



Hertfordshire
Independent Living Service
Supporting your independence



**Impact
report**
2017-18

Introduction

During 2017-18, HILS was privileged to serve over 13,000 older, frail, disabled, and vulnerable people across Hertfordshire through its various services, and provided more than 1 million interventions. This was only possible with the amazing support of Hertfordshire County Council, and

with the partnership of organisations and individuals from health, social care, community, voluntary, private, and academic sectors. Thank you to our 247 staff members, our 33 volunteers, and everyone else who helped us to change the world for the better in 2017-18.

Making a difference

What really matters is the impact that we have on people's lives, and this review explains a little more about the difference that our services have made.

Every year we conduct a comprehensive survey with all our clients to measure the impact that our services had. 640 clients responded this year, and the table below shows the outcomes that clients felt resulted from receiving HILS services, and how it has helped health and social care too.

91% feel healthier

97% feel more secure knowing someone will look in on them

95% feel happier

98% feel life is easier

97% say family have greater peace of mind

% of clients	HILS' service outcomes	Health care outcomes	Social care outcomes
71% said...	I visit my GP less	Reduction in need for primary care as older people account for a large proportion of visits	Reduced referrals to social care for homecare support, or residential care
86% said...	I was able to recover more quickly following a period of ill health or personal difficulty	Quicker recovery time from injury or illness; reduction in likelihood of falls and subsequent fractures; reduction in frailty; shorter stays in hospital	Reduction in malnutrition and dehydration prolongs independence by reducing need for domiciliary or residential care
93% said...	I am better nourished		
87% said...	I feel less lonely	Loneliness is a prime cause of older people visiting the GP	Loneliness can cause family members to encourage person to enter residential care
92% said...	I feel more independent		
95% said...	It has helped me stay living at home	Prolongs independence, reducing need for domiciliary or residential care	Reduces burden on homecare services and family carers, improving mental health and enabling carers to work and socialise

Meal services

Meals on wheels

Nourishing hot meals and desserts delivered 365 days a year to clients' homes

People who we helped	4,173
Number of meals and caring welfare checks provided	486,592
Number of additional activities undertaken to support clients with meals	486,790

Tea and breakfast packs

Bespoke tea and breakfast packs delivered to clients who need help with other meals

People who we helped	626
Number of tea and breakfast packs provided	59,995



Helping you with meals

A client's response from the 2017-18 survey on what value the service provides and how it could be improved:

"Knowing that someone sees me everyday so I don't feel so isolated. Having a hot meal everyday. It has helped me to open my door to people. When I call, the lovely man is always kind and patient with me. I don't get hassled when I forget to pay my bill. The delivery people are so nice. It is helping me socially as I have to talk to different people. I have made a really lovely friend called Julie who is helping me mentally and emotionally because she cheers me up when I am down and she listens to me and gives me confidence. Meals on wheels and Julie has, and is, changing my life because I feel cared for and not so alone. I have no complaints or suggestions to improve the service as it's fantastic."

Lunch club meals

Shared meals for eating together in community venues

People who we helped	1,090
Number of shared meals provided	28,534

"I would just like to say a very big thank you for our amazing food delivery today- myself and my children are completely overwhelmed! I had no idea help like this was even available, and as a single mum, this really is a very, very big treat for us - thanks again to the lovely lady who delivered the food today."

Emergency pack client

Emergency grocery packs

Food and grocery packs delivered to people who are facing a crisis

People who we helped	1121
Number of interventions	2154



Help in a hurry

Community Services



Helping you get together

"I would like to say a huge thank you for what you have done for my mother with Kingfisher Club. Although she can't remember going once she is back home(!), I have seen a big improvement in my mother's mental state (happiness and mental ability) since she has started coming to Kingfisher Club."
Daughter of Dementia Club client

Kingfisher fun clubs

Weekday club for people with dementia to have fun and make friends, and give family a break

People who we helped	58
Number of interventions	9,091

Jubilee Centre

St. Albans Community Hub, providing an older people's lunch club, and rooms for a host of all-age community activities

People who attended activities at the Centre	1730
Number of regular groups running activities throughout the year	30



Helping you feel safe

"Each day your service made my mum's day, seeing a cheerful person. It also helped me immensely in the caring of my mum. Thank you."
Daughter of client

Key safe installation

Supply and installation of key safes to help clients feel safe at home

People who we helped	181
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Pop-in visits

Short lunch time visits to provide reassurance and a little help

People who we helped	69
Number of interventions	2,522



Your community alarm service

"Yesterday we received a home visit by Gary to fit our alarm system. Both my husband and I were completely impressed by the service provided by him. Softly spoken but highly competent and professional, he set about putting us at ease and explaining every aspect of the installation. Thank-you."
Community Alarms client

Alarms and telecare

Installation and maintenance of community alarms and telecare in clients' homes

People who we helped	3,124
Number of installation and maintenance visits	4,727



Hertswise

Support and activities for people with memory loss and dementia and their family, in the community and their homes

People who we helped	3,042
Number of interventions	6,818

Health and wellbeing services



Helping you stay well

"Since that first visit Emmy has been back a couple of times to monitor mum and check her weight, which to our delight has increased, and I know I can ring her at any time if I have any queries. Her help and concern has been much appreciated by both mum and myself."

Daughter of nutrition client

Nutrition and wellbeing support

Home-based individual dietetic support, advice, and information for clients and their families

Number of new people who we helped	268
Number of visits provided	678

Nutrition boosts

Nutritious snack packs provided daily, free of charge, for clients who are malnourished

Number of people who we helped	131
Number of free food boost packs provided	17,281

Medication prompts

Free medication reminders for meal or pop-in clients

Number of people who we helped	125
Number of reminders provided	6,294



One of our clients who received this support is Mrs Bunn, who weighed just six stone when our Nutrition and Wellbeing Visitor went to see her, and was fast becoming too weak to care for her disabled daughter. With our help, she managed to get back up to a stable weight in just one year, and is now looking forward to a happier, healthier future.

"The meals have been a great help in helping me to continue caring for my daughter, and they are delicious too!" Mrs Bunn says, "HILS Nutrition Team helped us a lot when I had lost a lot of weight following a difficult time; I am very grateful for them".

Advocacy

Support to help older people make decisions about their care and support

People who we helped	68
Number of interventions	138

Home eye testing referrals and visits

Partnership with A1 Optician

People who we helped	21
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Helping in your home

"Well done for the excellent support you provided this client and your dogged determination to bring some relief to her by getting her expert consultation she desperately needs. It is a sterling piece of work and a statement of the work you do with your clients. We have a very satisfied advocacy client. Rachel was extremely helpful, efficient, fought the client's corner and succeeded where others have failed. This is what makes our job so worthwhile. Bravo!"

Community Manager at HertsHelp



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**



Alarms & telecare

Equipment to support you at home by alerting someone if you need help.
Herts Careline: **0300 999 2999**



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: **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 food and 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: **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 right to your home, between 11:30am and 2pm.



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:

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