



Shoppers Express

Autumn 2018

Welcome to our members, volunteers and friends across Scotland. We hope you enjoy the Autumn edition of *Shoppers Express* and all the latest news from Food Train.

Festive Season

The festive season is nearly upon us and this is a reminder to all our customers that weekly shopping deliveries change over this period. Shopping delivery timing notices will be sent out soon for you to take note of. In case of extreme weather and road disruption over this period remember to stock up on tins, dried food and long shelf items/non perishable goods in the weeks leading up to Christmas. Our Extra, Friends, Library and Meal Makers activities will also be affected by the festive season and more details will be provided in each local area.

What is Malnutrition?

Malnutrition occurs when a person's diet does not meet their nutritional needs. It is a significant problem for older adults and it is estimated that 1 in 10 older people living in the community are suffering from or at risk of malnutrition. Those who are malnourished are twice as likely to visit their GP, more likely to require hospital admission, and have a greater number of health issues.



What are the signs of malnutrition?

- Low weight/A body mass index (BMI) under 18.5kg/m²
- Unintentional weight loss
- Poor appetite/eating less than normal
- Loose clothing, jewellery or dentures
- Loss in muscle strength/recent fall
- Getting ill often and taking a long time to recover

What you can do

- Monitor your weight regularly.
- Try eating little and often and add additional snacks during the day.
- If you have ongoing concerns about your weight, speak to your GP.

To prevent weight loss try fortifying meals with these high protein, high calorie foods:

Full fat milk/cream – make milkshakes or add to teas, coffees, soups & puddings.

Whisk 2- 4 tablespoons of dried skimmed milk powder into a pint of milk.

Add butter, margarine, cream or cheese to dishes e.g. potatoes.

Add cooked meat, fish, beans & other pulses to soups and sauces.

Add honey, chopped nuts or dried fruit to puddings, cereals or porridge.





Welcome to our Autumn Newsletter, filled with news from our branches and projects around the country. It has been a lovely summer, much needed after a long cold winter, and I hope you all managed to stay cool and hydrated on the hottest days.

Our front-page feature on malnutrition highlights an important topic, so important now that the first ever Malnutrition Awareness Week was launched. With 1 in 10 over 65's at risk of, or suffering from malnutrition, more needs to be done to eradicate this. We supported this vital awareness week, and thanks to funding from Big Lottery UK we have our own project working on reducing malnutrition – you can read more about Eat Well Age Well on page 10. If you are worried about losing weight, please do get in touch with us for help.

Another successful AGM has been and gone, it's important that we take a pause and reflect on the busy year past and celebrate the tremendous efforts of our volunteers and staff, who work so hard all year round to keep the wheels of Food Train, firmly on track.



We are grateful to all our members who completed the annual survey. The results help us understand what's most important to our members and how best we can help, but it also tells the story of the changing world we live in. This year 89% of members were aged 75+ years, yet ten years ago that figure was only 59%. In 2008 35% of our members had other help and support, ten years on only 21% of members have other help. While the numbers always tell a story in a survey, what's most humbling are the stories we hear directly from members, their carers and families about the positive impact Food Train has on their daily lives.

That's all for now, stay safe and stay well.

Michelle

Dumfries & Galloway



In the past few years Food Train have trained nearly 200 new volunteer befrienders across the region, this is an amazing amount of people stepping forward to help our local older people feel less lonely and isolated. The photo above shows our wonderful volunteers attending one of our workshops in Dumfries.



Volunteers from the Annandale & Eskdale branch recently completed a sponsored walk in aid of Food Train. An amazing £650 was raised. Well done to everyone who took part and a huge thank you to those who sponsored the event.

The winner of our £20 customer survey voucher was Mrs Joan Howson from Twynholm, well done and thanks to all customers who completed their annual survey. The information we gather in these surveys is very important to us and helps us to shape our services as we grow.



We are delighted to be working with Carnegie UK attending their Kindness Innovation Network (KIN), which brings together 100 people from across Scotland to develop and test ideas to embed kindness in workplaces, services and communities. Something that is close to our hearts here at Food Train.



Molly's Bus – sadly we have had to bid a fond farewell to our minibus based in Wigtownshire, it has served us

well over the years taking lots of customers and volunteers around the country on happy trips out. It has failed its MOT and has had to be scrapped, trips will continue in this area by hiring other local minibuses.

Christmas and New Year deliveries, please note that we will deliver a reduced service over this period, please stock up on your tinned and dried goods throughout November and December. Local delivery details for this period will be distributed by your local office in early December

If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:
Tel: **01387 270800**
Email to: **everything@thefoodtrain.co.uk**
For Food Train Friends call: **01387 279111**



West Lothian

Our Services

- In the first 6 months we have provided: 2367 deliveries - an increase of just under 10% on this time last year.
- 346 EXTRA household support tasks - a massive 36% increase on the same period last year.
- 259 deliveries of library books.



Fundraising

In June we held our first 'Afternoon Tea Party' which was attended by staff, volunteers, customer and the local community. Everyone had a great time devouring cakes and drinking tea and we managed to raise an amazing £600.

A well-attended car boot sale at Morrisons in Bathgate helped us raise over £300, and it was great to chat to so many people to highlight the Food Train services.



Neil Findlay MSP

MSP Neil Findlay recently visited the office

to hear all about our services. He met the staff and spoke to some of the volunteers who explained why and how they had got involved in volunteering for the Food Train, and the impact the services make to older people in West Lothian.

Donation

Following a recent breakdown of one of our vans in Linlithgow, and the amazing



kindness of the nearby garage 'Hunters' who came to our rescue and fixed the van for nothing. We received another extremely generous gift from Rory Gallier, a friend of Food Train. Rory has arranged for all our vehicles to be covered by the 'Green Flag Recovery' service. This will be extremely beneficial as winter is fast approaching and it is extremely important for us to have all our vans on the road to ensure that customers receive their groceries. **A BIG THANK YOU** to Rory.



Training

We are now Dementia Friendly Branch and all our volunteers have received training from Alzheimers Scotland.

If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:

Tel: **01506 413013**

Email: westlothian@thefoodtrain.co.uk



Stirling

Staff Changes

There have been some changes in the Stirling office recently. Please welcome new regional manager Stuart Miller



who previously worked in the Meal Makers team. Stuart is taking over from Fran Thow who is enjoying her new position as Food Train national support manager. We've also sadly said goodbye to area co-ordinator Gisele Hall, but we are delighted to hear she is enjoying her new role at Townbreak Stirling.

Great Partners, Great Supporters

We are fortunate to receive support from many different organisations throughout Stirling, none more so than the local supermarkets whose cooperation we rely upon. Over the past few months we have received remarkable support from our partners. Retail partners Waitrose made a whopping £5,000 donation to Food Train to improve our IT systems. Morrisons, who we have been in partnership with since 2011, made a huge £7,000 donation to the branch for the purchase of a new van to manage the growth of our delivery service. We also received a very generous donation of £1,500 from the Rural Stirling Housing Association which was spent making vital repairs to a newly donated van that will keep it roadworthy for many years to come. We truly appreciate such wonderful acts of kindness from our partners and are so thankful for their continued support of Food Train.



Eat Well To Go

Food Train Stirling are working in Collaboration with Eat Well Age Well and Sunlite Community Café to develop a ready meal service to Food Train customers. This will include freshly prepared, nutritionally balanced meals at an affordable cost.

As part of this, customers were invited to attend a taster session at the Sunlite Café to try different meals which could be on offer to buy and offer their views on whether the project is wanted and needed and help determine what meals should be available to purchase. On the menu was Lentil Soup, Stovies, Macaroni Cheese and Mince Hotpot. Customers were also able to take away a portion of their favourite meal to take home and reheat later, as well as a 'free soup or scone' voucher to encourage customers to come back to the café.

Further development of the project and meal delivery service will be taking place over the coming months!



If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:
 Tel: **01786 450536**
 Email: **stirling@thefoodtrain.co.uk**



Dundee



We had a stall at the Dundee Flower and Food Festival held in Camperdown Country Park over the weekend of 31st August 1st and 2nd September. This was our 7th year at the event and it was another great success, we raised £1001 and talked to many people already aware of our service and some who were new to what we can offer.

Here is Caitlyn, Rhea and Kaiya our Food Train angels at our stall.



We also had some unusual visitors to our stall, here is Big Rory and his mischievous dog Ochie finding out all about us.

In August we completed the Kiltwalk Dundee, walking from St Andrews to Monifieth and raised more funds to support our charity.

Here is Carol and Grant prior to setting off on the 25-mile walk taking in spectacular views of the Old Course, Gaurdridge then through Leuchars and into Tentsmuir forest. After a couple of 'pit stops' we headed across the Tay Road Bridge and finally the last 6 miles to Monifieth.



Our befriending service, Food Train Friends has been very busy with a packed itinerary of events and trips.

Here are some of our members enjoying a day out to the Scottish Deer Centre just outside Cupar in Fife.



Did you, or someone you know work in one of Dundee's lost trades? Then we need you!!

The Food Train Dundee is partnering up with local high school, St Pauls Academy. We hope that pupils and the older volunteers can put their heads together to collect evidence regarding the life and work in old Dundee, with the end result being to produce a book of stories in order to sell. The profits of which would be used to put back into the older community itself.

The project is aimed specifically at those who are at risk of being isolated in the community. If you know of anyone who might like to take part, Please don't hesitate to contact Caitlyn on - (01382) 810944

If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:

Tel: **01382 459202**

Email to: **dundee@thefoodtrain.co.uk**



Glasgow



NEW STAFF

Team Glasgow would like to welcome two new members of staff who have joined us recently. Georgina has joined us from a post at the Scottish Government as our new administrator and Whitney is our new Operational Assistant who is on a 12 month work placement from Community Jobs Scotland. Its great to have you on board ladies!!



NEW PARTNERSHIP WITH ASDA

The branch have recently begun a new partnership with ASDA Maryhill and are now shopping for all of our Maryhill customers from the new store. We've recruited a great new bunch of volunteers from the local area and we'd like to thank them and the staff at ASDA for helping make the move to the North of the City so smooth for us.

TEAM GLASGOW ON THE NEWS

In August, just after the launch of our new partnership with ASDA Maryhill, the team were joined by Halla Mohieddeen from STV for a morning in-store. Halla spent some time with the volunteers learning about the service and alongside Fiona and her cameraman, went to visit customer June to find out how Food Train supports her. The news piece on how Food Train supports its members aired 2 days later on the STV evening news!

100 CLUB / SPONSOR A BOX

Our 100 Club is well underway and several members have benefited from the monthly prize draws since it began. For a monthly fee of £2.00 per month, payable in advance on signing up, members are entered into a prize draw on the 29th of each month with the chance to win one of three cash prizes. If you'd like more information or wish to join, please give Georgina a call at the office!

The branch is also still running the Sponsor a Box scheme as a way of raising funds. For £10, members can have their name added to one of our delivery boxes, with the money going towards the branch. Please contact Georgina if you'd like to get involved!

If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:
Tel: **0141 423 1722**
Email to: **glasgow@thefoodtrain.co.uk**



Renfrewshire

Here at Food Train Renfrewshire we celebrated the 5th anniversary of our first deliveries during October. We also reached the landmark of 20,000 deliveries during the month. An amazing achievement by the 40 plus volunteers who contribute their time to keep our 200 customers supplied with groceries and provisions.

Good Luck Cara

Our Operational Assistant, Cara, finished her year's Community Jobs Scotland funded post with us in September. Cara worked her socks off during her time with us and has been rewarded with the offer of a post as a Care Worker with a Glasgow charity.



Volunteer Friendly Award

Employee Volunteering

During the summer we provided placements for asset management company Morgan Stanley's employee volunteering programme. Each week we benefitted from a number of the company's staff volunteering with us as shoppers or out on delivery through their "Giving Back" initiative.



We Are Volunteer Friendly

We are delighted to announce we have successfully renewed our Volunteer Friendly Award status for another three years. The award recognises and rewards groups who are good at involving volunteers. We were presented with the award at a lunch hosted by Engage Renfrewshire who administer the award locally.



Millport Sponsored Walk

Six intrepid volunteers took the ferry from Largs for our annual sponsored circuit of the Isle of Cumbrae. The walk coincided with the start of the summer hot spell and the volunteers (including John on his scooter!) completed the walk under blazing skies on the Clyde coast. We raised over £400. Thank you to all who donated.



If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:
Tel: **0141 887 2557**
Email: renfrewshire@thefoodtrain.co.uk

Scottish Borders



HAPPY 1ST ANNIVERSARY FOOD TRAIN BORDERS

Dear Friends and Supporters of Food Train Scottish Borders.

We are proud and delighted to be celebrating the 1st anniversary of the launch of our grocery shopping and delivery service for older people in the Borders, which commenced in the pilot areas of Hawick, Selkirk and Galashiels in September 2017 and which has been recently expanded to Peebles and Innerleithen.

On our anniversary, we would like to thank our dedicated volunteers, without whom, we would not be delivering this vital service to older people in our communities.

To the STARS of the show our lovely volunteers...

THANK YOU THANK YOU AND THANK YOU x



Angela & Margaret
Meal Makers Friends

BE WINTER WISE – Stocking Up

Every November we send out a sheet with some store cupboard essentials to stock up on in cases of extreme winter weather and road closures. Look out for this in the next couple of weeks.

Tins, dried foods, bottles, jars, cartons and frozen food can all be stored in advance and make satisfying, healthy meals should our area be hit with snow or ice and transport links are difficult for a few days.

HAWICK – SOS VOLUNTEERS

As we see more customers requiring our service in Hawick, we are also noting interest in shopping locally in Morrisons. If we can attract a few shopping volunteers and a couple of local drivers, then we can respond to our customers preferences.

Please contact us if you can give some time to help our local older people in Hawick.

Our Amazing volunteers shop and deliver groceries every week of the year, whatever the weather. In the last month they have made over 150 deliveries in Hawick, Gala, Selkirk, Peebles and places in between!

Our customers have spent a whopping £22, 696 in the same period.

Watch out for our vans delivering near you!



If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:

Tel: **01896 751750**

Email: **scottishborders@thefoodtrain.co.uk**

Eat Well Age Well



About Eat Well Age Well

Eat Well Age Well is the latest project from Food Train which launched in March this year. Our focus is on the prevention, detection and treatment of malnutrition in older people and how we can support you to eat well. If you are worried about your appetite and/or losing weight in later life, then please contact us for help and support. You can reach us on 0131 447 8151.



Eat Well Age Well Launch Event

In May this year we had our official launch in Edinburgh. This was a fantastic event where a wide variety of organisations including representatives from the NHS, Scottish Government, and the Third Sector came together to show their support and enthusiasm for the project, as we shared our aims, objectives and plans for the future. Our speakers included Food Train CEO Michelle Carruthers, Bill Gray, Organisational Lead for Community Food & Health (Scotland) and Wendy Willis, Professor of Food & Public Health at the University of Hertfordshire.

The Small Ideas, Big Impact fund

Eat Well Age Well has been busy touring the country on the lookout for great ideas that will help older people to eat well, age well and live well. Our Small Ideas, Big Impact fund is offering grants ranging from £50 to £5000 and is open to groups and individuals who feel they could help test ways to detect, prevent or treat malnutrition. Whether you're a lunch club that needs new cooking equipment, a hairdresser who'd like to provide tea & cake for older customers, or a group that would like to put on an event for older people in the community – we would love to hear from you and all ideas are welcome. Applications are open from 1st Oct until 7th Dec with successful applicants being announced early 2019. If you'd like to find out more, please visit our website www.eatwellagewell.org.uk.

Malnutrition Awareness Week

The very first UK Malnutrition Awareness Week took place from 1st

– 7th October. This was an important week for Eat Well Age Well as it put the spotlight on our campaign to address the dangerous myths around malnutrition as well as how to spot the signs and symptoms in order to aid prevention (read more on the front page).

As part of our campaign we also hosted a free social event for older people in Glasgow to highlight the importance of eating and keeping well in later life. Our guests were treated to a healthy lunch, tried out a taster session of Tai Chi and played a fun new board game called the Food in Later Life Game which tested their knowledge on ways to help prevent malnutrition.





Meal Makers

Introducing our new staff

We're delighted to welcome on board our three new staff members; Lisa Anderson (Administrator), Alister Reid (Development Officer) and Giulia Russi (Development Officer). The team have gelled well and are looking forward to developing the service and supporting more elderly people one meal share at a time.



More than just a meal share

Although food is at the heart of what we do it's not the only focus with our meal shares. More often than not we find that it's the company and friendship that's the real benefit to our Diners. Here's some quotes from our Diners.

She makes me feel I can make friends on my own, and that I can give again.

I've gained such a lot from getting to know her, I'll imagine it's an experience I'll remember forever.

It's great chat! I've made a new friend and we've got quite a lot in common.

In this day and age when the world is in such a mess it's lovely that someone will show you such kindness.

Russell and Stig team up to boost volunteer numbers

Russell Howgarth (Cook) and Stig Suominen (Diner) recently teamed up to speak to STV News about their experience of Meal Makers which led to our volunteer numbers skyrocketing. In the space of 3 days over 500 volunteer Cooks signed up to the service. Russell and Stig did us proud and we can't thank them enough for giving their time to help promote Meal Makers.



Let's get social

If you want to keep up-to-date with all the latest news in the world of Meal Makers then why not follow us on social media (Facebook, Twitter or Instagram).



Meal Makers supports people over the age of 55 by pairing them with a volunteer Cook in their area. If you want to sign up as a Cook or a Diner please contact us on:

Tel: **0800 783 7770**

Email: hello@mealmakers.org.uk Website: www.mealmakers.org.uk

MEAL
MAKERS



Food Train turns 25 on the 29th June 2020!

2020 seems like a long time away but we are already busy planning events, tea parties and lots of fundraising activities to help raise awareness of the Food Train, purchase 5 new vans for our shopping service and update our inhouse computer system to allow us to manage all our services more efficiently.

This may sound like a lot, and it is, but if you or someone you know can help us make this happen we would love to hear from you!

Maybe you have a talent or skill or know someone with useful contacts, or a celebrity that can promote our charity?

Maybe you can engage your local neighbourhood, school, work colleagues, sports friends, cycling buddies, employer or cake bakers to help us raise funds!

All ideas are welcomed and if you think you can help please get in touch everything@thefoodtrain.co.uk.



Did you know that you can raise money for us just by shopping on Amazon?

Amazon lets shoppers donate to their favourite charity just by doing their shopping on Amazon Smile (the same website as Amazon). There is no cost to you as the shopper and the donation comes directly from Amazon.

All you need to do to raise money for us is sign up and choose FOOD TRAIN as your chosen charity. Then every time you shop using the Amazon Smile link, we will receive a donation.

<https://smile.amazon.co.uk/ch/SC024843>

smile.amazon.co.uk

A huge THANK YOU to all our supporters

Thank You to every single person who has supported the charity over the years, whether you have attended a fundraising event, donate regularly, taken on a challenge, volunteered for Food Train or supported in a different way.

<https://mydonate.bt.com/charities/foodtrain>



Text FTFT25 £2/£5/ £10 to 70070 to donate to Food Train and make a difference today.

JustTextGiving™
by  **vodafone**