

Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

Spotlight on apetito

‘I am 89 and have no children, seeing the drivers and receiving my meals is the highlight of my day, I honestly don’t know what I would do without them.’

West Sussex County Council meals on wheels customer



This organisation is described as being the leading producers of delicious and nutritious meals, that have been developed by apetito head chefs and nutritionists, to ensure the right nutrition is in every meal. They offer a wide variety of menus to cater for diets influenced by illness, culture, religion, ethical choice, or personal preference.

All meals are delivered hot to people’s front door by friendly qualified drivers. Their drivers are continuing to observe social distancing regulations and wearing masks and using sanitizers. They can put the meal onto a plate, fetch cutlery and offer a glass of water. However, if a customer does not wish the driver to enter their property, then the driver will drop their meal at a designated spot so the customer can then come out and collect the meal without personal contact.

One key part of the driver’s role is to carry out a safe and wellbeing check on delivery, which gives families peace of mind that someone is able to visually check on vulnerable or frail people. For a contactless delivery the driver will stand back but will still make sure they see the customer to carry out the wellbeing check. Apetito deliver every lunchtime, 7 days a week, 365 days a year. They can also provide a cold teatime pack. The service is available for anyone living in West Sussex and further information can be found on their website www.apetito.co.uk/meals-on-wheels.

There is no contract. It’s a flexible service allowing people to choose from 1-7 days a week and can be used for short- or longer-term periods. This makes the service ideal for people who are recovering after a stay in hospital. **For more information or a brochure please call our West Sussex office on 01903 718893 or westsussex.office@apetito.co.uk.**

During the 1st and 5th November 2021 the National Association of Care Catering (NACC) celebrated 78 years of Meals on Wheels in the UK. This year apetito's focus again is on the great work their drivers do and that they deliver more than just a meal, they truly make a real difference to their clients lives 365 days of the year.

Over 888 vulnerable adults across West Sussex enjoy a hot nutritious meal delivered right to their door by apetito. The service helps to keep vulnerable adults nourished, hydrated, and living safe and well in their own homes. A daily check by the drivers not only helps keep people safer it also helps ease the effects of isolation and loneliness.



If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Community Partnership Lead, email: cheryl.berry@healthwatchwestsussex.co.uk

For help, advice, and information or to share your story

About Healthwatch: We are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need.

How we work: There is a local Healthwatch in every area of England. Healthwatch West Sussex works to find out what people like about services and what could be improved. We share these views with those with the power to make change happen. Healthwatch also helps people find the information they need about services in their area.



Here to help you on the next step of your health and social care journey

Nationally and locally, we have the power to make sure that those in charge of health and social care services hear people's voices. As well as seeking the public's views ourselves, we also encourage health and social care services to involve people in decisions that affect them.

Our approach: People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

You can review how we performed and how we report on what we have done by visiting our website.



healthwatchwestsussex.co.uk



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