

Client Information Leaflet

Meals service “Good Food Delivered”

Making Connections has partnered with the HSE and Airfield Estate Dundrum to provide a meals service called “Good Food Delivered”.

This is a new meals delivery service set up to provide clients over 65 years of age living in the HSE areas of Dublin South East and Dublin South who are clinically assessed as requiring the meals service.

Who is Making Connections?

Making Connections is a not for profit volunteer led organisation providing Befriending and Supports for older people in Dublin South since 2009. The service aims to alleviate loneliness and isolation **for adults aged 65 years and over** needing support to live independently at home and to stay socially connected.

Who is Airfield Estate?

Airfield Estate is a charitable trust set up in 1974 by the Overend sisters. Located on a 38 acre working farm in Dundrum, Airfield teaches about food, farming and the environment and supplies the onsite restaurant and the weekly Farmer’s Market with food produced on the farm. They also conduct peer reviewed research about food and the consumer. Airfield produces the meals for Good Food Delivered.

How can I apply for the meals service?

All referrals are made by HSE public health nurses. Meals are prepared by Airfield Estate and delivered to clients by Making Connections volunteer drivers on Mondays (2meals) Wednesdays (2 meals) and Fridays (3 meals).

On the referral form you can state how many meals you require and on which delivery days. You can select up to 7 meals over the three delivery days.

The service operates 48 weeks of the year with a two week break in August and at Christmas/early January. There are no deliveries on Bank holidays and on those weeks, deliveries are made on Tuesday (2 meals) and Friday (3 meals) instead.

Meals are chilled and need to be heated in advance of use. Meals will need to be stored in your fridge until ready to be heated.

If you make contact with your local public health nurse, they will explain the service, make an assessment and complete the referral form with you. They will then send the completed referral form to Making Connections.

How much do the meals cost?

There is a client contribution of €3 per meal and each meal includes main course and dessert. Airfield will issue a monthly invoice for the meals to you via email. Monies must be paid to Airfield Estate via electronic transfer or credit/debit card and cash cannot be accepted

What happens next?

Following a referral, Making Connections will contact you to discuss it and, if appropriate, to arrange a fuller assessment of your needs.

When the documentation and assessment has been completed, a volunteer driver from Making Connections will deliver the meals, starting on the agreed date.

Making Connections will be in touch with you to confirm orders on an ongoing basis. Please note that **orders are placed for two 2 weeks at a time. Orders must be received by Making Connections on the Friday for delivery the following Monday week.**

What if I need to change the arranged meal service or cancel the service?

You should inform Making Connections 2 weeks in advance if you do not require the service for any reason such as going on holidays, staying with relatives, planned hospital or respite admission. An emergency hospital admission is the only exception.

Other services provided by Making Connections

- **Volunteer befriending:** home visitation or company to go out and about
- **Telephone befriending support** (regular check in calls)
- **Cultural Connections:** Invitation to online concerts and shows or attendance at social events in cultural venues

If you are interested in any of the above services, we would be delighted to hear from you

All our services are about social support. They are not a sitting service, a replacement for home support, nursing staff or family.

Making Connections volunteers

Our volunteers come from all walks of life and all ages from 18 years upwards. Volunteers are fully screened with garda vetting, reference checks and training. Volunteers commit for 1-2 hours a week. There is no charge for the additional services referred to above and all the volunteers give their time freely.

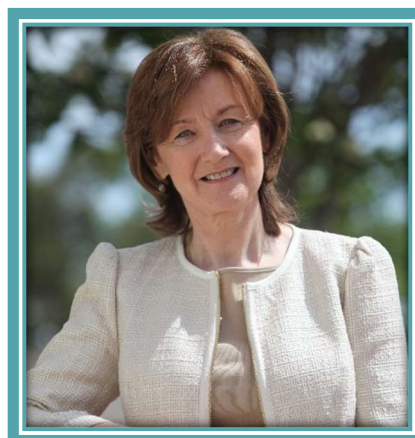
If you wish to avail of any of these additional services with the support of one of our volunteers, we will explain how the service operates and discuss any concerns that may arise.

Our volunteers are asked to commit for a maximum of one year. Should the commitment need to end sooner, either due to the personal circumstances of the volunteer or because the older person's needs are deemed to be beyond the scope of the volunteer role, Making Connections may look for a replacement volunteer if you want this, if your needs can be met by our volunteer

support and if we are able to find a suitable volunteer.

Who runs Making Connections?

The service is run by Mary O'Donohue with the help of a support team.



Making Connections is fully committed to good governance and to compliance with the requirements of the Charities Regulator. Relevant organisational policies are available on request.

How is the Making Connections service funded?

There are costs incurred in running this service (overheads, volunteer recruitment, training, support and administration). The charity is funded mainly by corporate and voluntary donations as well as grants and fundraising activities. A small amount of funding was allocated for service provision through the HSE/Department of Health, Support for Older People and also through local government.

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