

# FAQs

## How do I pay for my meal?

apetito's default payment method is Direct Debit, as this is the easiest and most secure method for all parties. A relative or friend is also able to pay for your meals on your behalf if they let us know their name and address to make that arrangement.

## Is there a contract?

No, there isn't a contract and no need to commit to a set amount of meals a week.

## What if I need to cancel my meal?

If you would like a break in the service, even for just a day, simply call your local office before 10.00am on the day of delivery and we'll cancel your meal with no charge.

## What if I can't get to the door?

If customers are unable to get to the door, drivers can use entry codes and key safes to access the property and deliver the meal.

## Do I need to pay extra for delivery?

Not at all, it's all included in the price of your meal.

## Can I tailor the menu if I don't like a particular food?

Yes, we'll ensure every meal is made to your own dietary needs and preferences.

## Will my meal always be delivered at the same time?

We will try and make sure they are. Although, if rounds are reviewed this may impact on delivery, but we'll let you know in good time. Meals will always be delivered between 11.00am -2.00pm.



## How to sign up to the service

To sign yourself or a relative up for the service, simply call us on **0800 090 3258** and we'll talk you through the simple sign up and meal delivery process and get you started.

**apetito**



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West Sussex  
Meals on Wheels Service  
*Delivering more than just a meal*



Your easy guide to receiving daily hot meals, delivered straight to your door



# The service

Hot meals can be delivered directly to your door every lunchtime, through the West Sussex County Council Meals on Wheels Service.

Our meals service is available to anyone who lives in West Sussex, and all it takes is a quick phone call to get you started. Whether you'd benefit from a hot meal delivered each and every day, or just need some short term help after coming out of hospital, the service can be tailored to suit your needs.

There are no contracts and no delivery costs. Every meal is cooked and delivered by our DBS (Disclosure & Barring Service) checked drivers, who also conduct a daily safety and wellbeing check.

- Hot meal delivery 7 days a week, 365 days a year
- Meals delivered between 11.00am - 2.00pm
- Suitable for long term deliveries or short term help
- Daily safe & wellbeing checks
- DBS checked drivers



# Tasty, nutritious meals

We offer a varied selection of nutritious, main meals and desserts to suit all tastes and dietary requirements, including ethnic, low fat or low salt, gluten free or reduced sugars, vegetarian and vegan.

We can also deliver a delicious hot soup for you to enjoy along with your main meal and dessert.

There will always be plenty of choices on the menu, and you'll be able to personalise your daily choice to meet your own requirements and preferences. Also, for those who have difficulty swallowing, our award-winning range of soft and pureed meals is the perfect solution.

## Sample menu

SOUP	Leek & Potato
MAIN MEAL 1	Chicken & Vegetable Pie
MAIN MEAL 2	Ham in Parsley Sauce
MAIN MEAL 3	Salmon Supreme
VEGETARIAN - MAIN MEAL 1	Vegetarian Pasta Bolognese
VEGETARIAN - MAIN MEAL 2	Vegetarian Sausage & Mash
HOT DESSERT	Bread & Butter Pudding & Custard
COLD DESSERT	Raspberry Dessert
LOW / REDUCED SUGARS DESSERT	Blackcurrant Pie & Custard

# Teatime pack

What's more, for a small extra charge we can bring you a tasty teatime pack too, including a sandwich, piece of fruit and cake.

# Daily visit with safety & wellbeing check

We don't just deliver a meal; our drivers are all fully trained to carry out basic safety and wellbeing checks. For instance, if there's no reply they'll contact your family, friends or next of kin. As well as this, our drivers will also be happy to plate your meal for you, find cutlery, or even fetch a glass of water.

All of our drivers have been DBS checked and carry an identification badge, so you can be confident who is calling at your door.

- Daily visit from our friendly drivers
- Daily safety & wellbeing checks
- All drivers DBS checked and fully trained

