



Hertfordshire
Independent Living Service
Supporting your independence

Meals on Wheels...

and more!



Contact us on: **0330 2000 103**
info@hertsindependentliving.org
www.hertsindependentliving.org



About HILS

Hertfordshire Independent Living Service (HILS) is the largest not-for-profit meals on wheels service in the UK. Established by Hertfordshire County Council in 2007 as a charitable social enterprise, HILS provides a range of caring services to help people to stay happy, healthy, and independent in their own homes.

We have been recognised with a number of local and national awards, for our responsive and flexible service. We operate from four sites across the county: Hemel Hempstead, Letchworth, St Albans, and Ware.

We make a real difference to people's lives. We give support and peace of mind to thousands of Hertfordshire's residents, their families and their friends, and we love doing it!

We are committed to ensuring that all our services are COVID-Secure. To support this, the vast majority of our Community Team members have received their COVID-19 vaccine. Additionally, all team members are required to follow the latest government guidance on personal protective equipment (PPE) to make sure we keep you and your loved ones safe.

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Meals on Wheels



Helping you
with meals

We deliver meals on wheels across Hertfordshire, 365 days a year, whatever the weather.

Every visit includes delivery of a hot meal and dessert, along with a caring welfare check, at the subsidised cost of **£5.25** per day.

You can order meals as a one-off, temporarily, or for as long as you would like them.

Our meals are delivered hot and ready to eat between 11:30am and 2:00pm, and you will usually receive your meal at a similar time every day.

We have a wide range of delicious and nutritious hot meals and desserts for you to choose from.

A menu is provided for you to select your meals, which highlights meals that are suitable for your dietary, ethnic, and



religious choices. If necessary we can work with you to ensure that your preferred meals are always available to you.

We provide specialist Kosher, Asian, Halal, and West Indian food, and can also provide Pureed, Minced & Moist, and Soft & Bitesize food for people following special diets.

For no additional cost we also provide a Medication Prompt should this be required.



Helping you
with meals

Meals on Wheels

How do I order my meals?

You can order meals as a one-off or for as long as you would like them.

Step 1: Contact us on **0330 2000 103** or go to **hertsindependentliving.org/order-meals/**

Step 2: We will send you a menu so you can choose your favourite meals.

Step 3: Your meals can be delivered the same day if you order before 8:30am, or we can start them from a date you select.

Step 4: At the end of every month, we will send you a bill for the meals you have had.

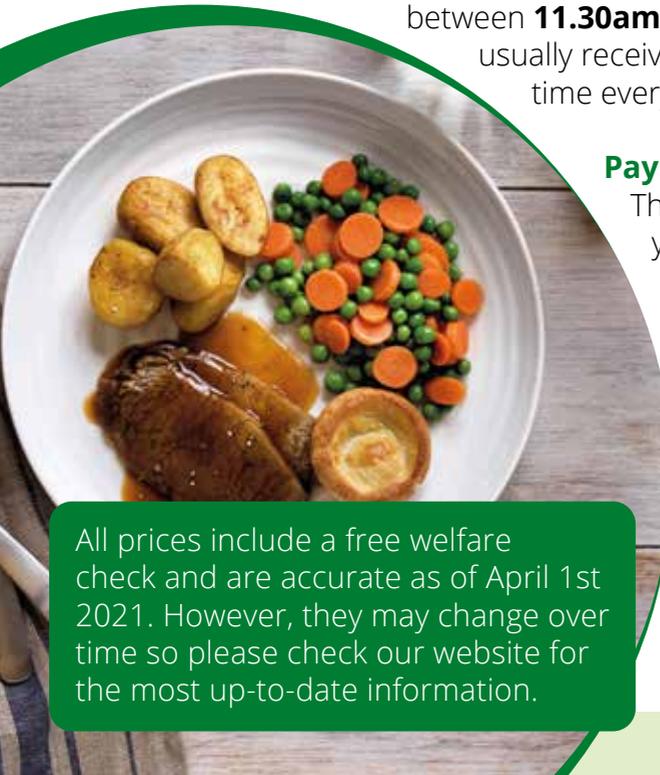
What time are meals delivered?

Our meals are delivered hot and ready to eat between **11.30am and 2.00pm** and you will usually receive your meal at a similar time every day.

Paying for meals

The easiest way to pay for your meals is by Direct Debit, and we can help you to set this up. We will send you a bill for your meals at the end of the month, and the Direct Debit will be taken from your account after you've had a chance to check over your bill. Other payment methods are also available.

All prices include a free welfare check and are accurate as of April 1st 2021. However, they may change over time so please check our website for the most up-to-date information.



Tea & Breakfast Meals



Helping you
with meals

All meals clients can choose to receive tea and/or breakfast meals, at an additional cost. These are delivered at the same time as your hot lunch time meal, and are placed in your refrigerator to enjoy later.



Tea

We have a choice of tea options to pick from, including sandwiches or a cream tea, all served with a dessert and a snack. **Price: £3.65**

Breakfast

We have a range of breakfast options including porridge, croissant, and cereal, served with a snack and drink of your choice. **Price: £3.05**

Current meals clients can ask their driver about receiving our Tea and Breakfast Meals.

"Thank you so very much for this truly great improvement to a great service"

– HILS client requesting tea time meals

Visit our website to find out more: **hertsindependentliving.org/our-food/**





No Reply Procedure



Should you not come to the door, or not be in the house when we deliver your meal, we will contact your family, friends, or neighbours to make sure you're okay.

Further information:

Visit our website to find out more about our Meals on Wheels service, or call us on **0330 2000 103**.

Food for Groups

We provide food for lunch clubs and other groups in Hertfordshire. Food is delivered hot and ready to serve from multi-portion containers at your club or day service. We can deliver multi-portion food to groups larger than six. For smaller groups, individual portions can be delivered.

Price:

Hot meal and dessert: **£5.25** per person.

Price includes delivery.

Specialist food

We have a wide choice of food to suit your group:

- Varied, rolling menu
- Specialist Kosher, Asian, Halal, and West Indian food is available in individual portions
- Pureed, Minced & Moist, and Soft & Bitesize food for people following special diets can be delivered in individual portions

Tea and Breakfast Meals can also be delivered for taking home.

Visit our website to find out more: hertsindependentliving.org/food-for-groups/

Advocacy



Our free Advocacy service helps people to make the right decisions about their care and support. An advocate is someone who can help you understand your rights and choices to help you get your voice heard.

You may want an advocate if:

- You find it difficult to make your views known or understood
- You want someone to listen to you

An advocate will:

- Listen to you
- Go to meetings with you
- Speak on your behalf
- Write letters or emails with you
- Explain things to you
- Research things for you

We provide advocates for older people in Hertfordshire. Advocates are independent and won't judge you.

Getting an advocate:

HertsHelp will assess whether you are eligible to receive advocacy support.

To find out if you are eligible for this service, contact HertsHelp who will conduct an assessment on **0300 123 4044** (local call rate), or via email: info@hertshelp.net



Visit our website to find out more: hertsindependentliving.org/advocacy



Helping you feel safe

Pop-in Visits

Our Pop-in Visits are short, five minute, lunch-time visits which help you feel safer in your home, with the reassurance of someone visiting you each day.

Our Pop-in Visits may include:

- Regular contact with a friendly face
- Making you a hot or cold drink
- Contacting someone on your behalf if you're not feeling yourself
- Checking on something specific, like if you are wearing your community alarm pendant
- Medication Prompts if required

Location

We can come to your house, anywhere in Hertfordshire, 365 days a year. You can have a visit each day, once a week, or as many days as you like – just let us know.

Time

Visits are made between 11am and 2:30pm every day. We can't give you an exact time, but generally we'll be with you at the same time each day.

Price: £4.00 per visit.

Changing or cancelling your visit

Please let us know by 10:30am if you need to change or cancel your visit for that day.

Supported housing

If you are responsible for supported housing and are interested in the provision of pop-ins to groups of residents, please get in touch to discuss how we could support you. Email: info@hertsindependentliving.org



Visit our website to find out more: hertsindependentliving.org/pop-in-visits/

Keysafes

HILS supplies and installs keysafes for clients across Hertfordshire, helping you to feel safe at home.

A keysafe is a small, strong, metal box accessed by using a personal code. It is fitted to the outside of your home and is used to store a spare door key.

Why are keysafes useful?

Keysafes are useful for people who might forget or lose their keys, and for people who have regular visitors who may need to gain access to the property. This might include authorised visitors such as carers, meals on wheels staff, family members, or neighbours.

Location and time

HILS can install a keysafe at your home, anywhere in Hertfordshire. We will agree an appointment date and time that suits you.



Eligibility

There are no eligibility criteria for this service, anyone can purchase HILS' Keysafe installation service.

Price

HILS supplies and installs two different models of keysafe, and can also visit for maintenance purposes to change your code for you. The prices for these different options are:

- Supply and installation of C500 keysafe: **£90**
- Supply and installation of Original keysafe: **£66**
- Maintenance visit: **£30**

All our prices include VAT.

Contact us on **0330 2000 103** or visit hertsindependentliving.org/keysafes/

Our Nutrition and Wellbeing service is a one-of-a-kind service in the UK, providing individual support for older and vulnerable people across Hertfordshire.

The Nutrition and Wellbeing Team consists of dietitians, nutritionists, and Nutrition and Wellbeing Visitors. They specialise in supporting older people and their families with nutrition concerns.

Our Nutrition and Wellbeing service is available to all meals clients at no extra cost.

This provides:

- Nutrition and wellbeing checks, either in your own home or over the phone
- Resources and information
- Up to six months of support
- Recommendations to improve your nutrition

Nutrition and wellbeing check

A nutrition and wellbeing check includes:

- A height and weight check
- Questions about your general health and lifestyle
- Discussing dietary requirements



You will have an initial check, a follow up check, and regular support. We may also suggest some other services that you may find useful.

You can request a nutrition and wellbeing check when you sign up for meals or at any time while you are receiving meals from us.

Nutrition Boost

If our team is concerned about you because you're underweight or losing weight unintentionally, then we will offer you additional food with your meals at no extra cost, and we may suggest changes to your meals.

Visit our website to find out more: hertsindependentliving.org/nutrition-and-wellbeing/

We offer medication reminders and prompts to our clients. This service can be requested as part of a standard Meals on Wheels or Pop-in Visit. There is no additional charge. People receiving Medication Prompts must be either meals or pop-in clients.

Referrals

To request a Medication Prompt, please speak to your health or social care professional. We can only take referrals for this service from health and social care professionals.

How do I get Medication Prompts for my client?

We need an email to info@hertsindependentliving.org to confirm that the client would like HILS to provide this service, and that the client has capacity to manage, select, and administer their own medication.

Please make sure you read what we can and cannot offer below before requesting prompts:

What we can offer:

- ✓ Pass medication to the client
- ✓ Open boxes and bottles
- ✓ Fetch medicines from another room
- ✓ Offer a glass of water with tablets
- ✓ Shake liquid medication bottles
- ✓ Let the client decide to take it later
- ✓ Let the client decide not to take it
- ✓ Encourage the client to speak to their GP or pharmacist if they have concerns
- ✓ Keep a record confirming we have given the prompt

What we can't offer:

- ✗ Pour out liquid medication
- ✗ Pop tablets out of foil or plastic, or cut up tablets
- ✗ Physically handle tablets or medicines
- ✗ Select the medicine for the client – they must name it
- ✗ Administer medication in any way
- ✗ Advise which medication to take
- ✗ Explain or decide the dosage
- ✗ Apply creams or give injections
- ✗ Complete a MAR sheet (Medication Administration Record)

Visit our website to find out more: hertsindependentliving.org/medication-prompts/

Active Ageing



Our Active Ageing Team consists of qualified exercise specialists and instructors who help older people get more physically active and feel better as a result.

This programme is being delivered in partnership with Public Health Hertfordshire and Sport England, to help you build up your strength, confidence and mobility.

We offer individual support for all levels of ability, and you do not have to be an existing HILS client to receive this service.

This service is entirely free to anyone over 55 and provides:

- 12 weeks of one-to-one support in your home or via video call
- Strength and balance or chair-based exercise sessions
- Resources and information
- Personalised support from our specialist team

In-home Support:

Delivered in line with the latest government guidance, a member of our Active Ageing Team will visit you in your home and support you through your personalised activity plan.

Support via Video Call:

As well as our in-home support, we can deliver our Active Ageing programme via video call. Where available, we can provide you with a tablet for the duration of the programme, and support you with using it for your weekly sessions.

Visit our website to find out more: hertsindependentliving.org/active-ageing/

Dementia Fun Clubs

Our dementia fun clubs are welcoming and engaging, with every session offering an exciting mix of activities. Our clubs are run by highly-trained staff supported by a team of caring volunteers.

Activities:

Our clubs offer a wide range of both group and individual activities. We work with you to understand your hobbies and your life story, so that we can create activities that centre around your interests.

Price

£25 joining fee **£35** per day

This includes all activities, a hot meal, and dessert. You must pay for one month's sessions in advance. Unfortunately, we cannot refund you for missed sessions.



Visit our website to find out more: hertsindependentliving.org/dementia-fun-clubs/

Previous activities have included:

- Crafts and carpentry
- Food tasting
- Poetry readings
- Quizzes
- Sing-a-long sessions

Days:

Monday to Friday

Please note that these days are subject to change. For the most up to date information, please visit our website.

Location: Jubilee Centre, Catherine Street, St Albans, AL3 5BU

Time: 10am - 3pm

Eligibility: Our clubs are for people living with mild to moderate dementia who do not require personal care support. No diagnosis necessary.

Hertswise is a service designed for people living with dementia, low level memory loss, or mild cognitive impairment, with their friends, family and carers at its heart. It is provided by a partnership of community and voluntary groups, including HILLS, with Age UK Hertfordshire acting as the lead provider.

The service can enable you to make positive changes to your health and wellbeing to support you to live well with memory loss and dementia whether or not you have (or want) a diagnosis.

What is available?

- Information and advice for all aspects of your life
- Activities and groups designed by you
- Carers support groups, and advice
- Assistive technology information and advice
- Specialist advisors who can support you to get the help you need

Contact HertsHelp on
0300 123 4044.



Visit our website to find out more: hertsindependentliving.org/hertswise/

The Jubilee Centre is a community centre in St Albans with a drop-in restaurant, and rooms to hire.

Drop-in Restaurant

We have a weekday drop-in restaurant for older people.

- **£5.25** hot meal and dessert
- Restaurant opens from 11:30am
- Food served between 12:30pm and 1:30pm
- There is no need to book in advance
- We have measures in place to ensure that our drop-in restaurant is COVID-Secure

Please note that these days are subject to change. For the most up-to-date information, please visit our website

Rooms for hire

We have a number of rooms to hire for community groups, private events, or meetings, seven days a week.

We can also provide:

- Food and refreshments
- Parking for one vehicle
- Free Wi-Fi
- A kitchen for your group to use

To find out more about our Jubilee Centre, or to book a room, contact:

jubilee.centre@hertsindependentliving.org

01727 847264

**Jubilee Centre,
Catherine Street,
St Albans, AL3 5BU**



Visit our website to find out more: hertsindependentliving.org/jubilee-centre/



Help in a hurry

Food & Grocery Packs



Our Food and Grocery Packs are free of charge, and can support you in a time of difficulty.

To receive a Food and Grocery Pack you must speak to HertsHelp who will decide if you are eligible.

Contents

Our Food and Grocery Packs contain three days' worth of food. They have been developed by our Nutrition and Wellbeing Team.

If HertsHelp decide that you are eligible, we will deliver the food to your home.

Getting Help

You can request help from HertsHelp by calling **0300 123 4044** (local call rate).

Visit our website to find out more: hertsindependentliving.org/food-and-grocery-packs/



Help in a hurry

Emergency hot meals

If you suddenly find that you need a meal at short notice, our meals can be delivered the same day if you place your order before 8:30am.

Chef cover

We can provide food for chef cover. In an emergency, we may be able to provide meals with 24 hours' notice.



Home from Hospital



Help in a hurry

Our Home from Hospital Pack is a bag of essentials given to you free of charge if you are leaving hospital.

Contents

There are two types of pack:

- Ambient pack – all items can be kept at room temperature.
- Fresh pack – this pack includes all items in the ambient pack and additional fresh items (some of which may need to be kept refrigerated).

Delivery

Delivery of a Home from Hospital Pack can be made to the client's home, a neighbour, or the hospital reception.

Delivery will be made between 11:30am and 2:30pm

We can deliver to any address in Hertfordshire.

Referral

In order to receive a Home from Hospital Pack, we must receive a referral from a health or social care professional.

If you wish to receive one on your discharge from hospital, please speak to your health or social care professional.

If you are a health or social care professional, download the form on our website to refer clients.



Visit our website to find out more: hertsindependentliving.org/home-from-hospital/



Helping you make a difference

Jobs, volunteering, & work experience

Our impact



Helping you make a difference

Are you a caring, kind individual?

Do you want to make a difference to your local community? Do you want a job with that feel-good factor? If so, come and join our team!

Jobs:

We are always interested to hear from potential candidates for our roles, particularly those interested in delivering our Meals on Wheels service to clients. If you always go the extra mile, we would love to hear from you.

Volunteering:

We are always looking for volunteers to help with our dementia support services.

Work Experience:

We actively support those who would like experience in the workplace, would like to try something different, or have faced barriers to work. If you have a question regarding work placements, our HR Team will be happy to help.

We are proud to be an accredited Living Wage Employer, ensuring all HILS team members are paid the real Living Wage.

“Joining HILS was such an exciting prospect because it meant I would have a job doing something meaningful. Everyone is so welcoming and so kind”

To find out more about working or volunteering for HILS, please contact: jobs@hertsindependentliving.org

You can also subscribe for updates about our vacancies via the HILS website: hertsindependentliving.org/vacancies



We make a real difference to people’s lives. We enable independence and ensure people are healthy. We give support and peace of mind to thousands of Hertfordshire’s residents, their families and their friends.

Our recent client survey revealed how we help people across Hertfordshire stay healthy, happy, and independent.

As a result of receiving our services, HILS clients said:

- 98%** - My life is easier
- 97%** - My family has greater peace of mind
- 97%** - I feel happier
- 95%** - It has helped me remain independent at home
- 94%** - I feel healthier
- 92%** - I am better nourished
- 89%** - I feel less lonely
- 78%** - I visit my GP less



Contact Details

If you would like more information about our services, our Support Team would be delighted to tell you more about how we can help you.

Call: 0330 2000 103 (local rate number)

Email: info@hertsindependentliving.org

Visit: www.hertsindependentliving.org

 @HertsIndLiving  @HertsindLiving

Write to: Hertfordshire Independent Living Service,
Unit 16, Green Lane One, Blackhorse Road,
Letchworth, Hertfordshire, SG6 1HB



Supported by



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