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Monmouthshire Meals

Was created in 2004.

Prior to this meals were delivered by Volunteer Drivers on a post code availability.

Monmouthshire Meals operates for 365 days of the year, delivering hot nutritious meals to Service Users throughout the County of Monmouthshire.

This includes Bank Holidays, Christmas Day & Easter

Pauline Batty – December 2022





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Monmouthshire Meals – What Do We Do

We currently help 231 Service Users and deliver approximately 180 meals a day, seven days a week. The majority of meals are hot lunches but the service also offers frozen meals and packed meals for teatime.

Service Users can receive as many meals as they would like a week and their meals can be delivered hot or frozen using our specially adapted electric vehicles.

We cater for all dietary requirements including all grades of I.T.T.S.I for Service Users with Dysphagia

Pauline Batty – December 2022





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In 2018 we carried out a survey of our Meals on Wheels Service and asked our Service Users & their Carers a series of questions:-

- How we were doing as a service?
- What we did well?
- What we did not so well?

Pauline Batty – December 2022





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What did our Service Users Think?

Here are some of their answers





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“The visit by a person is important...as important as the meal itself when you are lonely.”

“I`ve got an active life but it can still be lonely on your own.”

“I do have the carers coming and I can get out but it’s still a long old day.”

“I have a lot of contact with others but I do suffer from loneliness after losing my husband 7 years ago.”





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“I`m like a lonely old hermit really. I am grateful for the help that I get.”

“Contact with different people every day is very important when you`re lonely.”

“Loneliness is a big thing when you`re old. I often stand by my gate and look to chat to neighbours as they are passing if I`m feeling lonely.”

“One of my 3 daughters pops in everyday...and the odd neighbour but it`s still pretty lonely up here.”





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▶“My depression does make loneliness an issue despite the fact that I have regular contact with people.”

“Loneliness is a terrible thing. A good chat can be a bit of a lifesaver really. That sounds a bit dramatic but it’s true.”

“It can be very lonely mind, although I know that I`m lucky with my visitors.”

“I`m always glad to see someone, it`s been very lonely since my wife passed away.”





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“It’s good to see people...it can be a long day.”

“I`m very lonely here and we all need to feel we are part of the community. That’s why more than passing chit chat is important.”

“It`s very lonely when you get old.”





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***As you can see our survey
highlighted that loneliness was a
being experienced by the majority of
our Service Users***





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What could we do to help alleviate this?

It was evident that Monmouthshire Meals was more than just a meal to our Service Users and this is where our Service started to change





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Monmouthshire Meals - More than just a meal

Monmouthshire Meals Staff don't just deliver food. They will make a cup of tea, plate up the food and whenever possible they will spend time talking to the Service Users. They will also feedback any concerns so that the next of kin can be informed





Monmouthshire Meals - More than just a meal

The same message was received from
Service Users Next of Kin & Carers

'It is more than Just a Meal'

It's not by chance our team motto is
'more than a meal, more than a minute'

It's what we do





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Monmouthshire Meals - More than just a meal

During the covid-19 pandemic Monmouthshire Meals was business as usual. Keeping the community connected and supported. The team was committed to achieving 'business as usual' but they actually did so much more and they still provided a friendly face, someone to talk and offered reassurance which was important beyond measure during those uncertain times.

In addition to delivering meals they provided extra teatime services when required, took evening calls, helped feed the homeless people, delivered vital PPE to residential homes and care agencies and also delivered care packages to Schools as they prepared to re-open.





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Monmouthshire Meals - More than just a meal

Monmouthshire Meals is certainly 'More than Just a Meal' and the reason why I nominated them for the NACC Meals on Wheels Award 2022.

I am incredibly grateful to every single person who helps deliver our Monmouthshire Meals Service and has made the service what it is today.





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Monmouthshire Meals - More than just a meal

Our Monmouthshire Meals Hero's





Monmouthshire Meals - Next Steps for the Service

Our current delivery model consists of a fleet of specially adapted vehicles

- 4 electric vehicles with diesel ovens
- 2 diesel vehicles with electric ovens.

The deliveries are split over 6 rounds – on a location basis.

We deliver meals to all areas of Monmouthshire, which is a rural county and covers 373 square miles.

This can involve us having to travel over 20 miles between deliveries.





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Monmouthshire Meals - Next Steps for the Service

We currently charge the vehicles at our base in Raglan and the first half of the meal regeneration process takes place whilst hooked up to the electricity points, the drivers then set off on their rounds and the ovens are switched to diesel regeneration this is where the second half of the meal regeneration process takes place whilst the drivers are out on their rounds.

The drivers will deliver the meals furthest location away and then back to base at Raglan. This mode of regeneration means that all the meals are ready for consumption at the same time and are kept on warm hold.





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Monmouthshire Meals - Next Steps for the Service

We have managed to successfully secure a grant from the CCR fund.

This grant will enable us to explore different options of service delivery

We are looking to build a new fleet of vehicles for Monmouthshire Meals

Each vehicle will house 3 microwave ovens and a fridge. This would enable us to regenerate the meals on route so each meal is regenerated individually for the Service User, providing them with a much nicer, better quality and nutritious meal.





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Monmouthshire Meals - Next Steps for the Service

Any Questions

