

Implementation of the Community Nutrition Strategy

Safe and Healthy People Select Committee
Wednesday 30th April 2014

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Head of Older People's Wellbeing Team

**“ Good nutrition is not just about food and
meals, but about people, warmth and
social inclusion.”**

The ILC UK report Personalisation, Nutrition and Community, Meals, March 2010

Prevalence of Malnutrition

- Around 30% of older people admitted to acute hospitals
- 30-42% recently admitted to care homes
- 10 -14% of the 700,000 people living in sheltered accommodation
- 14% of older people are at risk of malnutrition

(Malnutrition Task Force)

Eating well—living well Community Nutrition Strategy for Older People in Hampshire 2011- 2014



Principles of the Community Nutrition Strategy

- Good nutrition for older people is an integral part of the prevention and early intervention work stream of Adult Services.
- Recognition of the social and economic value of supporting older people to remain independent in their own homes with a good nutritional status.
- Raise awareness of the need for good nutrition amongst older people and those working with older people to prevent decline in their health and well-being.
- Provide a variety of opportunities for older people to access a nutritionally balanced diet, both in their own homes and in social settings, and to promote the importance of meal times in reducing social isolation and loneliness.

Community Meals Service

- Meals on wheels service
- Food and Friendship service

Meals on Wheels



- Provider – apetito from April 1st 2013
- Available 365 days a year across the county
- Subsidised cost £3.60
- Delivery window 11.30 – 1.45pm
- A **hot** main course and pudding – menu each day

Meals on Wheels

- Health and wellbeing checks carried out by delivery driver
- Available to clients who meet our eligibility criteria (HCC Social workers only can request delivery 24 hours for hospital discharge)
- Request using online form or phone call
- Phone before 10am and order/cancel for the day

Criteria for meals on wheels

55 years of age or older and at least one of the following criteria:-

- you are struggling to cook for yourself
- you have just come out of hospital
- you are a carer or relative who needs a break from cooking
- you are feeling unwell, either physically or mentally
- you can't get out to the shops

Afternoon Teas



- Afternoon teas available
- Cost £3.50 (not subsidised by HCC)
- Launched November 2013
- Delivered with mid day hot meal
- Includes –sandwich, savoury pastry, fruit, piece of cake and fruit drink



Practical arrangements

- County Coordinator funded by HCC, contracted to Age Concern Hampshire
- Local voluntary groups recruited to provide local Food & Friendship volunteer “befrienders”
- Districts/boroughs meet cost of their visits (excl. New Forest)



- Provides regular volunteer visits around lunchtime or tea time for at least half an hour
- Available only to Meals on Wheels customers
- To help to reduce loneliness and offering a chance to chat
- Volunteer can encourage “eat well to stay well” and good nutrition.

April 2013- March 2014

	Customers April 8 th 2013		Customers March 31 st 2014		Total meals April 8 th 2013		Total meals March 31 st 2014	
	Week day	Week ends	Week day	Week ends	Week day	Week ends	Week day	Week ends
Totals	877	336	1006	723	2955	645	4046	1278

April 2013- March 2014

- 34 delivery rounds across the county
- Total meals delivered 236,470
- Emergency hospital meals delivered 419 (within 24 hours)
- Afternoon teas 140 customers since November 2013

Extreme weather

- Linked directly with emergency team at HCC
- Identified most vulnerable and shared with HCC
- Frozen meals held in HCC care homes
- Feedback roads they found closed and vice versa/priority for removing trees etc
- Delivered every day of storms and only 3.2% average late those weeks
- Extended delivery window only on 2 days

Challenges of the new service

- Geographical scale of the service
- Responsive service e.g. order/cancel on the day before 10am
- Daily changes to delivery rounds
- Late deliveries due to e.g. road works, causes for concern, new customers

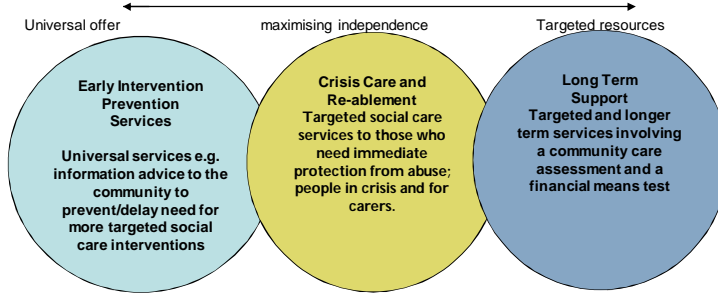
End of 1st year of new contract

Learning points:-

- High level of regular contract monitoring required by HCC
- Direct contact with Adult Service teams improves their use and understanding of the service.
- Overall 96% of meals delivered on time

Meals on wheels in context

Adult Services



JSNA 2013

Supporting Independence at home

Better balance for life

What YOU can do to Prevent Falls

Steady as you go

I've still got it!

It's never too late to start your Steady and Strong class.

For your local community exercise class contact: Sophie Jevons 01962 846605

AGE Concern

Village Agent

apetito

food & friendship

Hitting the cold spots