

### **Who is this service for?**

HILS meals on wheels is for anybody over 18 living in Hertfordshire who has difficulty preparing a meal, is unable to shop regularly for food or obtain a meal from another source, or who needs temporary support. We serve customers of all ages and from all walks of life.

### **What is the relationship between HILS and Hertfordshire County Council?**

HILS is contracted by Hertfordshire County Council to provide meals on wheels across the county until at least 2025. HILS will be working closely with the County Council during this time to ensure the service develops and thrives.

### **How do I sign up for meals / sign up a friend or family member / refer a patient or client?**

Anyone can refer themselves or someone else for our meals services by completing our referral form on our website or you can contact us if you would prefer to complete a referral form another way (e.g. over the phone or by post). New clients can start receiving meals straight away, they will also receive a Welcome Pack with a menu that they can choose from - but there is no rush, until you return your menu to us you will receive meals suitable for your dietary and cultural or religious needs.

### **How do I pay for my meals?**

We will send you a bill for the meals that you have had at the end of every month. You can pay by Direct Debit, over the telephone, or on our website with a debit or credit card, by cheque, or by postal order. In your Welcome Pack, you will receive more details about how to pay.

### **Can I cancel orders?**

Yes, our service is extremely flexible. Orders can be cancelled or changed at no cost if you contact us before 8.30am on the day of delivery. If you call out of hours, you can leave a message on our answer phone which will be picked up in the morning.



### **Who delivers meals and performs welfare checks? Are they trustworthy?**

Our Community Team delivers meals and performs welfare checks, each of our team members have had a police record check and will always be wearing their ID badge and uniform. Our staff are regularly trained in caring for older people, this includes dementia awareness, spotting the signs of dehydration and malnutrition, and adult safeguarding.

### **Is it the same person delivering and performing the welfare checks daily?**

We try to ensure the same team members deliver your meals and perform welfare checks wherever possible, but this may vary depending on availability and how regularly you receive meals.

### **Are the meals of good quality?**

Our annual client survey shows that around 90% of clients consistently rate our meals as 'Excellent' or 'Good'. We are very proud of both the quality and variety of our balanced, nutritious meals, which adhere to strict national catering guidance. We have been working with specialist caterer, apetito, for over 10 years and are always striving to increase the range of meals on offer.

### **Will I have to eat the same meals all the time?**

We have a wide selection of meals, suitable for dietary, ethnic, and religious choices. Our menu repeats every four weeks and our Nutrition and Wellbeing team has created some simple coding to make it easier for you to choose meals to suit you. If necessary, we can bespoke our menu just for you to suit your needs. We refresh our menu twice a year, in winter and in summer. If you want to set up your own, personal menu, it is not a problem - just let us know.

### **Do you have options for dietary or religious needs?**

Yes, we offer a wide range of menu options that cater to different dietary needs (e.g. diabetes, gluten-free, Halal). We can also provide Pureed, Minced & Moist, and Soft & Bitesize food for people following texture-modified diets.

### **Will the food be hot on the arrival?**

Yes, meals are delivered hot and ready to eat between 11.30am and 2pm every day.

### **Can you guarantee a delivery time?**

Meals are delivered between 11.30am and 2pm every day. We can't give you exact delivery times, but we'll usually be with you at a similar time every day.

### **What happens if I'm not at home?**

If you don't plan to be at home, please let us know by 8:30am on the day and we will not make a delivery. If you are not at home when we come to deliver your meal, we will always try to call you and check with your emergency contacts to make sure you are okay. If we cannot find you and are very concerned, we may call the emergency services. We call this our No-Reply procedure.

### **What happens if I can't physically answer the door?**

If you have a key safe, we can use your personal code to access the key and enter your property. If you do not have a key safe and think this might be useful, we can install one for you. This can be helpful for people who have regular visitors who may need to gain access to the property (e.g. family, carers), or for people who might easily forget or lose their key. If you do not come to the door or are not in the house when we deliver your meal, we will contact your family, friends, or neighbours to make sure you're okay. That is why it is important that you tell us in advance if you plan to go out when we usually deliver your meal.

### **Will you let me know if my loved one is unwell?**

Yes, we will inform a client's emergency contacts if we are concerned about them. In serious circumstances, if we can't get hold of their emergency contacts, we will call emergency services.



### **Will you unpack the meal / will I be served the meal?**

Yes, our staff can help to remove lids, plate the meal, get cutlery, and cut up a meal.

### **Can I have more than one meal per day?**

Yes, you can also order Breakfast Packs and / or Tea Packs which are delivered alongside the hot main meal.

### **Can you provide additional support when delivering?**

Yes, we also provide Medication Prompts free of charge. In addition, our Community Team can refer you to other services if you are eligible.