

*“ supporting local older people at home ”*



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- Who we are and what we do
- Where we do it
- How it works
- The benefits

# Who we are

- Food Train is a registered charity, voluntary organisation and social enterprise, established in 1995.
- We provide vital services to older people, aged 65+ (50+ on occasion) who are no longer able to manage independently due to age, ill health, frailty or disability.
- Our primary objective is to support older people to live independently within their own homes and communities for as long as possible.

# What we do ...

- Food Train weekly grocery delivery service
- Food Train 'EXTRA' practical home support service
- Food Train Friends befriending and contact service



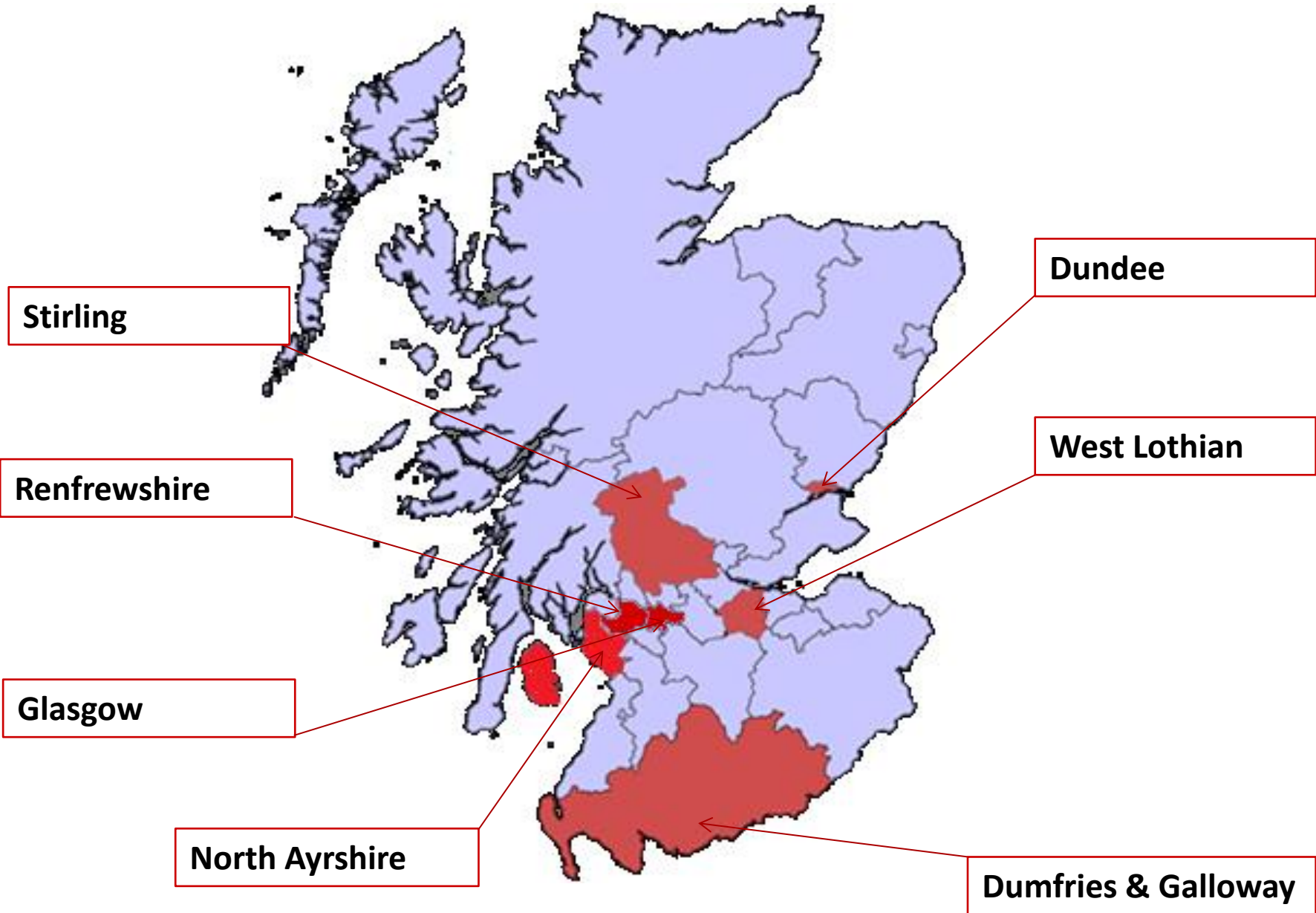
# What we do ...

- Outreach library service
- Meal Makers community meal sharing
- We currently have nearly 600 volunteers supporting over 1700 older people.



## Where we do it ...

- Dumfries - started July 1995
- West Lothian - started September 2010
- Stirling - started November 2011
- Dundee - started January 2012
- Glasgow - started February 2013
- Renfrewshire - started Summer 2013
- North Ayrshire – starting Summer 2015



# How it works

- Available to any older person aged 65 and over who experiences difficulty getting their grocery shopping, can be used short term or long term and with any frequency from weekly or less
- No means or needs assessment
- All service users are company members with a vested interest and democratic say in shaping the charity and its objectives



# Referrals

- Self referral
- Families/ friends/ neighbours
- Social work
- Health
- Housing
- Other voluntary sector organisations working with older people

# Grocery shopping

- Every Monday (or fortnightly or less, if wished), Food Train volunteers visit customers' homes to pick up their order (and leave a blank order form for the following week).



# Grocery shopping

- Food Train volunteers work with the supermarket of choice (e.g. Asda, Morrisons, Sainsbury's, Tesco, Co-op) to make up the order.
- Food Train volunteers deliver the groceries on an agreed day in the week (Tuesday, Wednesday or Thursday) (32,400+ deliveries per year)

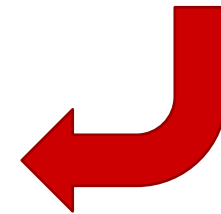
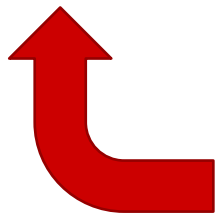
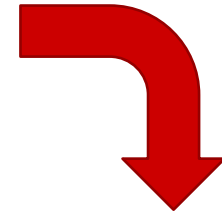
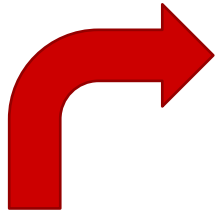


# Grocery shopping

- On receipt of the groceries, the customer pays Food Train the cost of their shopping plus a small delivery charge (£3).
- Food Train volunteers will unpack the shopping and put away in cupboards/fridge/freezer if requested.







# Volunteers

- Our services are completely delivered by volunteers (93,500+ hours per year)
- All Food Train volunteers are required to apply for a PVG Scheme Record to make sure they are suitable to enter the homes of older people.
- All volunteers wear a Food Train uniform and ID badge so they can be easily identified.
- Volunteers deliver groceries in 'Food Train' branded vans.
- Volunteers always deliver in pairs.
- All volunteers are offered regular team meetings and training opportunities.

# The Benefits/ Outcomes

- Customers
  - Remaining within their own homes and communities for as long as possible 63%
  - Increased independence 73%
  - Increased social contact 38%
  - Improved mobility 30%
  - Improved general wellbeing 28%
  - Improvements in health 27%
  - Reduced risk of falls 36%
  - Improved diet 16%
  - Silent monitoring and signposting/ referral to additional services

# The Benefits

## Volunteers

- Improved employability
- Increased confidence
- Enhanced wellbeing
- A sense of community belonging
- Older volunteers keeping fit, active and well through the increased physical activity and social interaction that volunteering brings
- Opportunities for supported volunteering




# The Benefits

- Carers
  - By undertaking practical tasks such as grocery shopping, we free up carers' time, thereby reducing the workload of caring
- Statutory services
  - Cost savings for social work/ NHS
  - Older people kept from the door of statutory services for longer by remaining healthier for longer
  - Services available to a wider group of older people than statutory services could cater for

# The Food Train Team

- Committed to staying informed on relevant older people issues
- Managers completed Best Practice in Dementia Care
- Managers trained in Malnutrition in Older People (BAPEN led)
- Managers trained in Adult Protection legislation
- Managers trained in Stroke Awareness
- Food Train CEO Michelle McCrindle campaigned for and chaired first ever Scottish summit on Malnutrition in Older People
- Food Train CEO Michelle McCrindle selected by Clore Social Leadership Program to become first ever Fellow for Older People
- Food Train CEO Michelle McCrindle to receive an MBE in recent Queens Birthday Honours list

A large, red speech bubble with a white outline and a drop shadow, centered on a white background. The bubble has a tail pointing downwards and to the left. Inside the bubble, the text is written in a white, serif font.

**“Without Food Train I could not have stayed at home. The friendliness of the volunteers is welcome interruption to solitude, and reassurance to my family that someone is keeping an eye on me.”**