

## **Appendix 3 – Edited list of comments received during consultation period (not all options received comment)cc**

### **Comments received regarding Option 3 & 6 (O&S Preferred Option)**

- With the hubs and other community bases could they not supply hot food and get people in to eat?
- Although I have ticked option 3/6 I am concerned about people with learning disabilities and dementia. I would very much like the Council to report back to TDPB on this matter, once the overall vote has been counted.

### **Comments received regarding Option 1 (continue with current service delivery model)**

- I have filled in this form for a person who has no skills for preparing food for himself after a severe stroke. He gets one hot meal a day. The Council should be ashamed by even thinking of stopping his meals which he does contribute to. He is and has been a tax council/poll/income payer during his working life and even into this 70's. Think again please for mine and others like him.
- The overview and scrutiny preferred option leaves vulnerable clients at the mercy of previously untried meal providers. Hot meal delivery has traditionally fallen with meals on wheels, failing that what? Pizza Hut? The local kebab shop? Totally unacceptable.
- The meals I receive are good quality. I would not like to see this change. This consultation does not appear to address the benefits of seeing a friendly face when they bring lunch. Please leave things as they are.
- The current service suits our mother who suffers from Alzheimers – she is in a good routine and unable to prepare food herself. She looks forward to the meals on wheels coming and enjoys the variety and quality of the food. If it is no longer viable then option 5 would be the next preferred option.
- I cannot cook for myself and rely on this service as a life line. I am housebound and cannot go out on my own. This the only way I can get a hot meal every day.
- My father has Alzheimer's and is reliant on the superb service that is currently in place.
- We would like to continue the current service model with current costs. But realise that there are cost issues.
- I am the primary carer for my mother. She was assessed as needing the meal every day. It is a crucial service. The best thing is that it gives me

peach of mind, as I don't live in Thurrock myself. I know my mother is receiving a hot meal daily, even at the weekend.

The time is great and the people (staff) are great. The menu is fine. My mother is able to choose – having the 'same each month' box to tick is fine.

- I personally think that Thurrock's vulnerable elderly would be worse off if meals and wheels were to stop. Meals on wheels provide more than a meal delivery service, they go in and check on the elderly in all manor of ways. Checking on their well being on a daily basis and can report any problems that may arise.

#### **Option 5 (Provide a frozen meal service plus a 15 minute call from a home carer to reheat the meal.)**

- I think this option would cost less for the Council than direct payments. MoW is only a reheated frozen meal anyway, with this option will get a carer check on them too. Also give option of what want on the day not have to plan. Option to be built in for sandwich to be made and left for evening.
- There are good providers of frozen meals at an affordable price. A partnership with one or two of those providers (to ensure appropriate nutrition etc) plus a carer to heat frozen meals at the right time, could be the optimal cost/benefit solution.

#### **Other Option or Combination of Options**

- Main concern is safety in the kitchen. My father who has been receiving meals on wheels for two weeks and starting to really enjoy the food and the visit from the volunteer, is himself unsafe to heat frozen food, or to cook a meal as his cognitive ability and memory are becoming increasingly poor. He would be able to pay more for het current service. He would be a suitable candidate to have food heated for him in his own home. He would be unable to organise his own food from a local supplier. Family may be able to help with this if suitable options are given as no family member lives in the Thurrock locality. So a combination of options may be suitable. I think a hot meal service in some shape or form is essential for vulnerable adults.
- Direct payment option for those the Council is confident can organise meals from another source, but for those who cannot switch provider of service to same as Barking and Dagenham as cost to Council would be cheaper than current cost – provided the quality was maintained.