

Contract Name: Community Meals Menu  
EU Supply Reference Number: 21723  
Document Title: Community Meals Menu, Safe and Well Checks  
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## 1. Safe and Well Check

The purpose of the Safe and Well Check is to make a practical check that the Customer is managing well in their home and is able to manage their Community Meals safely. Its requirements go beyond the basic wellbeing check required in all community meals contracts.

The Contract must ensure all drivers carry out a safe and well check at the time of delivering meals. Any concerns regarding the wellbeing of a Customer must be reported, recorded appropriately and follow protocols agreed with the Brighton and Hove City Council. It is not intended that the driver make any kind of clinical judgment about the health of the customer and any concerns the driver may have must be dealt with according to the agreed procedures.

The safe and well check carried out by the delivery driver in the normal course of delivering a meal will comprise the following;

- An unobtrusive visual check on the Customer's well being and any noticeable deterioration;
- In cold weather, a check to ensure the heating is switched on, is working and that the room temperature feels comfortable to the Customer. In the event that the heating is not working the driver should follow the designated protocol;
- In hot weather, a check to ensure that the room temperature feels comfortable to the Customer and rooms used are well ventilated.
- An unobtrusive check to ascertain;
  - Whether meals are being under used or overstocked
  - That meals being eaten at the appropriate time;
  - That food and drinks are being consumed;

All findings should be recorded by the Contractor and reported on to the client in accordance with agreed procedures. If on a scheduled visit the Service Provider is unable to gain entry to a Service User's House because the Service User refuses the service or there is 'no response', the Service Provider must follow the following process:

If there is no reply from a Customer when the Contractor attempts to deliver a meal to that Customer, the Contractor will take the following further steps to try to contact the Customer:

- (i) telephoning the Customer;
- (ii) speaking to the Customer's neighbours;
- (iii) checking the Customer's home (via garden, downstairs windows or letterbox) if the driver has access and considers it safe for him to do so;

- (iv) leaving a “no reply” card for the Customer with details on how to contact the Contractor.

A “no reply” situation will be reported back to the Contractor’s office staff by the Contractor’s delivery driver on his return and the Contractor will try to telephone the Customer again or check the Customer’s file for further information including whether next of kin should be contacted and, if no contact with the Customer is made, the Contractor will contact the Council (via phone) and request that the Council contact the relevant Customer.