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This brochure is intended to provide general information about our products and services. You should always seek further advice on any particular issue or requirement you might have. Whilst we make every effort to ensure the accuracy of the information contained in this brochure, we do not accept any responsibility for any inaccuracies or errors which might be contained in it.



Community meals 

apetito's hot meal service... ...delivering more than just a meal





Welcome to *apetito*

West Sussex County Council is proud to be working with *apetito* to support a 'Meals on Wheels' delivery service across West Sussex.

Our home meals service ensures that you or your loved ones receive delicious and nutritious meals, delivered every day by our friendly and knowledgeable drivers.

That makes this an ideal choice for those who, for one reason or another, aren't able to cook for themselves: for instance if they've just come out of hospital.

And, for your extra peace of mind, we'll take the contact number of a friend or relative in case we have concerns about a customer's wellbeing.



Our wide choice of meals... every day

We offer a very varied selection of nutritious main meals and desserts, 7 days a week – 365 days a year, to suit many special dietary requirements, including low fat or salt, gluten free or reduced sugar, vegetarian and vegan.

You'll see just how wide that selection is from the example of our menu choices attached to this booklet. You can choose from traditional favourites, like cottage pie, beef and roast potatoes, or perhaps spice it up with our delicious chicken curry. Follow that up with one of our many mouth-watering desserts, including classics like apple pie, rhubarb crumble or Bakewell tart.

Because our range of meals is so varied, you'll be able to personalise your daily choice to meet your own requirements and preferences.

Delivered ready to enjoy

To ensure that they arrive piping hot, all our meals are cooked en-route in our specialist Chefmobil vehicles. If you'd like your meal to be dished up onto a plate, our driver will be happy to help.

When we deliver your hot main meal, for a small extra charge we can bring you a tasty teatime pack too, including a sandwich, pastry and cake or fruit.

LOW FAT

ENERGY DENSE

LOW SALT

GLUTEN FREE

VEGETARIAN

REDUCED SUGARS





Designed especially for you

You can specify exactly the kind of meals you want. For instance, just tell us if you don't like rice, and we'll make sure that none of your meals contains rice. And, as well as the special dietary requirements we've already mentioned, like low fat or gluten free, we also provide Kosher, African-Caribbean, Asian and Halal options. What's more, for those who have difficulty swallowing, our award-winning soft and pureed range is the perfect solution.



Ordering...

...as simple as 1,2,3

Step 1

We'll supply you with a four weekly menu cycle that rotates each week and includes soup, five main meal choices and three dessert choices, including reducing sugar and vegetarian options.

Step 2

Simply select your meal choices for the next week's delivery on our order form and give it to your delivery driver or, if you prefer, just call us with your order. And don't forget, our drivers are always happy to help with your orders. If you'd rather have a soup to start instead of a dessert that's fine and, for just £1 extra, we can make it three courses: soup, a main course and a dessert.

Step 3

Your meals will arrive at lunchtime and, while we can deliver 365 days a year, you can choose how often you'd like your meals.

It's as easy as that. And, if you need help making your choice, just call us on 0800 084 3830.





But we know you'll want to ask some questions to help you decide whether to choose *apetito*, so here are a few answers to put your mind at rest...

How do I pay for *apetito*'s service?

apetito's default payment method is Direct Debit as this is the easiest and most secure method for all parties. Dependant on where in the country you live, there may be alternative payment methods available should Direct Debit not be possible such as Direct Bank Transfer, credit / debit card payment or cash or cheque to the Driver.

Or, If you'd prefer a relative or friend to pay on your behalf, please let us know their name and address so we can make that arrangement.

Do I have to sign a contract?

No. We won't ask you to sign a contract with us or commit to a set number of deliveries a week.

Do I have to pay extra for delivery?

No. It's all included in the price of your meal.

What if I need to cancel a delivery?

If you want a break in the service, even for just a day, simply call our office before 10 am on the day of delivery and we'll cancel your meal with no charge.

Can I tailor my menu if there's a particular food I'm allergic to or don't like?

Of course. We'll make sure that every meal you receive is made to your own dietary needs and preferences.

Will my meals always be delivered at the same time every day?

We'll try to make sure they are. We may sometimes need to review our rounds but, if this has an impact on your delivery time, we'll let you know in good time.

Our drivers aren't just drivers

They don't simply deliver your meals: they're a vital part of our hot meals service. They truly care about all our customers and are fully trained to carry out basic safety and wellbeing checks. That means that you can rely on your driver to be a friendly face and a safe and dependable pair of hands. For instance, if there's no reply when he calls, he'll contact your friends, family or next of kin.

All our drivers have been DBS (Disclosure and Barring Service) checked and carry an identification badge. If you're unsure who is at your door, just phone our office for verification.

And just like our drivers, every member of our team has received comprehensive training on diet and nutrition, including the needs of people with dementia. So you can rest assured: we've been providing meals for over 50 years, delivering an outstanding choice of meals through a caring and reliable service.

What next?

To sign yourself or your relative up to our hot meals service, simply call us on 0800 084 3830 or visit www.mealsonwheels.info

The *apetito* Hot Meals Service isn't just about delivering hot nutritious meals. We're here to check on our customers' wellbeing and help them be as independent as possible.



What's in store

This example of our weekly menu gives you a taster of what you can look forward to. We change our weekly menus regularly to ensure a wide variety of choice for our customers.

Soup

Lentil, scotch broth, potato & leek, pea & ham, tomato & vegetable, chicken broth, chunky vegetable

Main meal A

Chicken & vegetable pie, cottage pie, chicken supreme, pork loin, fish in parsley sauce, sausages in onion gravy, beef and roast potatoes

Main meal B

Ham in parsley sauce, chicken & bacon hotpot, breaded fish & chips, savoury mince, lambs liver, Lancashire hotpot, salmon supreme

Main meal C

Steak and mushroom bake, meatballs & mushy peas, minted lamb dumplings, chicken chasseur, sweet & sour chicken, minced beef & onion pie, chicken & leek hotpot

Vegetarian meal - option 1

Vegetarian pasta bolognese, vegetarian cottage pie, cheesy vegetable bake, cauliflower & broccoli bake, omelette, chips & beans, macaroni cheese, vegetable lasagne

Vegetarian meal - option 2

Vegetarian sausage & mash, omelette, chips & beans, vegetarian paste bake, vegetable curry, vegetarian cottage pie, cheesy vegetable bake, vegetable & bean cobbler

Hot dessert

Bread & butter pudding, lemon sponge, apricot crumble, stewed apple & custard, golden syrup sponge, chocolate chip sponge, summer fruit crumble

Cold dessert

Raspberry, apricot & peach, mixed fruit trifle, chocolate mousse, coffee dessert, blackcurrant cheesecake, strawberry mousse

Reduced sugars dessert

Blackcurrant pie, apple & blackberry crumble, stewed apple, golden syrup sponge, jam roly poly, sultana sponge, rhubarb crumble

