

SERVICE ASSESSMENT Delivered Meals Community Support

Name of Service	Delivered Meals (client's home) and Café Social Inclusion Program (Local Cafés)
Type of Service	Essential
Service Details	Delivered Meals and Café Meals support frail older people, people with a disability and their carers with meals, either through home delivery or through vouchers to have a meal at a participating café. Delivered meals are outsourced to Choice Fresh Meals We also undertake welfare checks when meals are delivered
Actions Taken to Date	<p>The contracted delivery drivers of Choice all have the flu vaccine each year in line with their company policy.</p> <p>Choice fresh Meals our contracted supplier have agreed to increase meal production by 500 meals per day in case of an emergency.</p> <p>If Choice Fresh Meals must close for any reason they have a reciprocal arrangement with Maroondah Council to provide 600 meals per week to cover their Port Phillip Council Clients. Current client demand is 320 meals per week for delivered meals. Choice fresh meals have adopted the World Health Organisation basic protective measures against the new corona virus. https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public</p> <p>Choice have cold rooms and storage on site and are also investigating some off-site storage for supplies. They also have a variety of suppliers on hand. In addition, a small quantity of prepared frozen meals is stored and are available from Cora Graves Community Centre for an immediate response as required. Work is also being done with Choice to put a plan in place with a hierarchy of clients where most vulnerable clients are catered to first should staffing levels drop to 75%, 50% and 25%.</p> <p>A casual pool of staff is also available from local employment agency and some new casual staff have also recently been employed direct to Choose Fresh Meals. Hours of operation for meal production has also increased to 6 days a week.</p>
Reason for Review	Risk of closure to Delivered Meals operation as a result of a diagnosed COVID-19 case being most probable as a result of self-isolation of staff.
Risk Assessment	<p>Choice Fresh Meals have undertaken a risk assessment and have advise that they have necessary protective procedures in place for staff and clients.</p> <p>CoPP staff have followed up and reviewed these procedures There is also a risk of cafes being closed. In this instance those clients using the café vouchers can revert to home delivery.</p>

Community Assessment	<p>If the service was suspended very vulnerable clients would be without meals. Clients welfare checks could not be conducted for clients.</p> <p>The Welfare checks alert us to;</p> <ul style="list-style-type: none"> ○ frailty ○ falls ○ decreased mobility ○ mental state (irrational thinking, memory loss, delusions, etc.) ○ emotional/psychological state (highly distressed, anxious, withdrawn, etc.) ○ personal circumstance (no money, no food, etc.) ○ skin integrity (bruises, wounds) ○ weight loss ○ dishevelled appearance ○ incontinence ○ fatalities <p>Café Meals risks of ceasing service; Many members participate in the program to increase social connection. If the programs were to cease those residents may experience some social isolation.</p>
Economic Assessment	Funding for this program comes from Commonwealth Home Support Program, Home and Community Care, Client contribution and Council.
Options	<p>Service remaining open (recommended); Continue to meet the needs of existing clients and be ready to provide service to any at risk or isolated new clients. Number of deliveries per week can be scaled down to reduce contact and improve productivity to be able to cater to an increase in clients.</p> <p>Service closing (not recommended) Some vulnerable clients would go unchecked and would be at risk of falling ill as a result of poor nutrition, clients would also be forced to access the community which would increase their risk of infection.</p>
Legal Liability / Obligations to Contractors or External Funders	Nil minimum order and reporting obligations to external funders is not an issue for this financial year as the service has already exceeded targets.
Budget Impact	If there is an increase in demand this will have some increase in ratepayer contributions as meals are funded by government, clients and ratepayers. There is an open grant round from the Commonwealth so there may be an opportunity to increase government funding