



Information service for people living,
working or studying in Merton.

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Help with Meals and Shopping

MEALS

- Meals provided at Home (Meals on Wheels) via Social Services in Merton are only provided for people who cannot leave the house without assistance, are unable to prepare food for themselves, receive no assistance from others and are liable to become undernourished.

To access help with meals via Social Services an assessment of need will be carried out by a relevant member of Social Services staff. The staff are based in teams:

- Older People
- Mental Health & Substance abuse
- Physical & Sensory Impairment
- HIV
- Learning disability

If you are assessed, as needing this service help with meals will be provided. As well as traditional “English” meals the service also provides meals, which are culturally and religiously appropriate and meals, which meet medical or dietary requirements. Everyone who receives Meals on Wheels pays towards the cost of each meal.

If you are interested in the meals on wheels service only contact **020 8288 6475** or **6476**
Other users should contact: **020 8545 4490**

- **Able & Cole** – organic food – fruit and vegetables fresh from the grower or farm, handmade bread, fish, meat, eggs, milk, etc. - delivered to your door, free delivery in reusable boxes. Call for help in putting together an order on telephone number 08452 62 62 62 or shop online at www.abel-cole.co.uk
- ***Wiltshire Farm Foods** provide a delivery service for a range of complete meals and desserts. The meals are delivered to your door and arrive frozen. All meals can be reheated in a conventional oven, microwave, Aga or a special servtherm (a heating/cooking appliance). Wiltshire Farm Foods has launched gift vouchers, which are now available to purchase online. Available in denominations of £5 and £20, they make wonderful Christmas and New Year presents. £20 worth of vouchers would buy around six nutritious main meals and three desserts.

A catalogue is available detailing the choices of meals available, and orders can be placed by telephone, post or given to the driver when he delivers your order. Two working days notice is required prior to the delivery day. There is a minimum food order of 5 meals excluding lunch snacks. Servtherm cookers and compact tabletop freezers to store the meals in are available to purchase from the Company - Wiltshire Farm Foods, Ford Lane Business park, Ford Lane, Ford, nr. Arundel, West Sussex, BN18 0UX, Telephone: 01243 552299 or 0800 773 773 to order a free brochure. www.wiltshirefarmfoods.com

- **Oakhouse Foods** offers a range of more than 300 frozen products, all delivered straight to your door free of charge. From delicious ready meals to irresistible desserts they are the country's most exciting and innovative national meals service. They offer a regular, reliable service and can deliver to you on a weekly basis. Meal prices start from just £1.99 with no minimum order. For more information please contact Oakhouse Foods on 01622 871005 or via their website www.oakhousefoods.co.uk.
- It should also be noted that many major **Supermarkets** now offer a home delivery service and many of these shops offer a wide range of chilled and frozen ready meals which can be delivered direct to your door although there is often a delivery charge involved. PLEASE SEE THE 'SHOPPING' SECTION BELOW FOR DETAILS.
- A number of **Lunch Clubs** exist in Merton; please contact CareConnect to request details of these.

SHOPPING

There are a number of ways you can gain help with doing your shopping:

- Help via Social Services
- Help via a voluntary organisation
- Help via a domiciliary care agency
- Home Shopping Schemes
- Shopmobility Schemes
- Mail Order

Social Services

Social Services **no longer provide** a shopping service. Those requiring such a service will be given information about local providers. Exceptions will only be made in high-risk situations, which will need to be assessed on an individual basis. Over pensionable age please contact: **020 8545 4430/4431**. Other users should contact: **020 8545 4490**

Voluntary Organisations

Some organisations arrange weekly shopping trips or have volunteers who assist with shopping there may be waiting lists :

- Age Concern ☎ 020 8648 5792
- Merton & Morden Guild ☎ 020 8640 1640
- Wimbledon Guild ☎ 020 8946 0735
- Volunteer Centre Merton - Help Service ☎ 020 8640 7355 and e-mail helen@volunteercentremerton.org.uk

Chemists

Most local chemists provide a delivery service for housebound customers contact them directly for this service.

Private Domiciliary Care Agencies

Many private home care or domiciliary care agencies exist throughout the UK. Staff from many of these services can also help with shopping. CareConnect can provide a list of local agencies. Charges vary.

Home Delivery Shopping Schemes

Several large supermarket chains run a variety of different schemes to enable you to shop from home by telephone or internet, some may offer free delivery on orders over a certain value. We have included details of the major supermarkets below:

*Asda	☎ 0845 300 7771	www.home.delivery@asda.co.uk
*Iceland	☎ 0870 0100 867	www.iceland.co.uk
*Sainsbury's	☎ 0845 301 2020 Orderline (minimum £25 plus £5 delivery) ☎ 0800 636262 Customer services line	www.sainsburys.co.uk
*Tesco	☎ 0800 505555 (internet ordering only)	www.tesco.com
*Wiltshire Farm Foods	☎ 01225 756019 Orderline ☎ 0800 773 773 for a Free colour brochure	www.wiltshirefarmfoods.co.uk

Shopmobility

These schemes exist in many town centres throughout the UK. These schemes generally provide an opportunity to use a wheelchair or scooter to enable you to make use of local shopping facilities. Some schemes can also provide an escort to either accompany you while you do your shopping or to push a manual wheelchair. Sutton Shopmobility also delivers electric mobility scooters to your home to enable you to shop in your local area. CareConnect has a separate information sheet about these schemes.

Mail Order

Non-food items can often be purchased by mail order from catalogues, newspaper and magazine advertisements.

Home Share Scheme

You might wish to consider the following 'homeshare' scheme that offers an affordable service for people who feel vulnerable or isolated, and who need companionship e.g. friendship and security, and help around the home with things like cleaning, laundry, shopping, etc. as well as assistance with getting out and about. The homesharers are carefully vetted, regularly monitored and personally matched. For more details, contact the agencies direct - Mrs Emelia Opoku, VITALISE HOMESHARE, 155a Kings Road, London SW3 5TX - Telephone 020 7376 4558 or 0845 293 0449

We take care to update the information we provide regularly to try to ensure it is accurate. However, CareConnect cannot accept liability for any errors or omissions, nor can we be held responsible for the services provided by any of the agencies or bodies referred to.