



Malnutrition Task Force An Appetite For Change in Purbeck

help&care

working in partnership with



Malnutrition Task Force – Purbeck Pilot
Final Report Item 3 on the contract.
Submitted May 2015



DELIVERY	NUMBER OF RECORDS												
Volunteers recruited specifically for delivering the Services	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Purbeck Good Neighbours</td> <td style="text-align: right;">137</td> </tr> <tr> <td>POPP Wayfinders</td> <td style="text-align: right;">7</td> </tr> <tr> <td>POPP Champions</td> <td style="text-align: right;">4</td> </tr> </table>	Purbeck Good Neighbours	137	POPP Wayfinders	7	POPP Champions	4						
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Telephone calls made to the Delivery Organisation about malnutrition or community provider services to deal with malnutrition;	5												
Shopping deliveries and group supermarket visits or other innovative activities to support older people with regard to nutrition (as per schedule 1);	<p>"An Appetite for Change – Online Home Shopping Delivery Workshops" 5 (see case study)</p> <p>6 Purbeck GP practices engaged – Malnutrition Workshops delivered and support services offered for patients – see "Purbeck Malnutrition Pilot" – Services Offered flier</p> <p>Local home shopping delivery directory</p> <p>Online food coop groups initiated</p>												
Older people using the shopping delivery/supermarket visit scheme or participating in other innovative schemes (as per schedule 1);	<p>2 people – home support (see Case study)</p> <p>22 people attended the online shopping workshops</p>												
Older people supported in other ways;	<p>Signposting and Information sessions delivered to Purbeck Lunch Clubs, Carer Support Groups, Young @ Heart Group, Mature Residents Association, Purbeck Bereavement Group and Condition related Support Groups – group</p>												
Referrals of older people to the Delivery Organisation by third parties;	1 (GP Referral – see case study)												
Tweets, retweets, 'shares' and 'likes' from social media activity;	<p>17 Posts</p> <p>37 Retweets</p> <p>8 Favourites</p>												
The promoted Facebook post and its detail;	<p>See attached screen shot</p> <p>177 Likes</p> <p>4 Posts, 18 likes</p> <p>8 Shares</p>												

Malnutrition Task Force – Purbeck Pilot Went Well, Challenges, Long Term Goals & Vision and Achievable Next steps



WENT WELL

KAP's

- Our return rate was consistently high compared to the number of forms distributed
 - Pre survey – 60 distributed – 17 returned – 27%
 - Mid survey – 350 distributed – 99 returned – 34%
 - Final survey – 330 distributed – 85 returned – 32%
- The questions answered on the survey showed that older people's attitudes to malnutrition had changed in a positive way

GP Engagement

- We were able to meet our target of six GP practices
- All six seemed genuinely interested and were willing to display MTF materials in their practices

Online Shopping workshops

- Well received by those attending
- Well supported by local supplier

Home shop delivery directory

- Most local stores in Purbeck (inc the few small supermarkets) were happy to be in a directory and willing to take small shopping orders and deliver to the home

Food Co-ops

- One of the main sheltered housing schemes is hoping to host an online co-operative for tenants – this will get over issues like 'minimum order

CHALLENGING

Partnership Working

- Distance between Help & Cares base in Bournemouth and Colleagues at DCC (combined with respective other responsibilities and commitments was a considerable barrier in getting together for any joint planning
- Dorset were already somewhat down their nutritional care pathway before the MTF pilot was commissioned – their staff and teams were already working with a strategy and toolkit to support older people at risk of malnutrition which was rightly a priority for them.

KAP's

- The pre survey distribution period was given at short notice and coincided with most of the team going on annual leave – this led to a very low distribution rate
- Timing of distribution often just missed opportunities such as lunch clubs etc – the size of the distribution area made it impossible to catch all groups in the window of opportunity
- Many people objected to having a repeat of the survey – time had to be taken to explain why this was the case and that it was to measure the change in attitudes and knowledge of malnutrition

GP Engagement

- We only had one referral from a GP – some anecdotal feedback pointed toward a feeling from a GP that once an older person was already malnourished then the level of intervention would need to be clinical to make a significant difference and it wasn't clear how our support could help with this
- Towards the end of the pilot period the GP referral support services were also offered to professionals working in the community for Health & Social care

Engaging volunteers

- The voluntary groups we approached felt they were already at full stretch in providing their existing support and whilst they were happy to refer people to us would be more likely to deal with a simple problem like a 'one off shop' whilst they were in the environment. The Purbeck Good Neighbours reported that they occasionally did shopping for older people and were keen to be trained to provide internet shopping support – as yet none of their client group have requested help with this.

Online Shopping

- The Purbeck area is poorly covered for broadband access
- Despite the hype the number of older people with a broadband connection and appropriate hardware to create an online account is still relatively low
- The 2 reasons highlighted above have meant that the online shopping co-ops are taking longer to establish than the pilot went on for, though this aspect will be progressed

LONG TERM GOALS & VISION

GP Referrals

- We have advised our colleagues working in the community for Health & Social Care that the services offered to GP patients and latterly their clients/patients will continue to be offered via the Dorset POPP Wayfinder & Champion teams in Purbeck for as long as Help & Care are managing those teams

Online Shopping

- Co-ops of older people and people of all ages creating 'online shopping clubs' to split bulk buying, large items (often a barrier when shopping for one) to take advantage of minimum spend free delivery and to consider cooking together for shared meals etc

Home Shopping Delivery

- For the 'market' to grow encouraging new local business and innovation.

Local Food Co-ops

- Purbeck is a great larder for local seasonal produce – it also has a relatively affluent group of older people – as the provision of statutory support for 'self-funders' with moderate care needs retracts and transport costs go up there will be an opportunity for local markets that cut out the big suppliers and rely on local distribution networks to open up to these 'customers' who may have a keen interest in 'provenance' and the personal touch.

ACHIEVABLE NEXT STEPS

Expansion

- We have been advised by colleagues at DCC/Public Health that they intend to move their MUST scheme into east Dorset & Christchurch – our teams of POPP Wayfinders and Champions have been appraised and are approaching H&SC colleagues with a view to partnership support for Older People at risk of becoming malnourished

Purbeck

- Help & Care have set aside some financial support to continue the community capacity building around online shopping and food co-ops – this will be able to support 'start up funds' and purchase of hardware.

Malnutrition Task Force – Purbeck Pilot

Case study 1



Internet shopping Workshop – ‘John’

How Old are you John?

“I’m 89 and will be 90 in March – am still driving at the moment

Are you already ‘online’?

“Yes, I retired in 1993 – I was a civil engineer and went onto work for the MOD. We had worked with computers from the early days”

Do you feel that helped with your confidence?

“definitely – I was having to rely on the computer for data and figure input – I have faith in online banking and use email to keep in touch with family and will browse for information2

Why have you come today?

“I would like to arrange for some of my heavier shopping to be delivered to my home and would like to be shown how to shop online. I have some questions around having a shared account and what happens if the items I choose are unavailable”

Was today useful, and if so what are your next steps?

“Yes, I have had my questions answered and have set up an account to shop online and receive home deliveries – it will be very helpful to get ingredients in for when my daughter visits for a Sunday Roast, and also when I’m away etc she can arrange for food to be delivered in time for my return. I was also pleased to hear that the delivery drivers can bring the shopping into my home and pack it away for me”

Where did you hear about today?

“ We had a speaker come to our ‘Young at Heart Club’ – they told us about the concerns around malnutrition in older people and about this idea that could help us to ensure we are able to get sufficient food delivered if ever we lost our mobility”

Malnutrition Task Force

Purbeck Pilot – Case Study 2 & 3



Internet Shopping Workshop – Purbeck Good Neighbours

Background

Purbeck Good Neighbours is a scheme set up to support older people with simple tasks that require doing in order to improve or maintain their quality of life and to remain independent – the scheme recruits volunteers who are willing to provide this support to older people in their community. All volunteers are trained, DBS checked and have liability insurance. The scheme aims to have at least one 'go to person' for each street, village and community who is willing to be called upon to assist an older person where appropriate and needed and where there is no other local support available – the types of task carried out can be things like changing a lightbulb or turning a mattress – the volunteers are often called upon to get emergency shopping.

As a part of our pilot work we approached the group of volunteers in Swanage (seaside town of population approx. 9000, 46% older people) and Upton & Lytchett (urban/rural village population of approx. 8000, 34% older people) to see if they would be willing to provide online shopping support to older people in their locality.

The Workshops

These were carried out on the 15th (Upton & Lytchett) and 17th December 2014 (Swanage) and were respectively attended by 12 and 18 volunteers.

As an introduction the volunteers were given the MTF background information on the figures and issues around malnutrition in older people and there was discussion regarding some of the causes and issues that could lead to an older person becoming malnourished. It was generally felt that isolation and accessibility could be a significant risk factor for the older people that they often carried out tasks for.

The volunteers were willing to be shown how to set up an online account and to go through the ordering and delivery process. They were also willing to support older people in setting up their own accounts and ordering food online.

Materials & Resources

MTF Informatics, Laptop (with dongle) & projector, how to shop online handouts created by Tesco

Process

The volunteers were shown how to set up an online account – this was done live using an existing online account with Tesco – volunteers were shown how to set passwords, log on and to fill a 'basket' – they were also shown how to set a delivery time and create a regular 'shopping list'

Challenges

Data protection & Vulnerability – volunteers were concerned that if they were using their own devices then it might be possible for someone to access an older person's account – it was explained that as the system is live this would only be a problem if they were to store the customer's login and password.

Broadband – this is a major obstacle in the Purbeck region – most of it has no coverage at all and current plans for broadband coverage for the whole area are looking at a window of 2 years

Hardware – many of the volunteers do not have portable devices, and many of their clients do not have computers or online access in the home

Banking – all online shopping schemes require a valid credit/debit card – the volunteers were concerned that many of their clients tend not to have these

Malnutrition Task Force

Purbeck Pilot – Case Study 2 & 3 (continued)



Outcomes

Volunteers with portable devices were willing to offer online shopping support to older people in their area.

A project has been started in Lytchett to bring a 'community broadband hub' to enable online shopping co-ops to be created as well as individual online shopping. The idea of the co-op is to take advantage of bulk order/minimum spend to reduce delivery costs and enable older people to share bulk orders when only shopping for one.

A local provider is looking at providing 'community tablets' to those in isolated communities or with a reluctance to get online.

Internet Shopping Workshop – Tesco Community Room (CS3)

Background

Being aware of some of the barriers listed above and also having good knowledge of the shopping habits of the older people in her community of Upton & Lytchett, one of our pilot workers approached the local Tesco superstore to see how they felt their online shopping service could engage with older people unwilling to 'sign up'

Tesco have a community room with access to computers, toilets and refreshments. Their Community Engagement Lead offered to make the room available on set dates and times and to provide hardware and trainers to assist older people to create an online account and to show them how to begin the process of becoming an experienced online shopper.

Materials & Resources

Tesco provided the room, trainers, hardware, handouts and refreshments for 3 workshops. Our project engaged with the surrounding community and advertised the workshops.

The volunteers were shown how to set up an online account – this was done live using an existing online account with Tesco – volunteers were shown how to set passwords, log on and to fill a 'basket' – they were also shown how to set a delivery time and create a regular 'shopping list'

Challenges

Most of the older people engaged with were reluctant to create an online account as they felt they would prefer to visit the store in person – they had reservations about the quality of produce being picked out for them and how secure the online payment would be.

Outcomes

A few Older people were trained to shop online, created accounts with the support of the trainers and went onto fill their first 'virtual basket'

Tesco intend to take this workshop out to the wider community to engage with older people at lunch clubs etc.

The DotCom Lead took a bundle of the MTF booklets for Older people and Carers with a commitment for their delivery drivers to hand them out to existing customers who are older people or Carers.

Malnutrition Task Force – Purbeck Pilot

Case study 4



Community Engagement

Background

Help and Care manage and employ the Dorset POPP Wayfinders & Champions
<https://www.dorsetforyou.com/popp>

The Wayfinders work part time in their localities and offer 'Signposting & Information' to Older People on all aspects of life to enable them to "remain living in their own homes for as long as they wish" – The Champions also work part time and work to 'Challenge & Change' the way services are provided to older people and to help to build supportive neighbourhoods so that older people can maintain their independence in their communities. As a part of our MTF pilot work we engaged with both of the teams working in the Purbeck locality and offered them the opportunity for 'additional' (paid hours above and beyond their current work). The rationale for this was because of their obvious connections to the Purbeck locality and the complimentary nature of the two work streams. One of the tasks was to speak to organisation across the pilot area about the issues and risks of malnutrition in Older People.

Those taking up the offer were briefed on the statistics and information provided by the Malnutrition Task Force and also on the information in the Dorset Nutritional Care Strategy's 'Losing Weight is Not Always Great' (<https://www.dorsetforyou.com/nutritional-care-strategy>) They were given large laminated versions of the MTF informatics, a hardcopy of the PPP 'Losing Weight is not Always Great' and boxes of the MTF booklets and posters.

One member of the team made informal presentations at the following groups

- Upton Mature Residents
- Lytchett Minster Day Centre
- Upton Carers Support Group
- Link Bereavement Group

The talks all followed the same format:

- Background information about the Malnutrition project
- Purpose of project
- Process to be followed
- Information about local Lunch Clubs, Eating Opportunities, Meal Delivery companies
- Information about Shopping on - line and training available at Tesco Fleetsbridge

At each talk the laminated information /fact cards were used for discussion and were on display along with booklets "Eating Enough in Later Life (for Carers) and " Are you Eating Enough?" (for older people).

Those people attending found the information given helpful, they took away information and a number asked for specific advice about local opportunities for eating and shopping groups. The workshops prompted much interest and discussion and in some cases led to Older People approaching team for further support around malnutrition – see Case Study 5 'Community Referrals'

Malnutrition Task Force – Purbeck Pilot

Case study 5



Community Referrals

Background

The assembled MTF team delivered information sessions to existing groups of older people in the Purbeck area (see case study 4, Community Engagement). They also, and at the appropriate times, distributed the KAP's forms to individual older people and carers as well as appropriate groups of older people. As well as having the MTF booklets, informatics and posters in their toolkit they were able to offer the following support for individuals.

- Home Shopping Support
- POPP Directory of Eating Opportunities in Dorset
- Internet & Home delivery shopping
- Local shops and services that will deliver to the home
- Cookery classes and workshops
- Other related support by referral to the POPP Wayfinders

Help & Care also receive requests for support in the community via the telephone to their Gateway Information and support team – anything related to nutrition was referred accordingly for the support being offered

Wayfinders distributed KAP's forms at various lunch clubs and other community drop ins. There was a lot of interest and questions followed about eating options locally. Several carers were made aware of the flexibility and value of online shopping. Three clients requested visits at home to discuss a range of issues including information specific to their eating and shopping needs and how to access home deliveries and other local 'eating' opportunities.

A Wayfinder and a MTF team member jointly attended a Purbeck lunch club. The MTF team member gave a presentation on MTF and the work being done and handed out leaflets to those attending which included carers. There was a lot of interest in the group and several people requested copies of the Dorset wide 'Eating Options' Directory and more information on what was available locally.

One client came forward with specific needs around caring for her husband and managing to take care of her own needs for eating options, the client was given the appropriate MTF booklets and with permission was referred for a Carers Assessment as she was not known to Adult Social Care and had been 'getting by'. These assessments provided by Dorset County Council Carer Case Workers and are designed to ensure that both the carer and cared for person are getting all of the help and support they are entitled to – they are designed to ensure that carers have enough support to maintain their own wellbeing as their caring role.

Malnutrition Task Force – Purbeck Pilot

Case study 6



GP Engagement

Background

As a part of the pilot work Help & care were tasked with engaging with 6 GP practices in the Purbeck Locality, advise them of our work around malnutrition and enable them to refer patients to our support services. As our team were drawn from Dorset POPP Wayfinders & Champions who were already known to their local GP practices they were tasked with delivery of this to be carried out in additional hours as with their Community Engagement work (case study 4 – ‘Community Engagement’).

Process and Materials used

The team made appointments to talk with their local practice team and gave presentations using the Malnutrition Task Force Informatics and booklets and took the Malnutrition Posters for patients and carers about ‘sudden or unexplained weight loss’ – they also took laminated copies of the “Purbeck Malnutrition Pilot – support offered to patients” flyer as an ‘aide memoire’ for GP’s to use when considering referring one of their patients for support in the community and explained the need for patient consent and how to make a referral.

Delivery

Presentations and materials were delivered to the following surgeries in Purbeck

- Wool Surgery – 11/12/14
- Wareham Surgery – 12/12/14
- Bere Regis Surgery – 17/12/14
- Swanage Surgery - 24/12/14
- Upton Surgery – 27/01/15
- Lytchett Matravers surgery – 27/01/15

Challenges

Timeliness – Practice team meetings are packed affairs and GP’s are getting a constant stream of new information to take in. It was probably only due to the fact that our MTF team were already known and have good relationships with the practice managers and have a track record of ‘delivering’ for older people in their local communities that they were able to get a foot in the door.

Outcomes

We have received one GP referral for a patient – see case study 7 ‘GP Referral’

Malnutrition Task Force – Purbeck Pilot

Case study 7



GP Referral

Referral Background

Following a Malnutrition Pilot Presentation to the Swanage Surgery (see Case Study 6 'GP Engagement') we received a referral from the practice GP for community support for a patient who the GP was concerned about.

Patient Background

An 89 year old female patient who is disabled and receives help with personal care three times a day. Despite meals being given as a part of this care the GP was concerned that the patient is still losing weight. Patient gave consent for a referral to be made to Help & Care's Malnutrition Pilot

What Happened?

The referral was passed to a local Wayfinder who made contact with the patient and agreed to a home visit. The Wayfinder spent time discussing with the patient food preferences and meal habits – patient explained that she hasn't lost her appetite so much as not always liking the food being provided by the carers but didn't want to complain to them and didn't know who to contact – the Wayfinder asked some questions about who had commissioned the care and it transpired that the care was 'self-funded' and organised by the patients family.

Outcome

With the patients permission the Wayfinder contacted the family members who had organised the care, explained the patients concerns and suggested that they discuss the range of food options with the Care providers to ensure their client (patient) is involved in the planning of meals and is able to discuss preferences.

Malnutrition Task Force – Purbeck Pilot

Case study 8



Physical Problems

Referral Background

This case study occurred sometime before the MTF Purbeck Pilot began but is useful in highlighting how geography, access to statutory services, failing health, concerns about finance and not having an extended family living nearby can combine to put older people at risk of becoming malnourished.

The Story

An isolated older couple, living alone in rural Purbeck were referred to a Dorset POPP Wayfinder with issues around transport – neither of them drove a car and declining mobility made accessing the very limited local public transport a real barrier to leaving the home. They had asked for information about alternative transport options. The Wayfinder visited the couple in their home and also found that access to dentistry was also becoming a concern – both had lost most of their teeth and neither had been eating well because of this and also because they were concerned about their dwindling finances and the rising costs of food and getting a taxi to the closest settlement for weekly food shopping.

What Was Done

The Wayfinder referred the couple to DWP for an application for Attendance Allowance and a general benefit check. The Wayfinder was also able to find a local NHS dentist with capacity to take them on as patients.

Outcome

Wayfinder follow up indicated that they both now have a full set of dentures and more income as a result of successful claims for AA at the higher rate – this has also meant an increase in Pension Credit under the minimum income guarantee. They felt able to afford a wider range of foods and can enjoy them now they have had the dentistry work completed.

Malnutrition Task Force Facebook posts



Help and Care

180 people like this
Becky Lewis and 15 other friends

1 person has been here
Becky Lewis and 2 other friends

Invite friends to like this Page

4.5 of 5 stars · 2 reviews
View Reviews

ABOUT

Working with older people, carers and communities. We also have a charity shop at 19 Southbourne Grove, Southbourne, Bournemouth BH6 3QS tel: 01202 430792

<http://www.helpandcare.org.uk/>

PHOTOS

Help and Care

November 25, 2014 ·

Read about the work we've been doing to raise awareness of Malnutrition in older people in the Purbeck area on the new Malnutrition Task Force website.

Purbeck in Dorset | Malnutrition Task Force

Purbeck in Dorset Description of area The pilot has been launched as an older population combined with limited access to facilities means the risk of malnutrition in Purbeck is high. In 2009, the total...
STAGING MALNUTRITIONTASKFORCE.ORG.UK

Unlike · Comment · Share

You, Nicola Holland, Saj Montgomery and Lisa Channell like this.

Write a comment...

Chat (15)

Help and Care

Malnutrition in older people often goes undiagnosed & untreated due to the commonly held belief that a small appetite & weight loss is a normal part of ageing. Help and Care is working in partnership with Dorset County Council, Dorset NHS Clinical Commissioning Group and Public Health Dorset to deliver a pilot Malnutrition Prevention Programme in the Purbeck area of Dorset.

22% of people aged 60+ skipped meals to cut back on food costs

£

POSTS TO PAGE

https://www.facebook.com/134371936588537/photos/a.206122546020142.62944.134371936588537/1043892278969627/?type=1

Chat (15)

Malnutrition Task Force Facebook posts (continued)



Facebook post from Help and Care, dated August 22, 2014. The post features a large graphic with the text: **22% of people aged 60+ skipped meals**. The text of the post reads: "GP Dr Aisha Awan was on BBC Breakfast this morning in response to the news on malnutrition worsening across the UK. <http://www.bbc.co.uk/news/health-28883892> She highlighted that it's not just children and families suffering it is older people too. Help and Care are working closely with health partners on a malnutrition prevention programme across the Purbeck area where we hope to significantly reduce the number of older people who are malnourished through unintended weight loss."

Reviews on the left show a 4.5 star rating from two reviews. The first review is by Vibha Singh on February 20, 2015. The second is by Jennie Burchell on February 2, 2015. Below the reviews is a "LIKED BY THIS PAGE" section showing Oakhaven Hospice and Southbourne on Sea.

Facebook post from Help and Care, dated August 19, 2014. The text of the post reads: "Help & Care are proud to be working with Dorset County Council, Dorset NHS Clinical Commissioning Group and Public Health Dorset to deliver one of five national pilots in Dorset's Purbeck area for The Malnutrition Task Force's 'Malnutrition Prevention Programme' (funded by the Department of Health) and will support Dorset's Nutritional Care Strategy for Adults. The aim is to raise awareness of malnutrition (unintended weight loss) to increase diagnosis and treatment in people aged 65 and over in the Purbeck area and to identify sufferers. Malnutrition is a major cause and consequence of poor health. Malnutrition often goes undiagnosed and untreated because there is a commonly held, but inaccurate belief that a small appetite and weight loss is a normal part of ageing. The project is part of the Government's response into the Francis report into the tragedy at Mid Staffs hospital which revealed that patients, many of them older, had not been able to eat or drink properly and that nutrition was not treated as a priority. For more information and background on the pilot please visit www.malnutritiontaskforce.org.uk The Purbeck pilot launch event was successfully held in Wareham recently which provided an opportunity for local organisations that are partici

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An Appetite For Change in the Purbecks

Working to Support Nutrition in Later Life

Would you like to learn how to do your food shop on the internet?

We are holding FREE Internet grocery home shopping training sessions.

As we age poorer mobility can be an obstacle in getting out to buy our weekly food shopping.

One of the ways we can overcome this is by ordering it on online and having it delivered to our door.

Your local Tesco Fleetsbridge will show you how to;

Set up an account

Shop for your groceries and other essentials

Create a regular shopping list

Book a delivery time

Pay for your shop securely and safely



**Tesco Community Room, Tesco Fleets Corner,
Waterloo Road, Poole BH17 7EJ**

Friday 30th January 10.00am - 12.00pm

Tuesday 10th February 1.00pm - 3.00pm



working in partnership with





Purbeck Malnutrition Pilot

Help and Care in partnership with Dorset CCG, Dorset County Council and NHS Elect are delivering a pilot project in the Purbecks as part of the “Malnutrition Task Force”, funded by the Department of Health.

This pilot aims to raise awareness of the problems associated with malnutrition in older people. You will be aware that malnutrition will have a serious impact on an older person’s health and wellbeing with subsequent consequences for the Health Service.

As a part of the pilot we can offer the following support to your patients who are malnourished or at risk of becoming malnourished.

By referring your patient to us we can offer:

Home Shopping Support

POPP Directory of Eating Opportunities in Dorset

Internet and home delivery shopping

Local shops and services that deliver to the home

Cookery Workshops and classes

Other related support by referral to POPP Wayfinders

If your patient is willing to be contacted for support please get in touch with us at, MTF.purbeck@helpandcare.org.uk

Or telephone on 01305 548111

help & care

working in partnership with

 **Public Health
Dorset**

 **MALNUTRITION
TASK FORCE**

 **Dorset County Council**

**NHS
Elect**

 **NHS
Dorset
Clinical Commissioning Group**