

# Supporting your independence: How HILS can help

## Active Ageing

Exercise support to help you be more active and mobile.



## Advocacy

Supports people to make the right decisions regarding their care and support.



HertsHelp: 0300 123 4044

## Breakfast meals

Available to meals on wheels clients at an additional cost, delivered at the same time as your hot lunch time meal.



## Chef cover

We can provide food for chef cover at lunch clubs or day services. In an emergency, we may be able to provide meals with 24 hours' notice.



## Community centre

Based in St Albans, featuring a weekday drop in restaurant, and rooms to hire seven days a week. Jubilee Centre: 01727 847264



## Eye testing

Free home eye testing service available through A1 Opticians.



A1 Opticians: 0800 023 4964

## Food & Grocery packs

Free emergency food packs containing three days' worth of food delivered to your home for those facing a crisis



HertsHelp: 0300 123 4044

## Hertswise

Countywide dementia support groups. HertsHelp: 0300 123 4044



## Home from Hospital bags

Free grocery pack containing essentials for those leaving hospital.



## Kingfisher Club

St Albans based fun club for people living with dementia.



## Keysafe installation

Supply and installation of keysafes, helping you to feel safe at home.



T: 0330 2000 167

## Lunch club service

Food for groups, delivered hot and ready to serve in multi portion containers at your club or day service.



## Meals on wheels

365 day a year hot meals on wheels service delivered straight to your door, between 11:30am and 2pm.



## Nutrition Awareness

Providing nutrition training and accreditation to care homes across West Hertfordshire.



## Medication prompts

Available to meals and pop-in clients, at no additional cost. Must be referred by a health or social care professional.



## Nutrition & Wellbeing service

Individual dietetics support available to all meals clients at no additional cost.



## Pop in visits

Short, five minute lunch-time visits which help you to feel safer in your home, with the reassurance of someone visiting you each day.



## Tea service

Available to meals on wheels clients at an additional cost, delivered at the same time as your hot lunch time meal.



## Contact us:

0330 2000 103 (local rate number)

info@hertsindependentliving.org

www.hertsindependentliving.org



@Hertsindliving



Hertsindliving



Hertfordshire  
**Independent Living Service**  
Supporting your independence

# Annual Impact Report 2019/20



In response to COVID-19, we have had to make some changes to our services. For the most up-to-date information, please visit our website.

www.hertsindependentliving.org

# Our Story

## Welcome to our 2019-2020 Impact report!

For HILS, the past year has been one of continued growth and impact in which we were privileged to support over 15,000 people directly through our caring services, and help thousands more families and carers through regular contact and reassurance. The commitment and caring work of our teams enabled us to achieve nearly 1,500,000 interventions, which is a HILS record. These interventions supported some of the most vulnerable members of our community to be happier, healthier, and more independent.

As a social business, evidencing and growing our impact is at the heart of our work. HILS' services are regularly evaluated and developed to ensure that they achieve both positive outcomes for clients, and preventative benefits for health and social care partners. This report explains some of the things that we measure through the year, and the changes that we have helped to bring about for our clients and communities.

We would not have achieved our impact without the positive and forward-thinking support of Hertfordshire County Council (HCC); our wonderful private, public, and Voluntary, Community and Social Enterprise (VCSE) partners; our inspirational Board members; our passionate and hard-working leadership team; and the effort and exceptional care provided 365-days-a-year by our team members: the HILS family.



**Sarah Wren**  
HILS Chief Executive



**John Turk**  
Chair of HILS Board

## Introduction

Hertfordshire Independent Living Service (HILS) has been delivering our award-winning meals on wheels service on behalf of HCC since 2007. With less than half of older and vulnerable UK citizens able to access local meals on wheels provision, HILS is proud to be the UK's largest not-for-profit meals on wheels provider. Over the last 13 years HILS has evolved from a single service operation to providing a variety of preventative and independence-promoting services to support the health and wellbeing of our clients.

As a charitable social enterprise, our business operates to deliver social good, this means keeping the needs of our clients at the heart of everything we do. Any surplus made from trade is reinvested into helping people in new ways and expanding our services. HILS also uses our brand and partnerships, locally and nationally, to raise awareness about issues facing older people, such as malnutrition and social isolation. HILS has worked closely with major regional stakeholders such as Public Health Hertfordshire, the University of Hertfordshire, the Malnutrition Task Force, SUSTAIN and the National Association of Care Caterers, to support research and lead campaigns aiming to improve community-based services for older people.



## Helping older and vulnerable people stay happy, healthy and independent at home



**2007**  
Meals on  
Wheels and  
Lunch clubs



**2012**  
Home from  
Hospital Pack  
service



**2015**  
Nutrition &  
Wellbeing  
service



**2015 - 2018**  
Community  
Alarms and  
Telecare Service



**2015**  
Advocacy  
service for  
older people



**2016**  
Emergency  
Food and  
Grocery Pack  
service



**2017**  
Hertswise  
partnership



**2018**  
Active Ageing  
Service



**2018**  
Nutrition  
Awareness  
Service



**2019**  
Keysafe  
Service

# Our Impact



## Helping you stay well

2,777

Active ageing exercise sessions delivered to people in their homes.

491

People joined our Active Ageing service.

16,942

Free Nutrition Boost snack packs distributed to help people at risk of malnutrition to maintain a healthy weight.

429

Nutrition and Wellbeing home visits to help 394 individual clients stay healthy and well-nourished.

*"If a resident is losing weight, I now know I can do something by making small changes like fortifying their meals or offering them a tasty homemade milkshake, thank you."*

**Care home staff member**

Care home staff trained to provide excellent nutritional support to care home residents.

741

Care home residents positively impacted by HILS' Nutrition Awareness training.

3,433

Average quality rating for our Nutrition Awareness training sessions.

9.4/10



## Nutrition Awareness Service

## Peter's Story

When 87-year old Peter Bell joined our Active Ageing service, he was struggling to maintain his balance, and was unable to walk for long distances due to his COPD, which often made him breathless. Unfortunately, this began to affect many aspects of his everyday life and made it difficult for Peter to do the things he enjoyed the most, such as socialising with friends at his local day centre. Shortness of breath made it difficult to have conversations and disrupted Peter's sleep, leaving him feeling tired and wobbly on his feet.

Jade, Peter's exercise instructor, says 'At the start of the programme, we would have to take regular breaks. He would use his inhaler before we started a session and sometimes during too.'

'We spent a lot of time focusing on breathing techniques to help control his breathlessness.' Peter was determined not to let his health condition prevent him from doing the things he loved, so with a bit of support from the Active Ageing team he began to do regular exercise and practice his breathing techniques.

'Peter is a very keen list maker, so we used this as

a way to track which exercises he needed to practice daily and how many repetitions he was completing. This made it easier for him to follow his progress,' remembers Jade. 'When I talk to him about his exercises, I can tell he takes pride in completing them each day. It gives him something to focus on and it is clear he likes the sense of achievement when he notices positive changes!'

In just three short months, Peter went from struggling to finish a sentence without becoming breathless, to following a rigorous exercise regime and walking seven days a week. He has also been able to stop regularly taking strong pain killers for cramp and joint pain, and it no longer keeps him awake at night. Exercise has become part of his everyday routine and Peter loves it.

'I have breakfast, go and get the post, then I do my exercises,' he says. Simple!

Having finished the Active Ageing programme, Peter is determined to continue to improve his health and to remain physically active. He is watching a YouTube channel called 'Make Movement your Mission' recommended by Jade, and has even persuaded his granddaughter to join him on his daily walks!

# 95%

**of HILS' clients say they've been able to maintain their independence with our support.**



## Help in a hurry

227

Older and vulnerable people received free Home from Hospital Packs.

2,964

People in crisis received Emergency Food and Grocery Packs, in partnership with HertsHelp.

*"I am very grateful to receive a cooked meal every day, delivered by a caring, courteous person with a smiling face."*

## Meals on Wheels client

Meals delivered to lunch clubs across Hertfordshire.

63,970

Tea and Breakfast Packs delivered to clients alongside hot lunches.

32,216

4,397

Older and vulnerable people who have received hot meals delivered to their door.

484,996

Hot meals delivered to individuals across Hertfordshire

645,166

Added support interventions delivered alongside hot meals, including encouraging clients to eat, and plating or cutting up their food.



## Helping with your meals

# Our Impact



## Helping you get together

12,534

Visits to our Jubilee Centre community hub in St Albans.

1,369

Room bookings at our Jubilee Centre.

2,336

Attendances to 253 Kingfisher dementia fun club sessions.

52

People living with mild or moderate dementia attended our Kingfisher fun club.

*"Very grateful for the Kingfisher Club, I really enjoy the company and the staff are great. It's always good fun and the lunch is delicious."*

*Kingfisher dementia fun club client*

## Betty and Dorothy's Story



84-year old Dorothy has lived in St Albans all her life and has been a loyal patron of the Jubilee Centre restaurant since 1994, when she started attending with her husband.

A few years ago, Dorothy met 75-year old Betty, a newcomer to the restaurant, and the pair struck up a friendship, regularly meeting for a cup of tea and a chat.

At the time Betty was caring for her husband who attended our Kingfisher dementia fun club, which is also held at the Jubilee Centre. 'It seemed like such a warm, lovely place', says Betty, 'so I asked the staff if there were any other clubs for people without dementia - which is how I found out about the drop-in restaurant.'

Both Dorothy's and Betty's husbands have since sadly passed away and with no family close by, they have both had times when they have felt a bit lonely. But fortunately, they always had each other, and the rest of their friends at the Jubilee Centre. 'The restaurant has become a safe haven for us, it's lovely to know that the staff are here to support you, and the meals are there if you need them,' says Betty.

Dorothy and Betty have become an important part of the community at the Jubilee Centre. 'We never miss a HILS event!' says Betty. 'We went to the wine and cheese night together and really enjoyed the recent trip to Hatfield House. The weather was beautiful and it was a great day out!'

**97%**  
of HILS' clients feel happier as result of our services.

**89%**  
of HILS' clients say they feel less lonely with our support.



## Helping in your home

63

People helped to make good decisions about their care and support with one-to-one advocacy.

252

Support interventions delivered through our Advocacy service.

40

Home eye care visits in partnership with A1 opticians.

139

Keysafe installations to help keep people safe at home.

2,103

Pop-in visits, offering reassurance to clients and their families.



## Helping you feel safe

One-to-one and community interventions to help people living with dementia and their carers.

9,234

Individuals received dementia support from the county-wide Hertswise partnership.

3,981



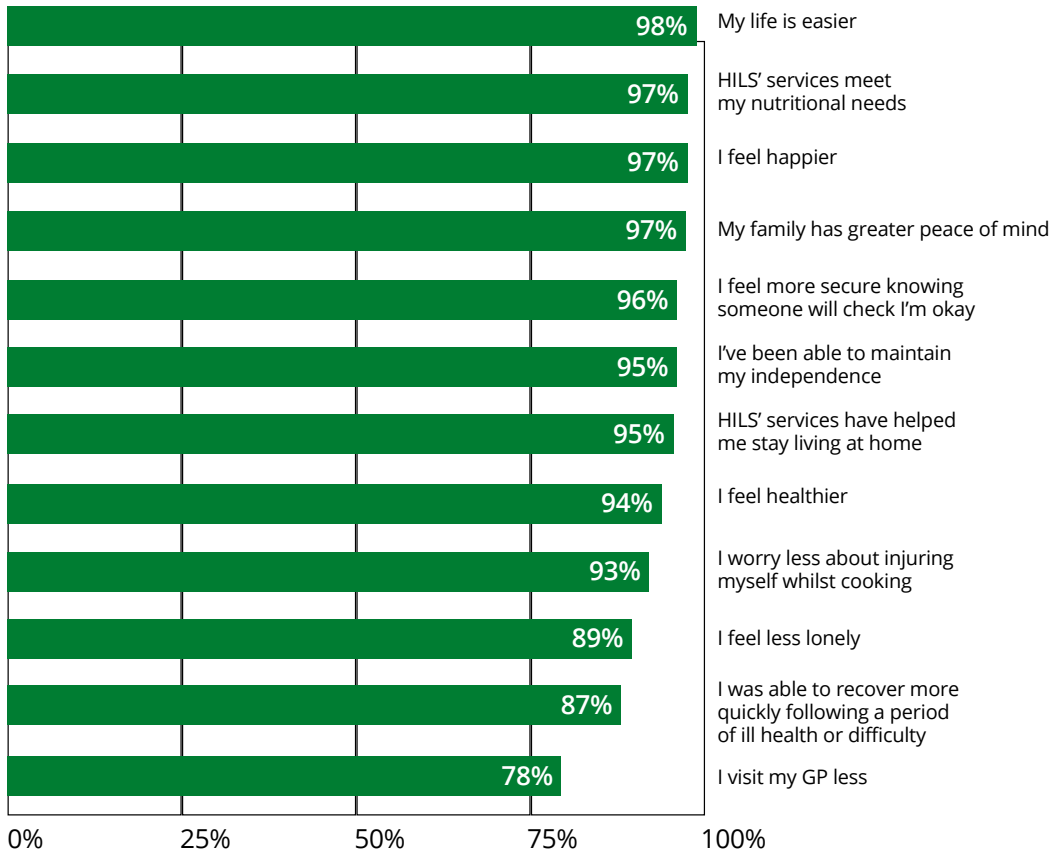
**Hertswise**  
Dementia Support in Herts

*"Hertswise run such an invaluable service that has been great not just for my mum but for me too!"*  
*Hertswise client*

# What our clients say about HILS

Every year, HILS conducts a comprehensive survey with all our meals on wheels clients to measure the impact that our services are having on their lives. This year we received over 600 responses - thank you to all our clients to took the time to complete the survey. This feedback is very important to us because it helps us to continue improving our services, and to understand how we are helping to improve the health and wellbeing outcomes of older people, their friends, and their families.

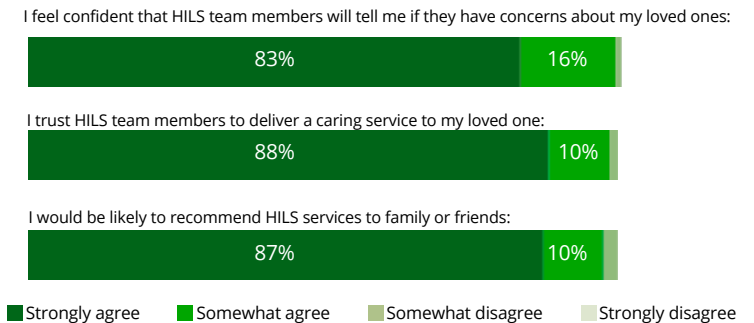
## As a result of HILS services and support, clients told us:



## We asked meals clients what they thought of the quality of our services, and this is what respondents told us:



## HILS asked friends and family members how our services affected them and their loved ones; this is what respondents told us.



Survey respondents were able to select: Strongly agree, Somewhat agree, Somewhat disagree or Strongly disagree in response to each statement. However no respondents selected Strongly disagree.

*"Since my dad came out of hospital in February this year, he has really enjoyed and looked forward to his lunch. I like the fact that a member of your team checks that he is okay when they deliver his food. Whenever I speak to the support team, I am always greeted by a happy, friendly and very helpful person."*

Relative of Meals on Wheels client



# Our Business

1,194

From keeping us on the road to keeping us connected, our Fleet, Facilities and IT Teams, have received and resolved 1,194 requests for support from colleagues across the business.

1,092

To spread the word about our services and reach new people who need a bit of extra help and support, our Communications and Marketing Team have distributed over 47,000 leaflets in GP surgeries, community centres, and libraries (to name but a few). We have also provided over 1,000 free 'taster' lunches so that people can try our food before joining our service.

282

Over the last financial year our Human Resources team have delivered 282 learning and development sessions. These sessions support continued professional development and ensure that new team members are equipped to deliver excellent and caring services.



## Award-winning organisation

HILS is privileged to have received a number of local and national awards throughout the last financial year, including:

- Not-For-Profit Business of the Year - *SME National Business Award*
- Scale up Business of the Year (Regional) - *Federation of Small Businesses*
- Not-For-Profit Business of the Year - *SME Hertfordshire Business Award*
- Social Enterprise of the Year Award - *Hertfordshire Business Awards*



## Working together to increase our impact

Over the past financial year, HILS has worked with a number of fantastic partners who have helped us to increase our impact, reach new people, and develop innovative services to support our clients in different ways. Earlier this year, we launched our Nutrition Awareness Service in partnership with Hertfordshire Community NHS Trust and Herts Valleys Clinical Commissioning Group. This has enabled us to work with staff in care homes to improve nutrition for their residents. We have benefitted greatly from the fantastic support and expertise of Social Business Trust, and their corporate volunteers. We could not have achieved our record-breaking numbers of interventions, or reached nearly as many people without our partners across the public, voluntary, and private sectors.



Helping you  
make a difference



## Rob's Story

At HILS we support people to overcome barriers to employment and achieve their full potential. After taking some time out of employment, Rob was ready to begin working again, but needed a role that wouldn't put him under too much pressure. "I have mild autism, and I worked in a local supermarket, but it got too stressful and I was really unhappy. Then I heard about HILS, and about an opportunity washing little cars. I love little cars! I've made friends with all the team here. It's really helped my confidence, and I love washing the cars and being out in the fresh air. It is something I can handle and all the stress is gone. I'm proud of the fact that last year I received an award from HILS for the work I do: I got a trophy, a card, and a certificate which is up on my wall at home."