

	Meals On Wheels Procedure Social Work	Procedure Number <i>CHC-PSW-0014</i>	Version Nos: 2
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1. Purpose

This Procedure is performed by the West Coast District Health Board (WCDHB) Social Work Department as a means of supporting people living at home, who because of their age, illness or disability, are unable to prepare their own meals and thus maintain their nutritional status.

2. Application/Responsibilities

This Procedure shall be followed by all WCDHB Social Work Department Social Workers & Field Workers.

3. Definitions

There are no definitions associated with this Procedure

4. Responsibility

For the purposes of this Procedure, all Social Work Department staff shall:

- ensure they abide by the requirements of this Procedure

5. Resources Required

This Procedure requires:

- i). Hospital Kitchen
- ii). Dietician

6. Process

1.00 Entry Criteria

- 1.01 Health status risk and level of disability needs are the premise on which clients will be eligible for the meals on wheels service. It will guide the determination of entry to service and the priority for entry, and will form the basis for discharge. (see Appendix 1 for Risk Assessment Framework, Service Specification June 2001)
- 1.02 Clients of disability support services will access Meals-on –Wheels services through assessment and referral from an assessment team contracted by the MOH for this purpose, for a period of longer than 6 weeks.
- 1.03 Clients of secondary health services will access Meals-on-Wheels services through assessment and referral from the secondary specialist team. Up to a maximum of 6 weeks.
- 1.04 Clients of primary health services will access Meals-on-Wheels services through referral for assessment from:
 - GPs
 - Maori primary or community care provider
 - Other primary health care professionals. (such referrals will result in service provision only where the person meets access criteria



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Self-referral for assessment may also occur. Such a referral will result in service provision only where the person meets the access criteria.

2.00 Access Criteria

2.01 Clients should meet the following criteria:

- Unable to prepare a hot meal without assistance whether this is due to a medical condition or disability (but not due to accident which is the initial responsibility of ACC)
- No family/whanau/caregiver assistance readily available

2.02 Provision of delivered meals would maintain the clients nutritional status and independence and/or prevent unnecessary admission to hospital

2.03 Meals will be provided Monday to Friday inclusive of Public Holidays

2.04 Frozen meals can be provided to outlining areas and on weekends under special circumstances.

3.00 Referrals

3.01 All referrals will be acknowledged within 2 working days. Recording requirements must be followed.

3.02 All cases must be entered onto the Community System on receipt of referral.

3.03 Fieldworkers will complete the Assessment For Meals on Wheels form, the Client Agreement to Conditions form, Nutrition Screening Form with the client and gain a signature of consent to service.

3.04 Clients will be given the food safety information as well as a copy of the signed Client Agreement to Conditions form

3.05 The Nutrition Screening Form will be forwarded to the MOW Kitchen supervisor

3.06 If the menu is required to be modified a referral must be made to the Dietician.

3.07 The Fieldworker will inform the Kitchen staff and Drivers of the Client's home address, dietary needs and date of commencement and date of ending of Service, via the use of daily reporting sheets which must be in the kitchen by 10am.

4.00 Co Payments

4.01 The cost of meals on wheels to clients is currently \$4.00. This includes a pudding.

4.02 Billing will be done by Accounts receivable personnel Corporate Office.

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5.00 Assessment & Evaluation of Service

- 5.01 Regular reassessment, every 12 months, of long term clients' need for ongoing service provision will occur.
- 5.02 Yearly monitoring of the quality of service will be undertaken by the dieticians and results reported back to HOD Social Work Department.

6.00 Declining & Withdrawing Service

- 6.01 Services can be declined if a client does not meet the criteria for service provision.
- 6.02 Services can be withdrawn if:
 - Clients are assessed as being able to prepare their own meals
 - Non-payment of bills
 - Worker abuse.
- 6.03 The client, the referrer must be notified of the declining or pending withdrawal of service and the reasons why in writing.

7.00 Recording & Reporting Requirements

- 7.01 Client files must contain the referral, copies of the Assessment Form, Client Agreement to Conditions form and a record of reassessments and all contact between Service Provider and client.
- 7.02 All files must meet the Social Work Department Recording Procedure requirements
- 7.03 All contacts must also be entered on to the Community System for statistical and invoicing purposes.

7. Precautions And Considerations

- Health status risk and level of disability needs are the premise on which clients will be eligible for the meals on wheels service.
- Meals will be provided Monday to Friday inclusive of Public Holidays
- Yearly monitoring of the quality of service will be undertaken by the dieticians and results reported back to HOD Social Work Department

8. References

There are no reference associated with this Procedure

9. Related Documents

WCDHB Social Work Recording Procedure

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	Developed By:	Supervising Social Worker
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