



Information sheet for referrers (for referral agents only)

What is Good Food Delivered?

Good Food Delivered is a partnership between Airfield Estate, Making Connections and the HSE to deliver high quality, nutritious meals to clients referred by clinicians/PHNs working in CHO6 Area 1 & Area 2.

Who are Making Connections?

Local charity Making Connections has been providing Befriending and Supports for older people in Dublin South since 2009.

Their volunteers deliver the meals. All are trained, Garda vetted, reference checked and supported.

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 it works

The service will operate 48 weeks of the year with 2 week break in Aug. and 2 week break at Christmas/early Jan.

Making Connection volunteer drivers deliver meals on

- **Mondays (1-2 meals)**
- **Wednesdays (1-2 Meals) and**
- **Fridays (1-3 meals)**
to cover up to 7 days meals each week.

There will be no deliveries on Bank Holidays- instead there will be a delivery on Tuesday (3 meals) and Friday (3 meals).

Clients state how many meals they require and on which delivery days on the referral form. Clients can select up to 7 meals over the three delivery days. Making Connections will be in touch with clients to confirm orders on an ongoing basis.

Please note that there is c.a. 2 weeks lead time from receipt of referral and start of service.

Important Information about the Meals

- The meals consist of a main course and a dessert
- They are chilled and will need to be refrigerated on arrival
- Allergens and medically prescribed dietary requirements are accommodated. Any **other food preferences are not guaranteed.**
- Main courses need to be heated in advance of use. **Ability to reheat food needs to be considered as it may not suit some clients due to mobility or safety issues**
- The cardboard cartons are:
 - o oven and microwave safe
 - o compostable/ recyclable
- Meals are NOT suitable for freezing

Cost of meals and method of payment

The HSE provides part funding to the food supplier Airfield Estate for the meals. To cover the full cost of the meals there is a **client contribution of €3 per meal.**

Monthly payment is made after the end of each month (e.g. first week of February for meals received in January).

Airfield will phone the client/ nok to process bank card payment over the phone. Airfield will email a summary of the number of meals and amount due (where email is available).

If a client/nok does not have a bank card, an alternative option can be arranged for payment by cheque.

Cash cannot be accepted

Who is eligible for Meals service?

The client should be over 65 years of age and reside in the catchment area of CHO6 Area 1 or Area 2.

Clients should be clinically assessed as requiring a meal delivery service and willing to contribute €3 per meal monthly.

The client, or a designated person must be able to make payment by bank card over the phone, or cheque.

Clients need to be in a position to store the food in their fridge and heat it in advance of use or have someone who is available to that for them.

How do I make a Referral for Meal service?

Referrals can be made by clinicians working in any of the HSE primary care centres located in CHO6 Area 1 & Area 2.

Referrals can be made on the Making Connections website:

<https://makingconnections.ie/good-food-delivered-referrals/>

What the client needs to do

The client is required to;

- discuss the referral with the clinician and provide the relevant information to include on the referral form
- give consent to apply for the service and the sharing of their information as necessary for the provision of the service
- agree to pay a contribution of €3 per meal on a monthly basis to Airfield

Estate paid via of credit/debit card over the phone or cheque. (Cash cannot be used to pay for the service

- provide the name and contact details of the person to be contacted for invoicing must be provided.

What happens after referral is made and how long does it take?

Making Connections will acknowledge receipt of referral to the referrer and client.

Making Connections will contact the family/client to explain how the service works, to gain understanding of needs of client and to clarify any questions.

Making Connections will communicate client dietary requirements, start date and any other relevant information to Airfield Estate who supply the meals.

A volunteer driver from Making Connections will deliver the meal to the client up to 3 times a week depending on how many meals they wish to avail of.

How long will the Meals service last for the client?

Each referral is subject to regular review by Making Connections in consultation with the referrer.

NB:Notice period for changes/ cancellation

Clients should inform Making Connections **2 weeks in advance** if they do not require the service for any reason such as going on holidays, staying with relatives, planned hospital or respite admission, if we wish to cease the service, or if they would like to request any changes to the service.

An emergency hospital admission is the only exception.