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Food Train South Ayrshire Pilot Briefing Note July 2016

Food Train, in partnership with North Ayrshire Health and Social Care Partnership, launched a grocery shopping delivery service for older people in North Ayrshire in 2015. Thanks to Scottish Government funding during 2016-2017, there is now an opportunity to pilot the same service for older people in South Ayrshire. The pilot will focus on the three main towns of **Prestwick, Troon and Ayr**, with the aim of developing the evidence base for longer term funding for a South Ayrshire wide service in 2017 and beyond.

We aim to launch the South Ayrshire pilot early September 2016. The referral criteria is as follows:

- Age 65 or over
- Live in Prestwick, Troon or Ayr
- Struggling/starting to struggle to manage own shopping

If you know of someone who could benefit from the service who lives *elsewhere* in South Ayrshire, please do still get in touch and we can take note of demand out with the three pilot towns. The South Ayrshire Pilot will be managed by our North Ayrshire branch, therefore all referrals or enquiries via North Ayrshire contact details (above). If you would like to invite Food Train to give a presentation to an organisation, group or team, please contact Regional Manager Marri Welsh in the first instance.

Food Train context

The service developed from the findings of a community survey of older people in Dumfries, which identified that help with the weekly grocery shopping was a priority for the majority of local older people. A small group of older people formed a partnership of local shops and volunteers and the Food Train launched their service in 1995. The vision of the Food Train's elderly founders was to enable older people to remain independently at home by ensuring they got supplies of fresh groceries delivered weekly while also bringing welcome social contact and friendship. Food Train has always generated income from services charges without disadvantaging the poorest older people.

Food Train is now a thriving, multi award winning charity with bases across Dumfries & Galloway, West Lothian, Stirling, Dundee, Glasgow, Renfrewshire and North Ayrshire.

www.thefoodtrain.co.uk

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The Registered Office of the Food Train Ltd. is 30 Castle Street, Dumfries DG1 1DU
Scottish Charity No. 024843

Our aim is to help older people who, through age related ill health, frailty or disability, are unable to manage their grocery shopping, by providing a shopping delivery service. We also aim to provide a range of supported volunteering opportunities for people of all ages and abilities.

How the service works

- The volunteers visit the customer at home to collect shopping lists on a Monday, or phone them if that is more convenient
- Shopping is carried out either a Tuesday, Wednesday or Thursday, depending on postcode
- The shopping is then delivered to the customer's home, where it is unpacked and checked off with the customer
- Volunteers will help to put shopping away (in fridges, freezers, cupboards etc.) if necessary
- On receipt of the shopping the customer pays for the cost of the shopping plus a small delivery charge of £4.00
- Shopping can be paid for by cash or cheque or we can set up an office account
- Customers can use Food Train on a weekly, fortnightly or 4 weekly basis (or less if that is preferred)

For many Food Train customers the two visits per week from our volunteers can be the only social contact they have all week. This contact not only helps to improve their mental health and wellbeing, but can be a means of monitoring the most vulnerable older people in our society and signposting on to other services. Our volunteers are offered ongoing support and training in a range of areas and are able to identify any changes in an older person's health or behaviour and raise this with Food Train staff who can take appropriate action.

It is not only Food Train customers that benefit from the increased social contact the service provides. Many volunteers enjoy the social interaction and physical exercise that comes with the role; helping to keep them fit, active and mentally well. Food Train volunteers are all subject to a Protecting Vulnerable Groups Scheme record check.

Food Train North/South Ayrshire is working closely with other agencies and providers to ensure community ownership of Food Train while providing an excellent cross referral system to the benefit of our members.

Food Train services were designed by older people for older people who face difficulties through age related ill health, frailty or disability. Food Train is provided on the basis of minimum criteria and service users do not undergo means or health assessment. We support and enable older people to live at home in the security and comfort of their own community for as long as they are able through the provision of a grocery delivery service.

If someone does need the service, referrals are very simple and can be made by contacting Marri Welsh, Regional Manager on 01294 271 025 or 07712 322193 or email marri@thefoodtrain.co.uk. If someone is interested in becoming a volunteer, please also contact Marri Welsh.

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Customer Referral Form

Date of enquiry		Date of Birth:	Age:
Title		Name:	
Address			
		Tel No:	
Postcode:	Keysafe:		

Next of kin or contact details if different from above			
Name		Relationship	
Tel. No.			

Name of person making referral:	
Job title and Agency:	
Telephone number and email address:	
How did you find out about Food Train? (Professional, leaflet, friend, family member, web site, advert, event):	
Reason for referral or need for the service:	
How is customer currently managing to undertake food shopping?	
Are there other people living at this address?	

<p>Does this person have health, social or legal interventions from any agencies at present? If so, what are they?</p>	
<p>Does this person have communication or other support requirements?</p>	
<p>Are there any alerts or risk factors we should be aware of before meeting this person or when working with this person?</p>	
<p>Would a customer payment account held and managed within the Food Train office be of use?</p>	
<p>Can you tell us anything else that will help us with our service delivery to this person?</p>	

OFFICE USE

<p>Preferred Shop:</p>	
<p>Frequency:</p>	
<p>Collection instructions:</p>	
<p>Delivery day:</p>	
<p>Delivery instructions:</p>	
<p>Date Started:</p>	