



Health & Independent
Living Support

Here to Help



About HILS

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 give support and peace of mind to thousands of residents, their families, and their friends and we love doing it.

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Meals on wheels



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 wellbeing check. This is a chargeable service subsidised by Hertfordshire County Council. Please give us a call or check our website for our price list.

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.

Our menu includes a wide range of delicious and nutritious hot meals and desserts for you to choose from, with allergen-free, cultural, and religious food options highlighted

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 if you need this.



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 **www.hils-uk.org**.

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, which we can help you to set up. We will send you a bill for your meals at the end of the month, then the Direct Debit will be taken from your account after you have had a chance to check over your bill.

Other payment methods are available however we cannot accept cash.

All meal deliveries include a free wellbeing check. Please check our website or call us for our price list.

Tea and Breakfast Packs

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.



Breakfast

Our breakfast options include porridge, croissant, and cereal, served with a snack and a drink of your choice.

Ask your driver about receiving our tea and breakfast meals.

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 are okay.

Further information

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



Pop-in Visits

Our Pop-in Visits are short, five minute, lunchtime 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 are 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 cannot give you an exact time, but we aim to be with you at the same time each day. Please see our website or call us for current pricing.

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@hils-uk.org



Medication Prompts

We offer Medication Prompts as part of our meals on wheels and Pop-in Visits, to clients who need them. There is no additional charge.

Referrals

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

How do I get Medication Prompts for my client?

Email info@hils-uk.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.

Medication Prompts

Please read the following before requesting prompts:

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)

Nutrition & Wellbeing Service

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

The Nutrition and Wellbeing Team consists of Community 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 on wheels clients at no extra cost.

This service offers:

- 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 checks

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 on-going support. We may also suggest some other services that we think you will find useful.

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

Nutrition Boost

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

Exercise at home

Our Active Ageing Team consists of specialists qualified in evidence-based exercise programmes for strength and balance as well as chair-based exercises.

This programme has been created to help you build your strength, confidence, and mobility.

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

This service includes:

- Several weeks of one-to-one support with evaluations to track your progress
- Strength and balance or chair-based exercise sessions
- Resources and information
- Personalised support from our specialist team



Please see our website or contact our team on **0330 2000 103** to find out whether you are eligible to participate in the Active Ageing programme. This service is provided free of charge.

In-home support

A member of our Active Ageing Team will visit you in your home and support your through your personalised activity plan. All equipment is provided.

Keysafes

HILS supplies and installs keysafes 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

We 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, anyone can use our keysafe installation service.

Keysafe options

HILS supplies and installs two different models of keysafe, and we can also visit to change your code for you. The prices for these options include VAT and can be found on our website or by calling us on **0330 2000 103**



Advocacy

Our free Advocacy service helps older people in Hertfordshire to make the right decisions about their care and support. An advocate can help you understand your rights and choices and get your voice heard. Advocates are independent professionals who will not judge you.

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 can:

- 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

Getting an advocate:

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

To find out if you are eligible for this service, contact POhWER on **0300 456 2370** (local call rate), text the word pohwer with your name and number to **81025**, or via email **HertsAdvocacy@pohwer.net**



Community Hubs

Our Community Hubs provide a range of services. Come along and meet our friendly team, join in our social clubs, or find other local groups that meet at these centres. Email us at hubs@hils-uk.org to find out more.

Services include:

- Social clubs where you can enjoy crafts, quizzes, gentle physical activity, and more
- Drop-in lunch clubs where you can enjoy a hot meal and make friends
- Room hire for groups and private events
- Fun events and celebrations throughout the year

Health and Wellbeing Hubs



Jubilee Centre

Call: 01727 847264

Catherine Street
St Albans
AL3 5BU



Friendship House

Call: 01727 847264

Wellfield Close
Hatfield
AL10 0BU



Cuffley Day Centre

Call: 01707 876616

70 Station Road, Cuffley,
Potters Bar EN6 4EY

10-2 Clubs



HILS 10-2 Clubs are welcoming and engaging, with every session offering an exciting mix of activities, like flower arranging, pottery painting, quizzes, and dancing. Our clubs are run by highly trained, friendly staff who can tailor activities for you. We are also able to provide transport.

If you are interested in coming to one of our clubs, please contact us via the form on our website or by calling **0330 2000 103**.

Locations and Days

The clubs run at the following locations each week:

Tuesdays: Friendship House, Hatfield, Wellfield Close, AL10 0BU

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

Fridays: Macfadyen Webb, Letchworth, Norton Way North, SG6 1BU

See our website for prices.

Eligibility

Our 10-2 clubs are open to older, vulnerable, or disabled people living in the community who:

- Can feed themselves
- Do not need support to go to the toilet
- Do not require personal care whilst at the club



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

Please see our website or call us on **0330 2000 103** for current pricing, which includes all activities, a hot meal, and a dessert. You must pay for one month's sessions in advance.



Unfortunately, we cannot refund you for missed sessions.

Previous activities have included:

- Crafts and carpentry
- Food tasting
- Poetry readings
- Quizzes
- Sing-along sessions

Days

Monday to Wednesday

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

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, led by Age UK Hertfordshire, including HILS.

The service can enable you to make positive changes to your health and wellbeing, supporting you to live well with memory loss and dementia, even if you do not have (or want) a diagnosis



What is available?

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

To find out more contact HertsHelp on **0300 123 4044** (local call rate).

Group Exercise Classes

We run regular group exercise sessions from our community hubs.

The sessions include gentle movement to improve your strength and balance, as well as some chair-based exercises.

Just drop in! No need to book or tell us you are coming.

Please see our website for current pricing.

Where and when

Friendship House,
12 Wellfield Close,
Hatfield,
AL10 0BU

11 am – 12pm every Monday
and Thursday

Eligibility

There are no eligibility criteria for our group exercise classes. All ages and abilities are welcome.



Home from Hospital



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

Contents

All items can be kept at room temperature.

Delivery

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

Delivery will be made between 11.30am and 2pm.

We can deliver to any address in Hertfordshire.

Referral

If you would like Home from Hospital Food Support on your discharge from hospital, please ask your health or social care professional to refer you.

If you are a health or social care professional, download the form on our website to refer your patient/client.

Food Bank on Wheels

Our Food Bank on Wheels is free of charge and can support you in a time of difficulty. To receive a delivery from our Food Bank on Wheels, speak to HertsHelp who will tell you if you are eligible. They can also signpost you to other help.

Contents

You will receive a pack, developed by our Nutrition and Wellbeing Team, containing three days' worth of food. If you are eligible, HertsHelp will contact us and we will deliver the food to you.

Getting Help

Contact HertsHelp by calling **0300 123 4044** (local call rate).

Food for groups



We provide food for lunch clubs, community groups and events in Hertfordshire. Food is delivered to your venue hot and ready to serve. We deliver multi-portion food to groups larger than six for smaller groups, individual portions are delivered.

Price

Price includes delivery and can be found on our website or by calling us on **0330 2000 103**

Specialist food

We have a varied, rolling menu, including the following options which are delivered in individual portions:

- Specialist Kosher, Asian, Halal, and West Indian food
- Soft and puree, minced and moist, and soft and bitesize food for people following special diets

Tea and breakfast meals can also be delivered for taking home

Our Impact

We make a real difference to people's lives. We enable independence and give support and peace of mind to thousands of Hertfordshire residents, and the people who care about them.

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

We asked our clients about the impact of receiving HILS services:

- 98% said that their life is easier.
- 98% said they feel happier.
- 95% said they feel more secure.
- 92% said they feel healthier.
- 92% said they feel more independent.
- 96% said they are better nourished.
- 89% said they feel less lonely.
- 90% said they had recovered from a period of ill health more quickly.

Room Hire

We have a range of rooms available for a variety of occasions and events at our Health and Community Hubs in St Albans and Hatfield. See our website for prices and availability.

Jubilee Centre

Catherine Street
St Albans, AL3 5BU

Friendship House

Wellfield Close
Hatfield, AL10 0BU



Jobs & Volunteering

Are you a caring, kind individual? 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.

Volunteers and work experience

We are always looking for volunteers to help across all of our services. We also actively support those who would like experience in the workplace. If you have any questions just give us a call.

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



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@hils-uk.org

Visit: www.hils-uk.org

 @HILS_UK  @HILSHertfordshire

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

Health and Independent Living Support is an operating name of Hertfordshire Community Meals Limited, a registered society number IP30206R under the Co-operative and Community Benefit Societies Act 2014, registered with the Financial Conduct Authority and as a charity with HMRC registration number XT37228.

HILS August 2023