

Lunch Club Menu

April 2023 - November 2023



Contact us on: 0330 2000 103

lunchclubs@hils-uk.org

www.hils-uk.org

Welcome

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Thank you for choosing our Lunch Club meal service.

We are very proud of both the quality and variety of our balanced, nutritious meals, which adhere to strict national care catering guidance.

Our menu repeats every four weeks and offers a wide variety of delicious options

How to order

Step 1: Your Lunch Club members can choose between two choices of mains (meat or fish), accompanied by three side dishes; or a vegetarian option which comes as an individual meal. There are also three hot and cold dessert choices. Please note that if your Lunch Club meets less frequently, you may be able to choose an alternative meal from within the weekly options.

Step 2: Tell your Lunch Club Coordinator the number of attendees and their meal choices at least one week before the delivery date. Last minute adjustments can be made for free up to 9am on the day of delivery.

Menu Codes



Dishes that are free from gluten and suitable if you have coeliac disease or have an intolerance to gluten



Desserts that contain no more than 15g sugar per portion (made with sugar & sweetener)



Dishes suitable for people following a vegetarian diet



Mains (served with sides) that provide at least 400 calories per meal Desserts that provide at least 250 calories per portion

Dietary needs

Contact us on: 0330 2000 103 lunchclubs@hils-uk.org

Dietary Requirements - If your client cannot find a suitable meal on the menu, or has been told to follow a special diet by a health professional, contact us to talk about what we can offer.

Diabetes - All our meals are suitable for people with diabetes. However, food choices are an important part of diabetes management. Your clients may wish to choose our desserts that contain no more than 15g of sugar per portion.

Allergies & Intolerances - Allergens are clearly marked in **bold** on the list of ingredients on our meal packaging. Call us if your clients require help choosing appropriate meals.

Poor appetite? - Any lunch club member who is underweight, experiencing a poor appetite or unintentional weight loss may wish to opt for meals and desserts marked with a * to help with weight maintenance. Call us for further information on how to support clients who may be at risk of malnutrition.

Texture modified meals - If a health professional has advised your client to have a particular texture of food, such as pureed meals, or they would like to opt for a modified texture meal out of personal choice, please call us to speak about our full range.

Cultural and Religious requirements - We can cater for a range of diets including Halal, Kosher, and West Indian & Caribbean.

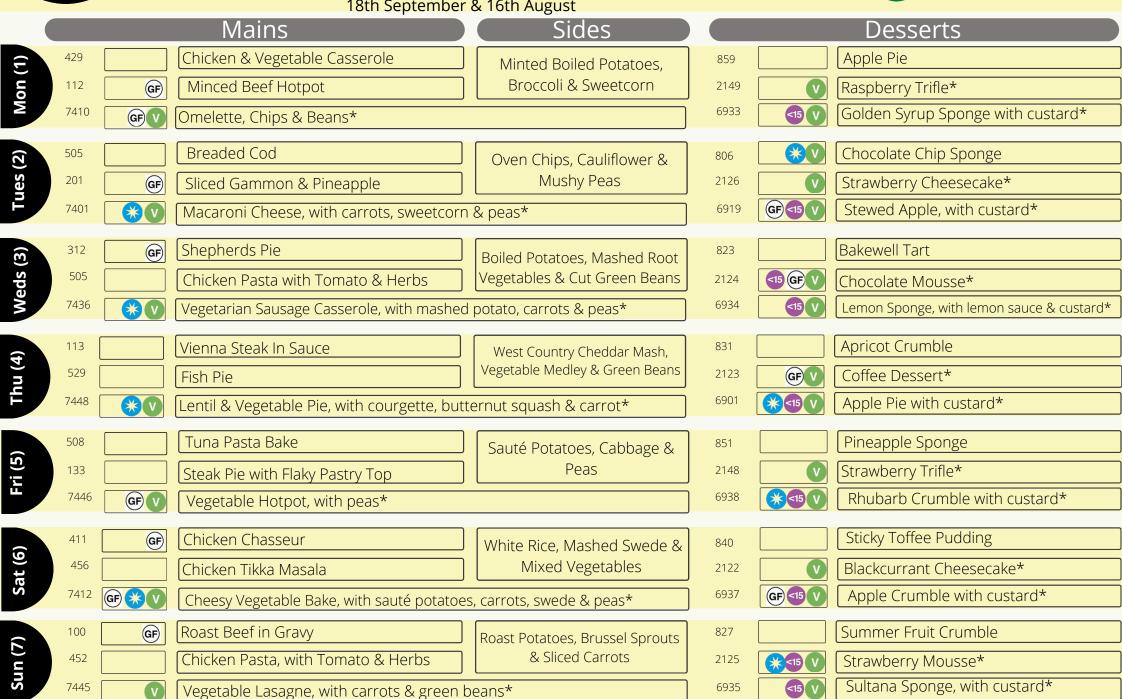
Meeting your Lunch Club's needs: whatever your club members' needs and preferences, we will do our very best to meet them. However, on rare occasions we may need to offer a substitution to your chosen items, but we will always ensure the meal is suitable.

Week 1

Days 1 - 7

Weeks commencing: 3rd April, 1st May, 29th May, 26th June, 24th July, 21st August, 18th September & 16th August

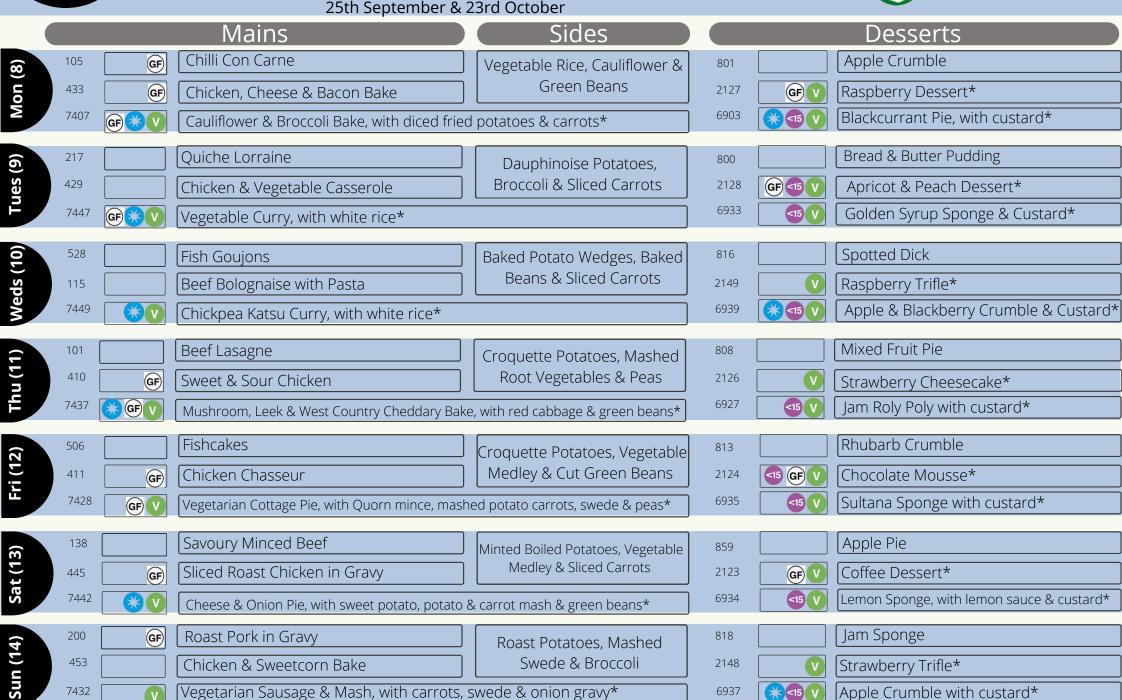




Days 8 - 14

Weeks commencing: 10th April, 8th May, 5th June, 3rd July, 31st July, 28th August, 25th September & 23rd October

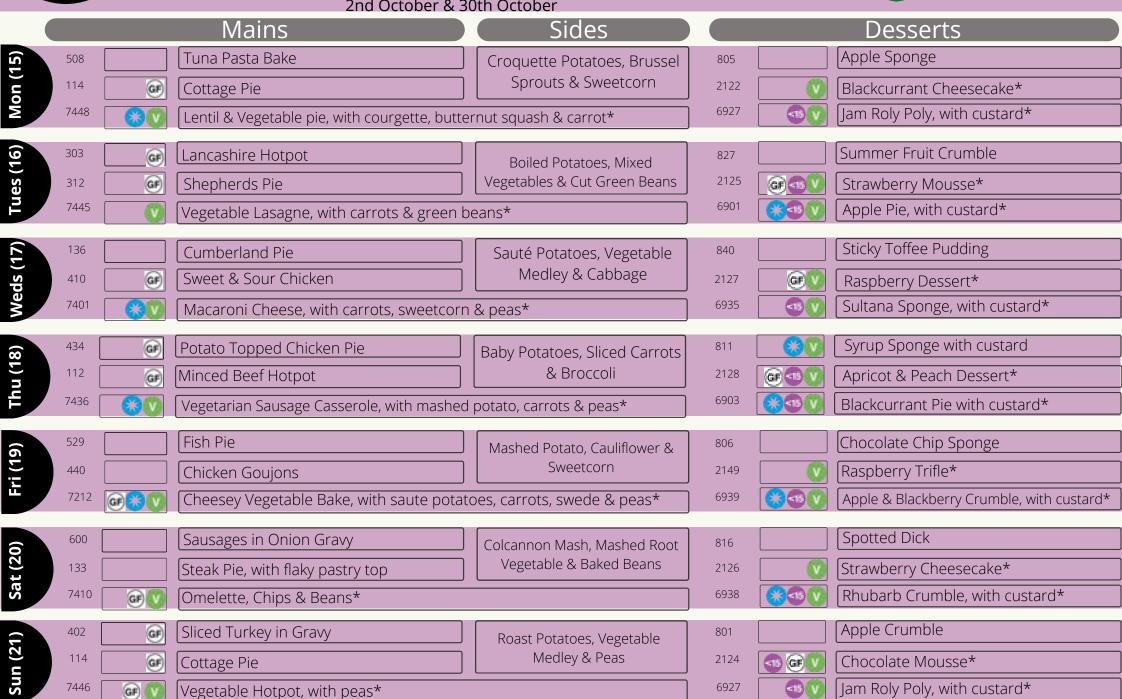




Week 3 Days 15 - 21

Weeks commencing: 17th April, 15th May, 12th June, 10th July, 7th August, 4th September, 2nd October & 30th October

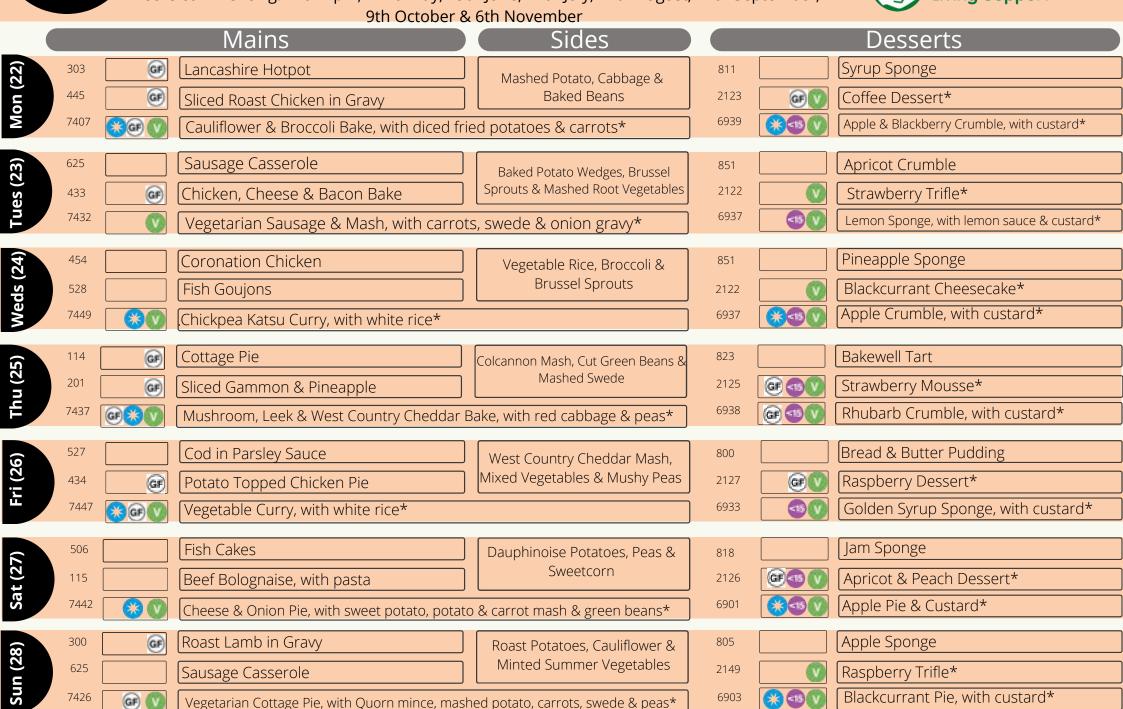




Week 4 Days 22 - 28

Weeks commencing: 24th April, 22nd May, 19th June, 17th July, 14th August, 11th September,





The HILS Lunch Club Service

Contact us on: 0330 2000 103 lunchclubs@hils-uk.org

Who are we?

We are a not-for-profit organisation founded in 2007. We offer a variety of services to keep people happy, healthy, and independent in their homes for longer.

Why opt for our lunch club delivery service?

- We support Lunch Club Organisers by providing reliable, timely, and affordable hot meals to groups across Hertfordshire.
- Food is delivered ready to serve from multi-portion containers for groups of six or more at your club or day service. Smaller groups and/or individual customers may received individual portions.
- We have a wide range of food options: our menus change twice a year and are designed to be balanced, whilst offering plenty of variety.
- We provide bespoke meal plans for clients with specific dietary or cultural requirements. However, it is your responsibility to alert us to your clients' allergies, intolerances or preferences.
- All our food comes from registered suppliers who comply with relevant food safety legislation. All HILS sites have the highest possible food safety rating of "5" from Environmental Health. Staff are DBS checked and trained in: Food Safety (level 2), dementia awareness, safeguarding, basic first aid.

When and where do we deliver?

We will always endeavour to deliver your meals at your preferred delivery time, however this may vary within the delivery window of 11.30am and 1.30pm. We deliver anywhere in Hertfordshire.

How much does it cost and how do I pay?

- There is a fixed price for all meals, which can be found on our website. The price of hot meals is set by Hertfordshire County Council and is reviewed each year. Whilst we always endeavour to alert clients to any changes in good time, this may be outside of our control.
- You will be billed monthly for services received in the previous month, and can pay by cheque, credit/debit card, direct debit and postal order. We cannot accept cash payment.

What if I want to change/cancel an order?

- Meal numbers can be adjusted or cancelled at any point before 9am on the day of delivery, at no charge.
- We require at least one primary contact, or Lunch Club Organiser, who is responsible for updating us regarding cancellations or amendments.
- There is no minimum term or frequency for a lunch club



Is this right for me, and my group?

- Anyone can receive a meal, there is no age limit or financial means testing. However, the subsidised price is only available to people meeting the criteria below:
- Who have difficulty preparing meals or food shopping safely due to physical/learning disability, frailty or illness.
- Who have just come out of hospital or are recovering from illness.
- Whose regular carer is unwell, or unavailable.

It is the responsibility of the Lunch Club Organiser to make sure everybody is paying the correct price for their personal circumstances.

What about my personal information?

HILS complies with the General Data Protection Regulation (GDPR) 2016, meaning that we will only collect, store, and use your personal data to deliver our service, to protect someone's vital interests, or with your explicit consent. You can request to see the information we hold on you at anytime, and/or request for it to be deleted. We will endeavour to respond to these requests within 30 days from the date of receipt.

How can I complain about something?

As a first step we would encourage you to inform your Lunch Club Coordinator at your local HILS site team using the contact details on the last page of this menu.

*The above is not a full list of Terms and Conditions of the service. Please read the full list of Terms and Conditions of the service for further information.

We hope you enjoy your Lunch Club Service!







Contacting us?

Our sites are open from 8am until 3.30pm, 7 days a week. You can call or email our friendly team to change or cancel your meals. Out of hours, you can also leave a message on our answering machine which is checked every morning.

www.hils-uk.org

lunchclubs@hils-uk.org

Letchworth

16 Green Lane One Blackhorse Road SG6 1HB

Tel: 01462 678423

Hemel Hempstead

17 Hammer Lane Adeyfield HP2 4EU

Tel: 01442 243352

St Albans

Jubilee Centre Catherine Street AL3 5BU

Tel: 01727 847264

Hertford

Unit 2 Merchant Drive SG12 0EF

Tel: 01920 333030