

## UK Malnutrition Awareness Week

11th – 17th October is UK Malnutrition Awareness Week, and we will be showing our support by encouraging more, and better screening for malnutrition through our **Let's Build The Picture** campaign.

1 in 10 older people in Scotland today are at risk of or living with malnutrition. However, from our own work and research, we think this may be an underestimate, with as many as 30% of older people living at home at risk.

With your support, we can all help to detect and prevent malnutrition and build a true picture of the issue in Scotland. Having more conversations about eating and drinking well and using simple screening tools will make a positive difference to older people's lives.

### Spot the Signs & Symptoms

It can be difficult to recognise the signs and symptoms of malnutrition as it may happen gradually. Make sure to look out for:

- Unplanned weight loss which can sometimes be spotted by loose items such as: clothing, belts, jewellery, and dentures
- Poor appetite and/or eating less than usual
- Loss in muscle strength or a recent fall
- Becoming ill more often.
- If you have any concerns for yourself or someone you care for, about losing weight, loss of appetite or lack of motivation to cook then please call **Food Train's Malnutrition Advice Line on 0800 13 88 220** for a friendly chat and support.

### Myth Buster!

It's a common belief that you naturally lose weight as you get older. Would it surprise you to know that this is not true! Losing weight is not a normal part of ageing and could be a sign that someone is at risk of malnutrition.



SHOPPING



AT HOME



FRIENDS



LIBRARY



MEAL MAKERS



EAT WELL AGE WELL



CONNECTS

### Staying Well and Nourished

It's important for all of us to follow a varied, nutritious diet and to support our health as we get older. Throughout October, Food Train are focusing on nutrition and with the winter months approaching, we are here to help you stay well and nourished at home. We know that it can sometimes become difficult to eat well as we age for a variety of reasons. Perhaps it's more challenging to get to the shops or moving around the kitchen to cook. Sometimes preparing a meal for one might seem a lot of effort, or maybe you don't feel as hungry and something simple like having a sandwich is more appealing. Our Eat Well Age Well project has lots of support and advice to help, such as tips on how to improve your appetite, keep hydrated and simple recipes that are quick and nutritious to make at home.

**Order a free Staying Well & Nourished in Later Life booklet by calling Food Train's Eat Well Age Well project 0131 447 8151.**

### Hints & Tips to Increase Your Appetite

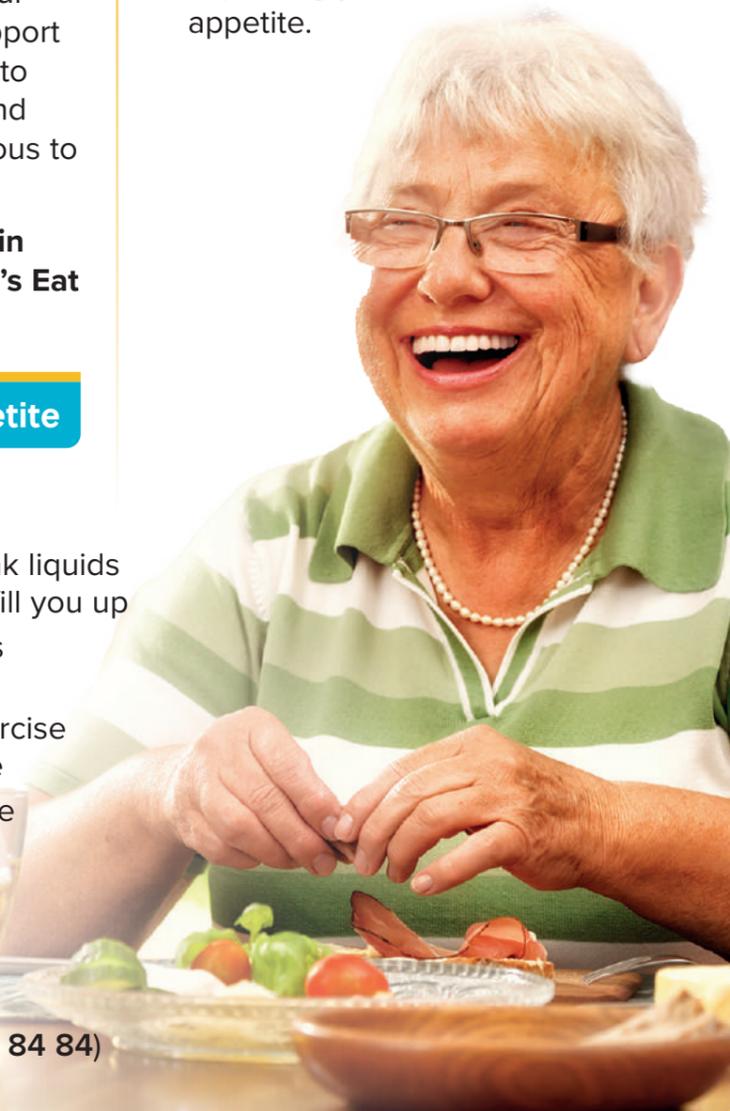
- **Little & Often** – Try eating smaller meals throughout the day
- **Eat First, Drink Later** – Try not to drink liquids before or during a meal as they may fill you up
- **Eat Foods That You Fancy** – eating is meant to be enjoyable!
- **Stay Active (if you can)** – regular exercise and fresh air is good for your appetite
- **Keep Social** – try a lunch club or invite a friend/family member for a meal
- **If You Smoke** – leave a gap of 30 mins before eating as smoking can make you feel less hungry (If you interested in stopping smoking call **Quit Your Way Scotland 0800 84 84 84**)

### Food Train Nutrition Check-In Month

Beginning 11th October, we would really appreciate you taking part in a quick and easy Nutrition Check-In during your usual phone call or visit from a Food Train volunteer.

Taking part in the Nutrition Check-In is very easy, here is what's involved:

- Have a think about what you normally eat and drink every week
- You will be asked 4 simple questions around nutrition
- Depending on your answers you may be given some tips and advice around diet and improving your appetite.



## Welcome from the CEO



**Hello everyone and a warm welcome to our Autumn newsletter. I hope this issue finds you safe and well and finding life more bearable as Covid restrictions have eased.**

Life at Food Train still revolves in part around the risks related to the pandemic but over recent weeks we have slowly been restarting some of our services that we had to stop. It's great to see face to face befriending visits and trips happening again. Our At Home volunteers have also been busy catching up with jobs, cleaning and repairs that members need help with. This is maybe a good time to remind all our members that the help we offer extends far beyond the weekly shopping service to support with meals, help with jobs around the house and befriending. You can give our Head Office a call on **01387 270800** for more information.

Thanks to members who completed this year's feedback survey; your views, positive and negative, are important to us. Hearing how much you value and appreciate the work of our volunteers is fantastic and we're delighted the services we provide are helpful to you. We use your feedback each year in two ways. Firstly, it helps us improve how we organise and provide help to you; sadly we can't influence 'sell by dates' or what the supermarkets have on their shelves but we keep trying! Secondly, your views help us question and challenge local and national policies and practice. We see countless ways that people are treated unfairly or less equal because of their age and we raise our voice on your behalf at every opportunity. From this year's survey results, some of you noted that finding information on other support services and help is tricky sometimes, so we have added a new section to the newsletter rounding up news and information we hope you'll find helpful. See back page.

We are delighted to be having our Annual General Meeting in person during October this year. We appreciate that some members will find it difficult to come along, but if anyone would like a copy of the annual report and annual accounts that we present at the AGM, telephone the number above and we can post them out to you.

*That's all for now.  
Stay safe and stay well. Michelle*



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## Connecting Scotland

Food Train, Dumfries & Galloway is taking part in Connecting Scotland which helps people and communities to connect with friends and family, stay informed and entertained, be able to learn, work, shop, access health information and other public services. We've given out devices to a few customers and will be supporting them for the next two years. Here's Grace and Daphne logging onto their new iPad and Chromebook.



## Kiltwalk

Thanks to Dawn Campbell and daughter Martha for doing the Kiltwalk for Stewartry Food Train branch. Dawn helped us out with shopping during the first lockdown and wanted to help us with some fundraising. The £450 raised from donations for the walk was topped up by The Hunter Foundation to a total of £675. Thanks Dawn and Martha!

## At Home Re-Launch

The Dumfries branch was pleased to be able to re-launch our At Home service in July this year. Volunteers Andrew, Caroline & Tommy have been busy cleaning windows, hoovering stairs, defrosting freezers and testing alarms for our older members each week since.



## Prize Draw Winner

Congratulations and thank you to our Customer Survey Prize Draw Winner, Mrs Jessie Edgar of Portpatrick (Stranraer Branch). Jessie very kindly elected to donate her £20 prize back to Food Train.



## Certificate of Appreciation

Congratulations to our Regional Manager, Helen McAnespie, who celebrated 15 years' service with Food Train in August this year.



## Meet the Staff Team

Regional Manager – *Jenny*  
 Development Officers  
*Lorna, Peter, Susan*  
 Service Administrator and Coordinator  
*Jacqui*  
 Support Workers  
*Moirra, Ann*

## West Lothian Council

Since 2010 we have worked in partnership with West Lothian Council and we are thrilled to announce that they have awarded us a further 5 years funding for our Shopping and At Home services. During the pandemic the council have funded our Support Worker posts and have given us an additional £22k this financial year 2021/22 and for 2022/23 for development work in West Lothian.

## MSP Visit

We were delighted that Angela Constance MSP visited our office to hear about our services, speak to the volunteers and meet the staff team. Angela thanks everyone for their hard work during the pandemic and for continuing to provide a shopping service to older people across West Lothian.



## Friends Outing

The first friends outing took place at the end of August with our members going for a meal and then a drive over the Queensferry Crossing. Everyone had a great time and are looking forward to more outings.



## Funding

Pupils at Whitburn Academy took part in the Youth Philanthropy Initiative organised by the Wood Trust. The initiatives tasks pupils to find out about a local charity and do a presentation to win £3,000 for their charity. We are pleased to say that our team won the money for our Friends service enabling us to subsidise outings which are needed more than ever due to the effects of the pandemic on loneliness and social isolation among older people. A BIG THANK YOU to the pupils at Whitburn Academy!



## Services Restarting

At the beginning of lockdown in March 2020 all services apart from our shopping delivery service, which saw an increased demand, were suspended. We are delighted that as restrictions have eased we have been able to slowly re-start the other services:

**Library, At Home, Eat Well Buddy, Friends**

## WE HAVE A NEW ADDRESS



### New Address

Food Train Stirling and Clacks has moved home. It was almost certainly, the shortest move in Food Train history having moved just two doors along from our previous office. We are now nicely settled into our new office which provides much more space for our expanding service. The new address is:

**Office 15 and 16, John Player Building, Stirling Enterprise Park, Players Road, Stirling, FK7 7RP**

Our office number remains the same at **01786 450 536**

### Lorry Driver Shortage

In the Spring 2021 edition of the Food Train newsletter we included a section called 'Shopping list tips' offering some pointers to make the service work as well as possible for you. Part of the reason why we included this section was because of the shortages the supermarkets had experienced in certain ranges since the pandemic struck. We continue to experience shortages in particular ranges, in large part to the lorry driver shortage you will have almost certainly heard about in the news. However, we would like to reassure you that there is plenty of food in the supermarkets and we will suggest alternatives to ensure we can have you well covered if your first option is not in stock at the time of shopping. Unfortunately knowing which ranges will be out of stock is very unpredictable but we will continue to do our best to get you the items you need.



### Lights, Camera, Action

Thank you to all the volunteers who recently took part in filming capturing the shopping service in action.



The digital team met up with volunteers in Morrisons supermarket to capture the shopping activity and then followed them out on deliveries around the Stirling area. The video will be used as a training tool for all new volunteers to showcase what Food Train offers and highlight how to engage and look after our members.



### Volunteers Wanted

If you know of anyone who is looking to volunteer and can spare a couple of hours, Mon- Fri between 8.30am – 2pm, either in the supermarket doing the shopping or out on deliveries, we would love to have them on board. Please ask them to call us on **01382 810944**.

### Sponsored Walk

On the 3rd of September staff and volunteers took part in a sponsored walk to raise money to support local older people. The walk itself was 10 miles starting at Camperdown Wildlife Park and finishing at Broughty Ferry Castle. The team managed to complete the walk in 4 hours 15mins and raised over £400. Well done everyone!



### Staff Changes

We have had a few staff changes over the last few months. Ryan is now our Service Administrator and Co-ordinator. He joined us last year as a Support Worker and started in his new post in September this year. Amanda, as many of you know, is our Development Officer and I'm sure many of you have spoken to her on the phone or met her when she has been out helping on deliveries.



## New Staff

The branch has seen some more staff changes in the last few months. Charlotte has now moved to a Development Officer role alongside Fiona, we have welcomed Aurea to the team as our new Community Jobs Scotland placement and we also welcomed Katie, our new support worker. Charlotte has been with us in various roles since the beginning of the covid pandemic in 2020 including volunteer, support worker and service administrator and we're delighted to have her join us in her new role. Aurea joins us on a 9-month placement and is supporting both administration and service delivery as well as getting involved with our branch social media pages amongst many other things. Katie was a volunteer shopper for us before joining the team as support worker and you'll find her getting involved with many aspects of the branch's services including out and about on deliveries when needed. No doubt if you haven't already met or spoken to either Aurea or Katie, you will soon. Welcome aboard ladies.

## Vehicle Fleet

As we said in our previous newsletter, our delivery fleet were starting to get very tired and some of our vans were ready for retirement. In April we took delivery of 3 brand spanking new Renault vans which have since helped us deliver an incredible 3847 deliveries so far this financial year!



## Direct Debit



Paying for your groceries with Food Train is even easier than before as we now have the facility to set up Direct Debits for our members, preventing the need for cash/ cheques on delivery. If you feel this would be a more suitable payment option for you, please call the office for more information and we'll be happy to help.

## Volunteers

Our services would be nothing without our amazing team of volunteers who ensure your shopping and deliveries reach you every week. The kindness and support shown by each and every one of them is second to none, and as always we are very thankful for this. Normally we would celebrate our volunteers with a party during Volunteers Week in June, but unfortunately covid ruined our plans yet again and instead they had to make do with handwritten thank you cards and big bags of sweets!



If you know anyone who would like to get involved as a volunteer with Food Train, please ask them to call us on **0141 423 1722** for more information.

## Food Train Friends / Food Train At Home

Now that restrictions have lifted and we are allowed to spend time in other peoples homes, our Friends and At Home services are getting up and running again.

Food Train Friends matches Food Train members up with a volunteer befriender to visit them once per week in their home for some chat / coffee / a walk etc. If you're interested in finding out more, please contact Fiona at the office.

Food Train at Home is our home support service which has been on hiatus due to Covid, however we're now aiming to getting it up and running again as soon as we have available volunteers. The service provides members with assistance with household chores such as hoovering, dusting, and defrosting freezers. Charlotte will be happy to discuss it with any interested members.

## Support Worker Hand-Over

You will have been getting used to our latest Support Worker Adam over the past few weeks. Adam is now leaving us to follow our previous workers, Connor and Alice into the Armed Forces. He starts with the Navy at the end of September. We wish him well and can't wait to see how he gets on. Meanwhile one of our Thursday delivery team, Allyson, will be taking on the Support Worker post. Many of you are asking how Connor and Alice are doing – Alice has resumed her RAF training after a summer break and Connor has passed out of the Navy Academy and moves into phase 2 of his training at HMS Collingwood.



## Living Electric

We have had our four, all-electric Renault vans for over a year now. In that time, they have racked up almost 20,000 emission free miles between them, saving the environment and our fuel bill. We are not quite fully green yet. Our faithful old diesel Transit recently chugged its way through another MOT. We are currently looking at funding to replace Old Faithful and live the life electric.



## That Time Already?

We're heading into Autumn and before you know it, Christmas will be just around the corner. We will be in contact across the first week of November to let you know which delivery dates will be undertaken during the festive period. As you know, Supermarkets are extra busy at this time of year so we need to plan with them the days/times that we can shop. We encourage you during the lead up to Christmas to build up your stock of non-perishable items you need and keep your fresh food order to a minimum for the festive deliveries.

## Volunteering With Us

With the Government furlough scheme winding down, many of the volunteers who joined us during the pandemic are now leaving to return to employment or education. If you know anyone who would be interested in volunteering with us – shopping in the supermarket, driving or helping out on delivery – please put them in touch with us.



## Puzzle Answers (Back Page)



- Window missing
- Lower left branch missing
- Bird missing
- Eye on flower missing
- Butterfly added
- Red leaf missing
- White leaf missing
- Post missing
- Barb missing
- Extra cloud

## Double the Service

May, her hubby and Jojo the cat love the Food Train service so much that when they went to their caravan for the summer months, they switched branches to Dumfries & Galloway and continued to enjoy the convenience of the grocery shopping service. Now returned after the holidays, they are delighted to be back with their 'home' branch.

## 4 Years on Track

Our branch has slipped quietly into its fifth year here in the Borders, having started shopping deliveries in September 2017. Since then, we have supported over 400 local members by having a chat whilst taking grocery lists, taking time and care whilst doing the shopping, putting away messages in people's homes and taking time for a wee blether. Many of our local members completed the annual survey, and we were delighted to hear how grateful you are for our services, particularly over the last year. It's thanks to our amazing volunteers who care and are committed to keeping us on track.



## New Wheel Trims

We were really touched recently when we received an anonymous donation of new wheel trims to replace the ones which had been stolen off our van! So many people got in touch and it's lovely to know our branch has such great local support.



## Scottish Fire & Rescue Service

Over recent weeks, we have been "Working together for a Safer Scotland" with our local Fire Scotland officers. Our delivery volunteers have all been briefed on basic Fire Safety Assessment, which means we are able to help identify any Food Train members who may benefit from support. The Fire Service are happy to arrange Home Fire Safety Visits and will give advice where needed.

## Meal Makers Recognised for Fantastic Work

We're delighted to announce that Meal Makers has been nominated for Project of the Year at the Self Management Awards for the work the service does to provide nutritious home cooked meals and companionship to older people in Scotland.

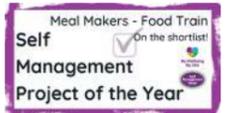
Service Manager Alister Reid was delighted with the nomination and encouraged everyone to get behind the service and vote for Meal Makers: "It's such great recognition for all the brilliant work our volunteer Cooks

do throughout the country. A regular home cooked meal and some company can make such a difference to someone's life and we're over the moon with this nomination. A lot of our Diners find it hard to cook for themselves and rely on ready meals that aren't always the most nutritious. Also our Diners say that they struggle to meet new people and make friends as they get older and this makes them quite lonely and isolated. Meal Makers combines an everyday activity of eating with friendship.

Trish, aged 81, has been in receipt of the service since

January 2020 and she's loving every minute of it. "You are all such positive people and caring. It does not seem to be 'a duty' - you help the 'stuck at homes' to feel more part of 'life'! Without such positive people, I would be living on porridge, and cooking would not be as healthy as it becomes when stimulated by your super cooks!"

If you have access to the internet, please vote for Meal Makers here - [www.smartsurvey.co.uk/s/P4M06E](http://www.smartsurvey.co.uk/s/P4M06E)



## Shopping Friends

Our Food Train Connects shopping service continues to grow throughout Scotland as we have now made nearly 1500 shopping deliveries to almost 100 older people. The service is aiming to reach older people in all parts of Scotland where we don't currently offer a Food Train branch service and it has been extremely well received across the country. The benefits of a one to one shopping service is proving to be beneficial, not only to the member receiving the service, but also the volunteer

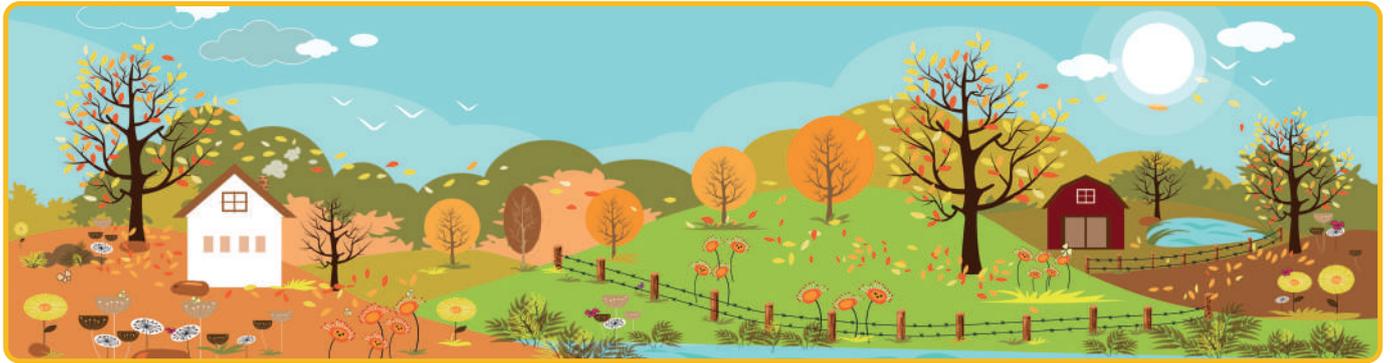
they are matched with, with many volunteers commenting on what a lovely friendship has built up between them and the older person they are shopping for.



## Phone Friends

The Connects Phone Friends service has now gone public and is available to anyone in Scotland aged 65 or over. Our team matches an older person with a volunteer phone friend who will then call them regularly for a chat. Colette is one of our phone friend volunteers and said: "The friendships you build through Phone Friends are fantastic. By speaking to someone every week you really get to know them, their likes, and dislikes, as well as their hobbies and interests."

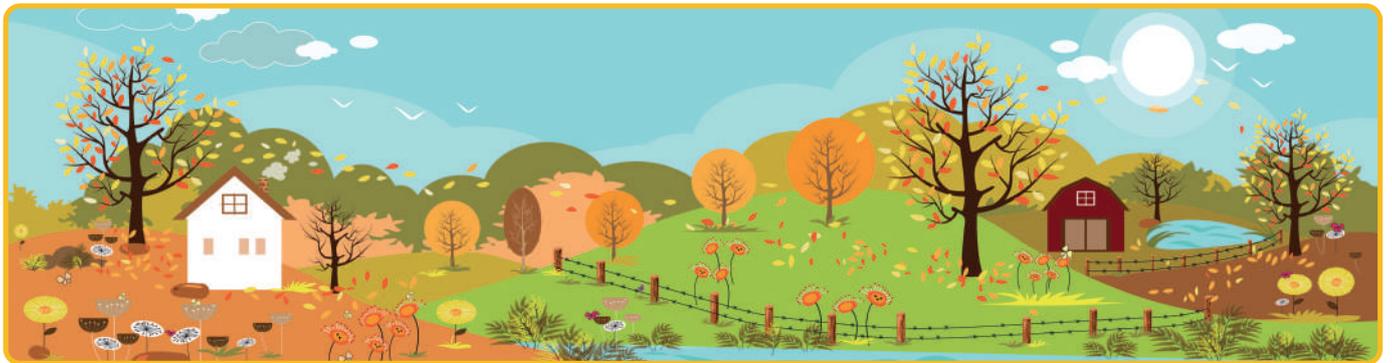
# Spot the difference



## LEAF IT TO ME

There are 10 differences in these autumn scenes, so how quickly can YOU spot them?

Answers on Page 9



## wee reminders

### BOXtober2021

BOXtober is here! For those new to Food Train, BOXtober is our annual fundraising campaign whereby people can sponsor one of our shopping boxes to support the service. It costs £10 to sponsor a box for a year and more information about the campaign will be coming out to you soon!

### Direct Debit

From 1st January 2022 Food Train will no longer be able to collect any payments via bank debit card over the telephone. Our preferred method is flexible Direct Debit which local staff can help you set up if not already done so. Anyone paying by cash or cheque will still be able to pay this way.

### Pension Credit

Pension Credit is a means-tested benefit for people over State Pension age designed to help with the cost of living. If you have a low income and modest savings, Pension Credit can top up your income.

Receiving Pension Credit can also entitle you to other financial support and assistance with other costs - including those related to housing, energy, and health. **If you would like to check if you are eligible, call the Age Scotland helpline today on 0800 12 44 222**

### Winter & Christmas

Look out over the coming weeks for details about Christmas deliveries this year. As you know we deliver 52 weeks of the year but during this period our delivery days may change. Please also consider stocking up your kitchen cupboards with tins and dried goods in case the weather turns bad during the winter months.