

Shopping Options and Grocery Deliveries

DISCLAIMER: Please note that this guide is for information purposes only and Age UK Wiltshire do not recommend or endorse any company or organisation listed. You should make enquiries with the company to discuss your requirements. Any lists are not exhaustive.

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Being able to shop for food plays an important part in staying independent and healthy as we get older. This guide suggests some local options you may like to consider if you are having difficulty getting out to do your shopping.

What if I need other kinds of help? If someone can no longer manage domestic tasks, such as shopping, due to their health, and it's having an impact on other parts of their daily living then they could be eligible for other help. There is a benefit called 'Attendance Allowance' to help with the extra costs of having a long-term health condition or disability and people may be entitled to a free care needs assessment from your local authority to get some help with equipment or care support.

Online shopping

If you have a computer, smartphone or tablet and internet access then you can do your weekly shop online and have it picked, packed and delivered to your door. Alternatively some supermarkets offer 'click and collect' where you can opt to have your order waiting for you at your local store.

Many big supermarkets allow you to order online once you have registered an online account with them. It's easy to get started and most websites guide you through the process. You can search for specific items or select categories and simply click on pictures of what you want to buy. These are added to a virtual shopping trolley and you can see a running total of the price as you shop. A delivery charge is usually added at the end and a minimum order value may apply. You select a delivery slot and pay online using a debit or credit card.

Not sure about using the internet? There might be local groups or support available to help you learn – contact us for information.

Telephone ordering from local shops and companies

Some supermarkets, local companies, farm shops and village shops deliver essential groceries and popular food to the local area - allowing you to order grocery items over the phone and have it delivered to your home. There also may

be services to help with collecting prescriptions and pet care. You usually pay over the phone by debit or credit card. There may be less variety than with online supermarket orders.

Please see further in this guide, for a list of companies.

Sainsbury's Assisted Shopping telephone ordering service

Website: <https://about.sainsburys.co.uk/contact-us>

Description: Sainsbury's Assisted Shopping scheme helps people who are housebound and cannot travel to the shops and don't have access to the internet by allowing them to make shopping orders over the telephone. This is accessed through their online shopping helpline.

- 1) To set up a **new account** and **amend** an **existing order**, call **0800 328 1700**.
- 2) To place a **new order**, call **0800 917 8557**.

New orders can only be placed Monday - Friday between 9 am – 5 pm . Existing orders can be amended seven days a week up to 8 pm. There is a minimum charge of £25 to place an order, and any order under £40 will incur an automatic £7 delivery charge. Further delivery charges are as follows (depending on day/time of day):

1 hour slot	£4.00 - £5.00
4 hour slot	£1.00 - £3.00

Customers can purchase a delivery pass if they don't want to pay ad-hoc delivery charges:

- **Anytime Delivery Pass** entitles you to one free delivery per day, 7 days per week when you spend £40 or more. This pass costs £80 for 12 months, £40 for 6 months or £7.50 for a monthly pass.
- **Midweek Delivery Pass** entitles you to one free delivery per day on Tuesdays, Wednesdays and Thursdays when you spend £40 or more. Any deliveries outside of these times will be charged at the delivery rate as advertised on our website. This pass costs £40 for 12 months, or £4 for a monthly pass.

Morrisons Doorstep Delivery service

Website: <https://www.morrisons-corporate.com/media-centre/corporate-news/morrisons-introduces-new-measures-aimed-at-helping-vulnerable-and-elderly-during-crisis/>



Description: Available to vulnerable and elderly members of the community, unable to go shopping in-store and continues to operate.

Criteria: Vulnerable and/or elderly and unable to go shopping in-store and live within about 10 miles of a Morrisons store.

Telephone: 0345 611 6111 (select option 5)

Charges and payment: Prices vary. Card payment only.

Using a community scheme

- Community transport (e.g. LINK schemes)

Many towns and villages have a **community transport scheme** that provides door-to-door transport for local residents. It is usually provided by volunteers driving their own cars. Whilst the schemes tend to prioritise medical appointments they may be able to help with other trips too - a driver may be able to pick you up from your home and take you to a supermarket and collect you once you have finished your shopping. Sometimes a volunteer may be able to collect your shopping for you.

Some schemes have a 'shopper bus' which specifically is for taking you shopping and collecting you after, usually collecting a group of people from the same area.

These have a charge to cover expenses and some schemes also have a membership fee.

Most schemes are overseen by Wiltshire Community First (www.communityfirst.org.uk/ 01380 722241) who can give details of your local one.

There is also Akcess (www.akcess.info/) covering the Swindon area: 01793 855550

- Shopmobility

Available in Swindon and Salisbury in Wiltshire for anyone with limited mobility and provides a selection of manually-propelled and battery-powered wheelchairs and scooters to use for the day.

Swindon: <https://vas-swindon.org/services/shopmobility/>

Salisbury: <https://www.salisburycitycouncil.gov.uk/responsibilities/shopmobility>

Find a local scheme: <https://www.shopmobilityuk.org/find-a-centre/>

- Parish and town council support

Your local parish councils may coordinator volunteers to support more vulnerable people with small tasks like shopping:

- Wiltshire Council Wellbeing hub (tel: 0300 003 4576 or visit: <https://www.wiltshire.gov.uk/public-health-coronavirus-support> and view the 'Community Groups directory').
- Swindon Borough Council Live Well Hub (tel: 01793 445500 or visit: https://www.swindon.gov.uk/info/20029/people_and_communities/1103/covid-19-support-for-people-who-need-help)

Using a private agency or company

Agencies generally charge an hourly fee plus extra for travel, so it is advisable to contact a few to compare costs and services. They may also be able to help with things like tidying and laundry. The agency is the employer of the carer and should handle wages, taxes and insurance. Depending on the agency you may not have the same carer each time.

The Care Quality Commission (www.cqc.org.uk / 03000 616161) is the regulator of care agencies and has a comprehensive database of providers and produces reports on their quality standards.

In some parts of Wiltshire there is a 'Driving Miss Daisy' (<http://drivingmissdaisy.co.uk> / 0333 014 6211) franchise scheme. This is a private company offering paid-for companion driving services. They can cater for wheelchairs and walkers and drivers can also help you in and out of the car, going to appointments, shopping and accompany you on outings.

You can also use the Wiltshire Council care services directory which has a list of home care providers (some of which may offer domestic help) See pgs 21-27: <https://www.carechoices.co.uk/publication/wiltshire-care-services-directory/>

Employing an individual privately

Rates vary but usually are charged per hour for a private carer or personal assistant. You should think carefully before employing someone privately and you should always obtain a number of genuine references. You may also need to take advice about liability insurance and your responsibilities as an employer.

Wiltshire Centre for Independent Living (www.wiltshirecil.org.uk/ Tel: 0300 1233 442) can give further advice on this and has a database of personal assistants.

Family, friends and neighbours

You may be able to ask someone you know to get your groceries - they could do it whilst getting their own shopping. Or you could ask them to order your shopping online for you so that it is delivered to your home – it's not too difficult to set up and you can often save details of your regular shopping list online.

Some banks offered a **Trusted Person Card** which is a debit card linked to your own Personal Current Account but with a different card number and PIN that can be used for in-person purchases up to a certain amount. You will still have control of the card and you can keep track of how it is being used and will be able to cancel it at any time. We do not recommend giving your personal PIN to anyone.

Using a high street shop's 'Home Delivery Service'

Iceland and The Co-Op offer a free home delivery service if you spend more than a certain amount in-store. You'll still need to visit the supermarket and choose your shopping, but it saves you the hassle of getting it home.

Meals delivery service ('Meals on Wheels')

Frozen ready-made meals can be delivered to your home. A more limited selection deliver hot meals straight to your house to save you storing and cooking them. An alternative may be to purchase frozen ready meals and have a carer e.g. from a care agency, heat them up during a short visit.

Note: Age UK Wiltshire produce a separate list of local meal delivery companies available on our website: <https://www.ageuk.org.uk/wiltshire/our-services/local-services-and-traders/>

Local companies offering delivery of groceries and other services

Abel & Cole



Tel: 0345 262 6262 / 020 3856 8560 Website: www.abelandcole.co.uk

Delivery area: Countrywide

Delivery charge: £3.50

Minimum order amount: £12

Products: fruit, vegetables, meat, dairy, eggs, soft drinks, cereal, pasta, flour, preserves, chocolate, pulses, fish, pies, quiches, ready meals, puddings, deli items, rice, biscuits, bakery, tea, coffee, toilet rolls, cleaning & household items.

Moo2Me (Trowbridge)

Tel: 01373 831 489 Website: www.moo2.me

Delivery area: Trowbridge, Bradford-on-Avon, Westbury, Norton St Phillip, Beckington, Frome, Warminster, Radstock, Midsomer Norton, Paulton, Peasdown St John, Melksham, Devizes, Calne, Chippenham, Corsham, Bath, Salisbury, Cirencester, Swindon, Royal Wootton Bassett, Malmesbury, Cricklade, Witney, Chipping Norton, Shipton-on-Stour, Banbury and more.

Delivery cost: Free

Minimum order amount: none

Products: dairy, eggs, bread, cheese, butter, cereals, juice, tea, coffee, water, tinned goods, biscuits, potatoes, vegetables, fruit, some cleaning supplies.

Milk & More (Aldershot) – typically requires online account but do have a ‘priority register’ for older and disabled people that are digitally excluded so they can operate accounts by telephone

Tel: Abi 07584029454 Dave 077725942688 Website: www.milkandmore.co.uk/home

Delivery area: Trowbridge, Bradford-on-Avon, Melksham, Corsham, Chippenham, Malmesbury, Marlborough, Calne, Purton.

Delivery cost: Free. There is a £2.50 minimum spend for one off orders. No minimum spend for regular customers with an account.

Minimum order amount:



Products: dairy, bread, cakes, biscuits, drinks, cereals, fruit, vegetables, eggs, bacon, tea, coffee, preserves, spreads, cleaning products, toilet roll, pet food.

Newhouse Farm Dairy (Gillingham)

Tel: 01747 822700 Website: www.madjestonmilkstation.co.uk/

Delivery area: Gillingham, Shaftesbury & Mere only

Delivery charge: none

Minimum order amount:

Products: Milk & Dairy foods.

Oakhouse (Melksham)

Tel: 0333 370 6700 Website: www.oakhousefoods.co.uk

Delivery area: Most of Wiltshire

Delivery cost: £1 or free if order is over £30

Minimum order amount:

Products: fruit and vegetables, dairy, eggs, soft drinks, cereal, pasta, flour, preserves and chocolate.

Pet Med Collect

Telephone: 07831 520000 Website: <https://petmedcollect.co.uk/>

Delivery area: Marlborough and Swindon area

Delivery cost: varies

Minimum order amount: £6

Service: Pick up pet medicines or foods from vets, or even taking pets for their appointments and check-ups.

Planks Dairies (Poulshot)



Telephone: 01380 828600 Website: <https://www.planksdairies.co.uk/>

Delivery area: Devizes – Corsham – Pewsey areas by request

Delivery cost: Dependent on distance.

Minimum order amount:

Products: milk, milkshake, cream, bread, juices, eggs, potatoes, yoghurts

Planks Farm Shop (Lydney, nr Devizes)

Telephone: 01380 848691 Website: www.planksfarmshop.co.uk

Delivery area: Can deliver to Devizes and surrounding villages by request, check first.

Delivery cost: Dependent on distance.

Minimum order amount: none

Products: milk, cream, eggs, bread, homemade ready meals (bulk), pies, soups, salads, desserts and juices.

Riverford

Tel: 01803 227227 Website: www.riverford.co.uk

Delivery area: Most areas

Delivery charge: Free

Minimum order amount:

Products: fruit and vegetables, meat, dairy, eggs, soft drinks, cereal, pasta, flour, preserves and chocolate. Minimum meat order is £25.

Wiltshire Country Fayre

Tel: 0800 774 7068 Website: www.wiltshirecountryfayre.co.uk



Delivery area: Bradford-on-Avon, Great Cheverell, Trowbridge, Bowerhill, Bromham, Maiden Bradley, Freshford, Melksham, Corsham and Westbury and villages within this area.

Delivery cost: £1 or free if you spend over £10. Delivery day depends on area.

Minimum order amount:

Products: meat, fish, pates, terrines, cheese, pies, dairy items and deli items, some items only available in larger quantities. Also sell sauces and preserves.



Vegetable Box Schemes

Fruit and vegetable box schemes are a great way of getting good value fresh produce delivered. Many supply organic produce grown on local farms so you are also supporting local farmers. There are many varieties of boxes available and some are listed below. Typically they are between £10-£20.



Box Scheme	Delivery and Area
Heritage Fine Foods 5 a day box (Coate) 01380 860968 www.5adaybox.co.uk	Free over £25 spend Most of Wiltshire
Riverford Organic 01803 227227 www.riverford.co.uk	Free All areas
Coleshill Organics (Swindon) 01793 861070 www.coleshillorganics.co.uk	Free delivery within 15miles of Coleshill, Swindon
Abel & Cole (Organic) 0345 262 6262 / 020 3856 8560 www.abelandcole.co.uk	£3.50 Most areas
Purton House Organics (Organic) 01793 772287 www.purtonhouseorganics.co.uk	Free Swindon, Purton, Marlborough, Wootton Bassett, Cirencester