large meal as well as Bulla cake at £1.00 a slice. Prices include delivery.

Telephone: 0203 601 2719 or 0793 941 55222

Randy's Delight

Randy's Delight is a catering service based in Barking, providing preparation and delivery of hot and cold food meals for any dietary requirement. Delivery is free in the Barking area.

Telephone: 07980 168 366

Delivered frozen meals**Cook**

Cook delivers higher quality frozen meals. They use the same ingredients and techniques you would at home so everything looks and tastes homemade. Cook offer a variety of ready prepared meals to heat from frozen in a microwave or conventional oven delivered to your door.

Orders need to be placed over the internet (minimum delivery order £35).

Website: www.cookfood.net

Oakhouse Foods

Oakhouse Foods deliver freshly frozen ready meals, prices start from £1.65. They also offer delivery of everyday groceries and practical aids for independent living. Locally based drivers will bring the order to your door on a regular delivery day and are happy to put the order straight into the freezer if required.

Telephone: 01708 688 644 (Romford)

Website: www.oakhousefoods.co.uk

Wiltshire Farm Foods

Wiltshire Farm Foods offer frozen ready meal and desserts with free delivery. Meals delivered and unpacked for you if required. There are options available for relatives to purchase meals on your behalf.

Telephone: 01268 591 007 (Rayleigh) or 01268 288 887 (Basildon)

Website: www.wiltshirefarmfoods.com

Assistance with shopping

If you are able to prepare your own meals but are unable to get out there are a number of services that can assist you with your shopping.

The Independent Living Agency

The Independent Living Agency offers tailor made domestic services. With prices starting from £11.25 per hour staff can help with your shopping, collect medication, withdraw pensions or allowances, pay rent and/or bills, clean your home and much more. You chose what you want the worker to do and when you want it done.

You can pay by monthly invoice, cash to your worker on the day or by using your Personal Budget

Telephone: 020 8593 6677

Website: <http://www.independentlivingagency.org>

Email: independentlivingagency@btconnect.com

Pomelo Care

Pomelo Care (part of Age Concern Havering) offers a shopping service. Staff can help with shopping, putting shopping away, cleaning and other domestic services and are flexible around the needs of the individual and can support daily or weekly.

The cost of the service is £15 per hour.

Telephone: 020 8517 6749

Website: www.ageconcernhaverling.org.uk

Supermarkets

Most major supermarkets offer a home delivery service. Please check their website or ask in-store for further information.

Options to eat with others**Harmony House, Baden Powell Close, Dagenham RM9 6XN**

Hot and cold food is prepared every weekday from 12:00pm – 2:00pm at Harmony House.

Differing dietary requirements can be catered for with advance notice. Prices start from £2.95.

Telephone: 020 8526 8200.

Kingsley Hall Church Centre, Parsloes Avenue, Dagenham, Essex RM9 5NB

Hot meals are prepared every weekday at Kingsley Hall. The price of a meal is £4.00 which includes a fresh hot meal, dessert and a drink. There are vegetarian options available upon request. The meal needs to be booked the day before by contacting Kingsley Hall on the telephone.

Telephone: 020 8593 3663.

Please note that the Council does not pay for any of these services

Food venues offering discounts for older people

There are many places serving food in Barking and Dagenham that offer discounts to older

people. Some discounts apply all the time and other offers are available during certain days of the week or times.

Below is a list of venues; information includes the venue name, the offer and contact information. The information contained in this document is correct as of May 2012.

1. Becontree Heath Leisure Centre, Althorne Way, RM10 7FH

People over 60 are able to access the boroughs leisure facilities free of charge. Elderberries sessions are for people over 50. At certain times, vouchers are given out for free food and discounts at the leisure centre café. Telephone: 020 8227 3338

2. McDowell's Heath Pie Shop, 696 Becontree Avenue, RM8 3HD

Older people special on Wednesday: pie, mash and a drink for £2.70. Home delivery is available. Telephone: 020 8592 1091

3. Five Elm's Café, 309 Wood Lane, RM8 3NH

They serve a range of café food. Every day between 2pm-4pm older people can have a roast dinner and tea or coffee for £4

Telephone: 020 8984 8627

4. Royal Dolphin Fish Bar, 295 Wood Lane, RM8 3NH

Older people's offer: cod and chips £3. Eat in and take away. It is closed on Sunday.

Telephone: 020 8595 6670

5. Eden Fresh, 263 Heathway, RM9 5AQ

They serve a range of cheap sandwiches and jacket potatoes.

Telephone: 020 8590 2027

6. Roy's Pie and Mash, 3 Station Parade, Heathway, RM9 5AW

Older people's offer on Wednesday: pie, mash and a drink for £3.

Telephone: 020 8593 63226

7. China House, 147 Broad Street, RM10 9HX

Offers older people 10% discount for (takeaway only).

Telephone: 020 8592 4688

8. Chez Sanlin Café, 515 Gale Street, RM9 4TP

They offer a range of hot and cold food. Full English breakfast with free tea and coffee and they offer evening meals with free delivery for older people in the Barking area. On Thursday there are discounted prices for older people.

Telephone: 020 8517 0099

9. Upney Fish Bar, 7 Edgefield Avenue, IG11 9JP

A 'Baby Size' portion is available for £3.50. 10% discounts on bulk orders and for regular customers (takeaway only).

Telephone: 020 8507 9379

10. Brooke Pie and Mash, 833 Dagenham Road, RM10 7UP

Older people offer on Tuesday: £1.95 for pie and mash when eating in. Home delivery available.

Telephone: 020 8593 5039

11. Mirch Masala, 7-13 Goodmayes Road, IG3 9UH

Indian restaurant, halal approved. Offering 20% discount to older people.

Telephone: 020 8590 2505

12. Dream Café and Restaurant, 1094 High Street, RM6 4AB

They serve breakfast, lunch and dinners. 10% discount for older people.

13. The Brothers Fish Bar, 9-11 Station Road, RM6 4BE

Older people offer: chips, cod, salad and buttered roll and a drink for £4.50.

Telephone: 020 8590 0118

14. Moby Dick, Whalebone Lane North, RM6 6QU

They serve carveries and other pub food. Offers a Diamond Club for people over 50, join for free and access a range of discounts.

Telephone: 020 8590 95247

15. Couleur Café – 5 Station Parade, IG11 8TU

There are discounts for older people on Tuesday, Wednesday and Thursday.

Telephone: 020 8507 8632

16. To To Kitchen, 37 Longbridge Road, IG11 8TN

This is a Chinese takeaway. There is a lunch time offer on a meal for one for £3.50, value meals and discounts for regular customers.

Telephone: 020 8594 1426

17. Nando's, The Odeon, Longbridge Road, IG11 8RU

Portuguese chicken. They offer a 20% discount for older people.

Telephone: 020 8507 0795

18. Café Aroma, Vicarage Field, Ripple Road, IG11 8DQ

Offering 15% discount for older people, benefits for regular customers.

Telephone: 020 8591 6338

19. Munchies Chicken and Pizza, 32 Ripple Road, IG11 7PG

There are small discounts for older people, 20p off meals.

Telephone: 020 8507 9694

20. Spotted Dog, 15 Longbridge Road, IG11 8TN

They serve traditional English pub meals. They are developing an older people menu available Monday to Wednesday 12pm – 2pm.

Telephone: 020 8594 022

J D Wetherspoon

Offer great value food and have themed days with cut price – Tuesday is Steak Club, Thursday is Curry Club and Sunday Club offers a range of cheap roast options. There are three locations in the borough.

21. The Lord Denman, 270-272 Heathway, RM10 8QS

Telephone: 020 8984 8590

22. The Eva Hart, 1128 High Road, Chadwell Heath, RM6 4AH

Telephone: 020 8597 10698

23. The Barking Dog, 61 Station Parade, IG11 8TU.

Telephone: 020 8507 9109

A map detailing the locations of these venues is available on the webpage

<http://adultsocialcare.lbdd.gov.uk/i-need-help-with/living-at-home/preparing-meals/readymeals.aspx>