



"Working with the community for the community, since 1969."

Meals on Wheels Service INFORMATION PACK

©Trustus Senior Care – Meals on Wheels Service – Information Pack – June 2023 V7.



Trustus We Care CLG, T/A Trustus Senior Care
Trustus House, 1-2 Main Street, Tallaght, Dublin 24
Registered Irish Charity No. 20073381 CHY No. 18917
Company Registration Number 469562
P: +35314685500 **w:** www.trustusseniorcare.ie **E:** info@trustus.ie

Background

This Information Pack has been designed to provide you with the necessary information in relation to our meals on wheels service in Tallaght and Blessington.

To access our service, a Referral Form (the Form) must first be completed by a health or social care professional. The Form can be accessed via our website <https://www.trustusseniorcare.ie> or by email to mow@trustus.ie. You can also call to our head office at the address below. When completed, we will review the Form and confirm if we can provide you with the service that you require. Upon confirmation, we will provide you with a Meals on Wheels Service Level Agreement. See **Appendix 3**.

Our meals on wheels administrator is available from 10am to 3pm Tuesday, Wednesday and Thursday by calling (01) 4685500 and choosing option 3 on your telephone key pad.

Our Meals and Desserts

We source all of our main meals and desserts from a food company that is registered with the Environmental Health Department. Our sourced food meets the standards as outlined by the Food Safety Authority of Ireland. See our range of meals in **Appendix 2**.

Our main meals and desserts are cook chilled in advance and are clearly labelled as follows;

Meal description.
Full nutritional information.
Low Salt & Low Fat.
Allergen information.
Use by/eat by date.
Fridge storage temperature.

We will also provide you with a one-page description of how to safely re-heat your main meal and dessert and this is available in **Appendix 4** of this information pack.

Important Information:

1. Should you wish to cancel a meal(s), you must ring or email to cancel the meal(s) (by providing us with 24 hours' notice/1 days' notice by telephone or email) by calling (01) 4685500 and choosing option 3 on your telephone key pad or by emailing us to mow@trustus.ie
2. Meals will not be left on a doorstep, windowsill or in a porch. If you are requesting for your meals to be left in the porch, windowsill or doorstep, you must leave out a thermal bag/box/container and sign a letter stating you are giving permission for the meals to be left in this bag/box/container as per **Appendix 5**.

(This is required to ensure food safety and to maintain the cold food chain).



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Cost

The cost per main meal with dessert is €5.00.

Payment Process

We would request that meals are paid for by card to our meals on wheels drivers or by bank transfer/standing order as per **Appendix 1** of this information pack.

If meals can only be paid for with cash/coin, we would request that the client place this payment in the Trustus Senior Care Meals on Wheels payment Envelope, which you will be provided with. **Receipts are not issued at the door for cash / coin payments. However, all payments received will be included on your monthly statement.**

Monthly Statement of Account

We will provide every client with a monthly statement, which will detail the monies you have paid each week.

Quality Service

We wish to provide the highest quality of service and you will have the opportunity **for** to provide feedback through our satisfaction surveys, which are anonymised.

Concerns, Complaints

We are aware that on occasions due to circumstances beyond our control, e.g. severe weather conditions or vehicle breakdown, that our service to you may be affected. On such occasions we will inform you as soon as possible. If you wish to raise a concern or make a complaint, please call our meals on wheels administrator from 10am to 3pm Tuesday, Wednesday or Thursday by calling (01) 4685500 and choosing option 3 on your telephone keypad. You can also email our team at mow@trustus.ie

Confidentiality and Data Protection

Trustus is committed to protect the rights and privacy of individuals and complies with the General Data Protection Regulations (EU) 2016/679 (GDPR), and the Data Protection Acts 1988 and 2003. The Data Protection Acts 1988 and 2003 (the 'Data Protection Acts') lay down strict rules about the way in which personal data is collected, accessed, used and disclosed. Your personal data will not be disclosed with any Third Party unless required to do so by law.



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Appendix 1. Trustus We Care CLG Bank Details for setting up a Standing Order

Dear xxxxx

Welcome to our Meals on Wheels Service

Thank you for choosing Trustus Senior Care to provide your meals. Our meals cost €5.00 per meal including delivery and come with a delicious dessert. Our meals are delivered on a Tuesday and Thursday in the Greater Tallaght District and on Wednesday in Blessington, with deliveries from 12 noon.

If you have any question, concerns, complaints or compliments, please call our meals on wheels team on Tel: (01) 4685500 and choose option 3 on your telephone keypad for our meals on wheels administrator Tuesday, Wednesday or Thursday from 10am to 3pm or by email at mow@trustus.ie

Our preferred methods of payment are Bank Transfer/Standing Order or Card Payment, we also take cash/coin.

Our Bank details are:

Trustus We Care CLG
AIB
Tallaght

IBAN: IE82AIBK93331752198058
BIC: AIBKIE2D

It is essential to include your name as one of our clients as a reference in order to track your full payment.

We hope you enjoy the service.

From all the Meals on Wheels Team.



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Appendix 2. Examples of our Main Meal Choices



Chicken Curry with Rice



Beef Stew with Mash Potato & Vegetables



Turkey & Ham with Mash Potato & Vegetables



Roast Beef with Mash Potato & Vegetables



Beef Burger & Onions, Mash Potato & Vegetables



Chicken & Stuffing, Mash Potato & Vegetables



Bacon & Cabbage with Mash Potato and Mashed Turnip



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Appendix 3. Meals on Wheels Service Level Agreement

Service Provider: Trustus We Care CLG t/a Trustus Senior Care
 Address: Trustus House, 1-2 Main Street, Tallaght Village, Dublin 24.
 Tel: (01) 4685500, Email: mow@trustus.ie

Client Name: _____

Address: _____

Phone: _____

Commenced Service Date: / / _____

Number of Meals provided each week _____ Meals Delivered-Week Day(s) _____

Payment Method and Frequency: (Please circle)

Weekly, Bi monthly, Monthly, Bank Transfer, Standing Order, Credit Card, Debit Card, Cheque, Cash/Coin.

Agreement made on the / / between Trustus We Care CLG, (hereafter referred to as Trustus Senior Care) and Ms./Mrs./Mr. _____ (hereafter referred as the Client).

Whereby it is agreed as follows:

- 1) This Agreement cannot be assigned to a third party except with prior formal written consent from Trustus Senior Care.
- 2) The agreed cost for this service is €5.00 per main meal with dessert. 30 days' notice will be provided in advance of any service cost alterations. If you cancel your Meal(s) without prior notice of 24 hours/1 days' notice to Trustus Senior Care, you will still have to pay the cost of this service at €5 per meal.

We the undersigned as duly authorized hereto agree to the above terms of this agreement.

For: Client

For: Trustus We Care CLG.

Signed: _____

Signed: _____

Date: _____

Date: _____



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Appendix 4. Storage of Chilled Meals

Meals will be delivered to you from thermal bags/boxes to ensure the temperatures are kept below 5 degrees Celsius. This will ensure the cold chain has been adhered to.

Once you receive your meal from Trustus Senior Care, keep refrigerated below 5 degrees Celsius. Meals can be eaten any time of the day. Once opened keep refrigerated and consume within one day. Do not exceed the Use by Date shown on the front of the meal package. Meals are suitable for home freezing.

If you choose to freeze your meal, freeze by the Use by Date shown and use within one month. Defrost thoroughly before use. Once defrosted (in a fridge) consume within one day. Do not refreeze.

Heating of Chilled Meals

To Microwave:

To heat your meal, pierce the plastic film several times. Place the container onto a microwave plate in the microwave and heat on full power for

- **(900W MICROWAVE) 4 minutes and 45 seconds**
- **(800W MICROWAVE) 5 minutes**

All appliances may vary. Remove from the microwave and peel off the plastic film carefully.

To Oven Cook:

Pierce the plastic film several times. Place on a baking tray in the preheated oven.

- **Preheat electric oven to 190 degrees / 170 degrees or for a Gas oven, use Gas Mark 5.**
- **Cook for 20 to 25 minutes.**

Remove from the oven and peel off the plastic film carefully. Allow to stand for one minute.

All desserts come in a foil container with a paper lid. You must remove the dessert from this container before heating.

**CAUTION: CONTAINERS WILL BE HOT.
ENSURE PRODUCT IS PIPING HOT THROUGHOUT PRIOR TO SERVING.
DO NOT RE-HEAT.**



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Appendix 5. Leaving Meals Outside

Date: _____

Re: Leaving Meals Outside

To whom it may concern,

I wish to provide my consent for Trustus Senior Care Meals on Wheels Service to leave my main meal(s) and dessert(s) in the food holding box/bag/container that I have left outside of my home.

Signed: _____
(Meals on Wheels Client)

Date: _____

Signed: _____
(On behalf of the Trustus Senior Care Meals on Wheels Service)

Date: _____



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