

Initial Equality Impact Assessment – Service Change.

Department	Adult Social Services
Service	Meals on Wheels
People involved	Juan Carosio

1. What are the aims of the service and what changes are being proposed?

Currently a hot meal delivery service (Meals on Wheels) is provided to 167 residents who are assessed as needing this type of provision in order to maintain their diet. This service delivers one hot meal a day to service users from a standard menu prepared according to good dietary principles, there is choice of meals to meet cultural and dietary needs. Service users pay for the cost of the meal, but the cost of delivery is subject to the Council's charging policy for social care. The way the rounds are structured means that some people receive the meal earlier than they may otherwise choose, closer to 11 o'clock, which is when the distribution starts. Some users might prefer to have a main meal in the evenings and at the moment this cannot be accommodated.

It is proposed to introduce a more personalised approach where service users can select the food and level of preparation support they access and can purchase this from a range of providers. If the service user is happy with the meals currently provided to them, they will be able to receive them in a frozen state from the frozen meal delivery service which the council will continue to commission and will be able to re heat them in a microwave (which will be provided). Where they are unable to heat up the food themselves a care worker, volunteer or unpaid carer could be identified to support them, depending upon their circumstances and preferences. This will have the advantage that the service user will be able to choose at which time they want to eat the meal. Alternatively the service user may choose to purchase meal delivery and support in other ways.

2. What is the rationale behind these changes?

A review has identified that the current hot meal delivery service is uneconomic due to reducing meal volumes. Additionally, it is highly unlikely that meal volumes will increase in the near future.

When Meals on Wheels was first implemented the services available for people to receive meals in their own homes were strictly limited. However, in recent times there has been significant change in the marketplace and now service users can get delivery at very reasonable (or sometimes no cost) from supermarkets and local food outlets. This creates a much wider choice menu

for the service users, who might want to receive their meals in a different way and at different times.

3. What information do you have on the service and the potential impact of your service change in relation to the following?

	List information you have.	
Race	86.2% of service users are white, 4.8% Asian or Asian British and 7.8% Black or Black British.	
Gender	58.1% are female.	
Disability		Total
	Learning Disability	1.8%
	Mental Health	13.2%
	Other Vulnerable People	1.2%
	Physical and Sensory Disability and Frailty	81.4%
	Supported person	1.8%
	Unknown	0.6%
	Due to the nature of the service all service users self-classify as disabled. The majority of service users have either a physical or sensory disability or are frail.	
Age	Due to the nature of the service the majority of service users are older residents.	
	Age Groups	Total
	18 - 64	8.4%
	65 - 74	20.4%
	75 - 84	26.9%
	85+	44.3%
Faith	Not collected but service offered by MoW takes into account an individual's faith and how this relates to their dietary requirements	
Sexual Orientation	Not collected.	

4. Thinking about each group below please list the impact that the service change will have.

	<u>Positive</u> impacts of service change	Possible <u>negative</u> impacts of service change
General impacts	Moving to a service which can be purchased by the	Service users maybe unsettled

	<p>service user means that individuals will receive tailored support.</p> <p>No service users who are assessed as needing a service will cease to receive a service. All will receive a review which will help them to identify the best option for them; we anticipate that some may no longer need this type of service.</p>	<p>by the changes, although all who are assessed as needing it will continue to receive a service.</p> <p>Service users will no longer have hot meals delivered. Alternative arrangements will be put in place so that a hot meal is available.</p>
Race	Moving to a service which can be purchased by the service user means that individuals will receive tailored support.	
Gender	Moving to a service which can be purchased by the service user means that individuals will receive tailored support.	
Disability	Moving to a service which can be purchased by the service user means that individuals will receive tailored support.	<p>The majority of service users are disabled. Any changes to provision will therefore have a significant impact on them. It is therefore important that clear advice and support is given to them to ensure they access the new service and to reduce any anxiety they may have about receiving an alternative service. Hot delivered options for special diets will not be available from Meals on Wheels, however the same frozen special diet options will be available, with the means to heat and if necessary serve. The frozen meal nutritional value will be at least equivalent.</p>
Age	Moving to a service which	The majority of service users

	can be purchased by the service user means that individuals will receive tailored support.	are aged over 65. Any changes to provision will therefore have a significant impact on them. In particular older people can reject the use of technological solutions, such as use of a microwave. It is therefore important that clear advice and support is given to them to ensure they access the new service and to reduce any anxiety they may have about receiving an alternative service, including the use of microwave ovens and reheating frozen food, where this is the option adopted.
Faith	Moving to a service which can be purchased by the service user means that individuals will receive tailored support. This means that their dietary requirements can reflect their beliefs.	Delivered culturally appropriate food will not be available from Meals on Wheels, however frozen versions of these menus will be available.
Sexual orientation	Moving to a service which can be purchased by the service user means that individuals will receive tailored support.	

5. Is a full EIA required? No.

- Is the service a frontline service? Yes
- Is it clear what impact the service change will have on all the equality groups? Yes – although this will be checked by circulating this initial EIA to the Older People's Forum and The Link.
- Overall will the change have a negative impact on any of the equality groups? No. – although this will be checked by circulating this initial EIA to the Older People's Forum and The Link

Comments - Please give the rationale here for not undertaking a full EIA

All service current service users will be reviewed and a package of care implemented that is tailored to their eligible assessed needs.

6. Through the initial EIA have you identified any actions that needed to be implemented to improve access to the service or monitoring of the service? (please list)

All current service users to receive clear advice and support to ensure they access the new service and to reduce any anxiety they may have about receiving an alternative service, including use of microwaves.

Impact of service change to be monitored in relation to the protected strands and any variations from the profile shown in this EIA to be investigated and action plan developed.

Findings of the initial EIA to be shared for feedback with the Older People's Forum and the Link.

Signed

Date 28.08.12

Approved by: Clare O'Connor