



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

HOME CARE SERVICES
HSE WEST
DONEGAL PCCC HQ
ST JOSEPHS HOSPITAL
STRANORLAR
LIFFORD PO
CO DONEGAL
TEL: 074 91 91 736/735/739

Re: Home Meals on Wheels Scheme

Thank you for your interest in the Home Meals on Wheels Scheme.

The purpose of the Meals on Wheels service is to provide nutritional support to persons unable to cook for themselves, in the absence of family support and where access to other meal services are not available. (See eligibility criteria.) This need may be a permanent or temporary.

The following information is intended to help you decide whether or not your needs can be met through the scheme.

Eligibility

The Home Meals and Wheels Scheme is available to people who are **65 years of age or over** (who are ordinarily resident in County Donegal).

Only in exceptional circumstances, where all other avenues have been explored, will clients under 65 years be considered.

All applicants (or a representative with their consent) must fill in the attached application form, indicating that they agree to undergo an assessment.

All applicants must have an assessed need identified by a health care professional.

Eligibility Criteria

1. Applicant is unable to prepare and / or serve a meal for themselves due to illness or disability.
2. Applicant lives alone **or** lives with another person who is also unable to prepare and / or serve a meal due to illness or disability.
3. Applicant has no family support network to provide meals.
4. Applicant lives in an area where Meals on Wheels Service is available.
5. Applicant is unable to travel to local HSE day service, voluntary or community day service or local commercial outlet for meals.
6. Applicant lives in an area where there is no suitable commercial meal delivery service available.

Assessment

In all cases, Meals on Wheels Service will be approved on the basis of a needs assessment. This assessment will evaluate how much help, if any, you need with food preparation /provision of meals

The assessment will help the HSE to determine if a service is required. Please note that even if you have needs, the HSE may be unable to meet those needs due to financial pressures.

Offer of Service

If the assessment indicates that you have a level of need and that those needs are a priority (and the HSE has the required level of funding), you will receive a letter of offer of service. This letter of offer will specify the days that meals on wheels will be provided and by whom. To commence the approved service, you must complete the acceptance of offer form and return to the Home Care Service office.

Review

All clients in receipt of meals on wheels service are subject to continuous review by relevant professionals. The reviews will help to ensure that the meals on wheels service continues to meet the identified need. Home Care Service reviews will take place at least six monthly or more frequently depending on your care needs.

A review may result in an increase, decrease, or no change in the level and range of services/supports. The review may also indicate that no services are required.

Please note that any incomplete, inaccurate or misleading information on either the application form or the assessment form may lead to the service being delayed, suspended or withdrawn.

If you have any further queries please do not hesitate to contact the office on the above phone numbers.

In line with standardised Home Support policies and procedures adopted by the HSE, if you are not satisfied with the HSE decision on your Home Support following a care needs assessment, you may write to the Home Care Services Manager within 20 days of receiving the decision, with the reason why you are not satisfied with the decision and in order to facilitate an impartial review.

Please submit your letter to:- **Paula Forrest, Operations Manager – Donegal, CHO1 Area, 1st Floor, St. Conal's Hospital, Letterkenny, Co. Donegal**