



Hertfordshire  
**Independent Living Service**  
Supporting your independence

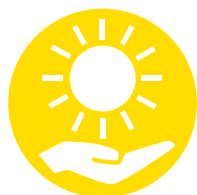


**Annual  
Impact  
Report  
2018/19**





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



## Our Story

Welcome to our Annual Impact Report for the financial year 2018/19! We love this time of year because it gives us an opportunity to reflect on all the people our amazing teams have been able to support in new and better ways over the past 12 months. This year has been one of phenomenal growth, with record numbers of interventions and the launch of two entirely new services. We feel immensely privileged to be part of such a unique organisation that is changing the lives of people across Hertfordshire. We would also like to thank partners for all their support, especially Hertfordshire County Council. We hope they will celebrate our achievements as their own – because we could not have done it without them!



**Sarah Wren**, HILS Chief Executive



**John Turk**, Chair of HILS Board



### Kam's story

*"It has been lovely watching Kam come out of his shell and become a part of the team at Ware. He asks everyone about their family and pets, and always leaves a smile on everyone's face."*

**Ashley**, Community Team member

## About HILS

As a social enterprise, success means being financially sustainable while finding new and better ways to deliver social good. HILS' charitable status means that we take a values-based approach to everything we do – including how we grow.

Business development is focused in those areas where we believe we will have the most positive impact on the community and the public purse. We do this by ensuring that all our projects and services are evaluated to help us determine how to reinvest any surplus that we make where there is the greatest need. Being independent has also made it possible for HILS to develop a mixed economy model with cross-sector coalitions and a variety of fantastic partnerships. Over the last year, we have worked closely with: health providers, such as Hertfordshire Community NHS Trust; academic institutions such as the

University of Hertfordshire and the London School of Economics; local authorities; a variety of voluntary and community sector organisations, such as Sustain, the National Association of Care Caterers and the Malnutrition Task Force; and finally members of the business community with help from the Social Business Trust.

Being a social business also means that we have charitable objectives, one of which is the relief of unemployment. Around 15% of HILS' team members have faced barriers to employment (such as mental health issues, physical or learning disabilities, criminal records). We also host volunteers wanting to develop their skills, confidence, or just to make friends – such as Kam, in the photo! He has been volunteering at our Ware site for over five years and has become an integral part of the HILS family.

# Our Impact

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



## Helping in your home

24 Home eye care visits, in partnership with A1 Opticians.

*"We've been working closely with HILS to build awareness of the free domiciliary eye testing for the elderly and housebound. It's rewarding to know that we can have such a positive impact on people's lives."*

Monika Higgins, A1 Optician



### Well done, Pat!

86-year old Patricia has been living in Royston for 12 years. In 2017, she suffered a bad fall and broke her hip, leading to a long hospital stay and reduced mobility. Her sight also began to deteriorate, making it impossible for her to shop on her own. "The last few years have been very tough", says Patricia. One of the services that helped Patricia regain her independence was HILS meals on wheels, which she began receiving immediately after leaving hospital. "Oh the meals are super!", She says, "I'm always boasting about them to my friends. My favourite is chicken breast with white sauce." Patricia adds, "The drivers are a fantastic bunch. They made sure I was okay when it was really hot weather, making sure I had enough to drink."

In September 2018, Patricia also joined HILS' Active Ageing

programme, working with Active Ageing Champion, Yvonne, to build up her strength and mobility. She can now go outside into the garden on her own to get some fresh air and can stand up in her kitchen for longer. This helps her continue making her healthy breakfast of porridge, apricots and prunes (with just a little honey). Patricia is also able to do more for herself around the house, including loading her washing machine and hanging out her clothes. These changes have enabled Patricia to cut down on the number of care visits she receives from two per day, to just one visit per day. However, she is determined not to rest on her laurels. Nearly a year since completing the Active Ageing programme, she still practices her exercises regularly. She doesn't even stop when she visits the hospital! Instead, she uses the long corridors to build up her endurance by using just her walker, whereas before she would have been pushed in a wheelchair. Well done Pat, amazing!

261 Older and vulnerable people received free Home from Hospital Bags.



## Help in a hurry

2,656 People in crisis received Emergency Food and Grocery Packs, in partnership with HertsHelp.

*"Consistent quality and fantastic staff 365 days per year. My mother would not still be in her own home without this service!"*  
Meals client's daughter

## Meals Services

Hot meals delivered across Hertfordshire.

486,504

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

4,365



## Helping you with meals

Tea and Breakfast Packs delivered to clients alongside hot lunches.

59,593

Hot meals delivered to lunch clubs, feeding around 668 people.

31,414

564,756 Added support interventions delivered alongside hot meals, including: encouragement to eat, plating up or cutting up food.

Active Ageing exercise sessions delivered to people in their homes.

1,836

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

18,950

628 Nutrition and Wellbeing home visits to help 317 individual clients stay healthy and well-nourished.



## Helping you stay well

## Health and Wellbeing Services

# Our Impact

Room bookings at our Jubilee Centre.

22,640

Visits to our Jubilee Centre community hub in St Albans.

2,573

Attendances at 250 Kingfisher dementia fun club sessions.

1,132



Helping you get together

417

People living with moderate dementia attended our Kingfisher fun club.



## Flourishing Friendships

HILS' Jubilee Centre is a thriving community hub located in the centre of St Albans. With help from a group of dedicated residents called the Friends of the Jubilee Centre, we organised a Love Your Community event to celebrate Valentine's Day. Local people were invited to bring along an elderly neighbour, relative, or friend, resulting in at least one wonderful new friendship forming between Clair and Maureen. "I noticed the HILS advertisement for Valentine's Day lunch and really wanted to go," says Clair. "But as I live alone and have no family here, my problem was

finding a 'date'!" Clair reached out via social media to find in older companion she could take with her. "I was put in touch with Maureen," says Clair. "We both enjoyed it so much - making new friends, eating great food, and even having a dance! We are still in regular contact and we get along famously. I often pick her up and take her out, sometimes for a stroll around the market, or just a chat over a cuppa. Loneliness can occur at any age, for many reasons. It is heart-warming that with your help, Maureen and I can now share a friendship such as ours."

12,061

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



1,244

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

*"The group definitely benefits both my husband and myself. He always remembers that the group is happening and encourages me to get a move on in the morning! And I get to speak to other people who are in the same position as myself."*

Hertswise attendee and carer

## Community Services

131

Keysafe installations to help keep people safe at home.

3,186

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



Helping you feel safe

*"I just wanted to say thank you to lovely, patient Jim, who came to fit my keysafe."*

Keysafe client

3,887

People helped by having telecare installed in their homes.

1,071

Telecare installations.



Your community alarm service



# Measuring Our Impact

Every year, HILS conducts a comprehensive survey where we ask our meals clients whether our services have helped them to stay happy, healthy, and independent. This year we had 579 responses with some amazing feedback, showing just how important these services are to clients, their families, and to the health and social care sector too.



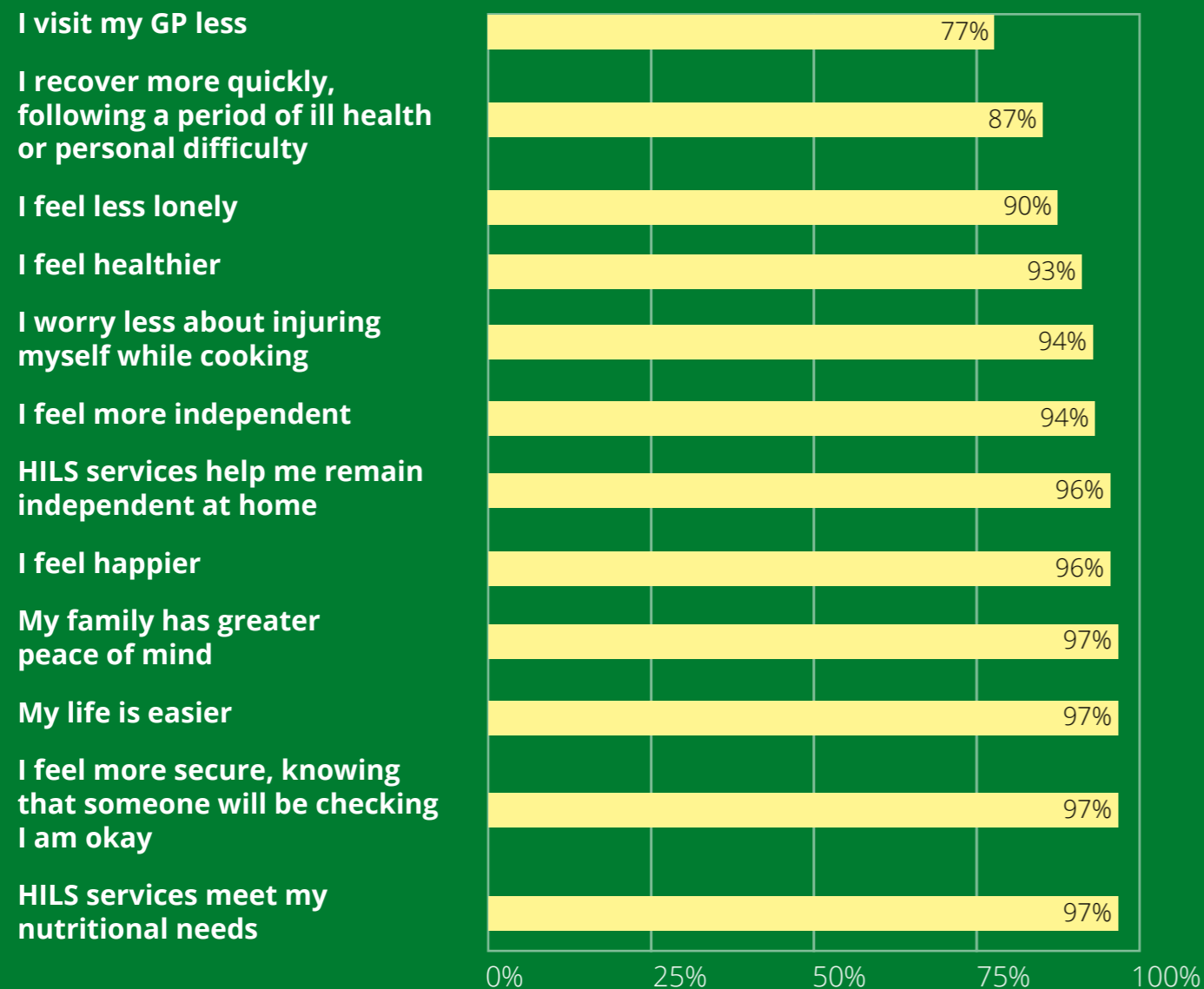
We asked meals clients what they thought of the quality of our services, and this is what respondents told us:

■ Excellent
 ■ Good
 ■ Fair



Survey respondents were provided with the option to rate our services in all these categories as: Excellent, Good, Fair, or Poor. However, no respondents rated these services as Poor.

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



HILS offers meals clients a variety of additional support services to help them stay independent; this is what they told us:



**95%** of respondents who receive medication prompts say this helps them remember to take their medicine regularly.



**100%** of respondents who receive visits from our Nutrition and Wellbeing team say this helps them stay healthy at home.



**98%** of respondents said that HILS team members offering to fetch a drink with their meal helps them stay hydrated.

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



**100%** rated the service HILS provides for their loved one as good or excellent.



**95%** said that they had more time for leisure and work activities.



**93%** strongly agreed that they had greater peace of mind knowing that HILS was supporting their loved ones.

### Social Care outcomes

- Reduced need for homecare support, or residential care, because people are able to continue living independently at home.
- Reduced burden for carers and family members, who feel reassured that their loved one can access support.

### Health care outcomes

- Reduction in need for primary care, as older people account for a large proportion of GP visits. Fewer visits due to 'loneliness'.
- Shorter hospital stays and reduced bed-blocking because older people recover more quickly. Reduced likelihood of falls, fractures and frailty due to good nutrition support.

# Our Business

As a fast-growing social enterprise, ensuring that our frontline teams get the support they need to continue helping the thousands of older and vulnerable people who rely on our services is a priority. Over the last year we have expanded our back office functions to become more resilient and to help us continue offering high quality services to our growing number of clients.



*53% of meals clients cited HILS when asked about their primary sources of information on available support services.*



## Spreading the word

With a growing list of new services, HILS Communications and Marketing team has worked hard to make sure that we are reaching the people who are most in need of our services. Over the last financial year, they have delivered 67 presentations at community events and conferences – that’s more than one per week! HILS has also distributed over 40,000 brochures and flyers, and provided over 1,000 free meals at tasting events across Hertfordshire.

The team also plays a significant role in awareness-raising around key issues affecting older people by participating in national campaigns. Last year, HILS helped lead the first ever UK Malnutrition Awareness Week from October 1st to 7th. The campaign was a huge success, with over 20 malnutrition screening points across Hertfordshire manned by volunteers, and receiving wide-spread media coverage. This also provided the catalyst for the monthly social media campaign #MalnutritionMonday, which is going strong.



## Supporting our teams

HILS currently employs 250 local people in a variety of roles. Our Human Resources and Finance colleagues play a key role in supporting our teams and making sure that we are an inclusive employer. Over the past 12 months, they have processed nearly 4,000 purchase invoices and succeeded in making HILS a named Disability Confident Employer, meaning that we proactively support employees with physical and/or learning disabilities. They have also helped teams to host volunteers who want to develop their skills and confidence. In the last year alone, we have hosted almost 100 volunteers, including 57 students in nutrition, dietetics, and social care. We also welcomed a delegation of young people with learning disabilities from Herts Regional College. They were so inspired by what they saw that they raised funds for client gifts, and several have said they would like to work with older people.

*“The work experience has had a deep impact on this group of students. They learned so much about what you do, and about themselves and their own capabilities.”*

**Karen, teacher at Herts Regional College**

*“I loved it from the start. I get up in the morning and I want to go to work. When you get that feeling, you don’t want to stop.”*

**Jill, Kingfisher Club Activities Coordinator, and HILS team member for 12 years.**



## Keeping us on the road

HILS currently operates four sites in Hertfordshire. To ensure that all our operational teams feel safe and supported when out and about, HILS has invested in developing its IT infrastructure, whilst also expanding its fleet and facilities in response to growing demand. A total of 20 new vehicles have been purchased and a new industrial unit at Letchworth has been refurbished to accommodate our growing teams. The Fleet, Facilities and IT teams have dealt with around 1,400 requests over the past 12 months alone, and have developed bespoke software in order to manage them. They have also launched a new project to reduce HILS’ environmental impact. This year, with the support of grant-funder Low Carbon Workspaces, we reduced our carbon emissions by 0.72 tonnes per annum (that’s the weight of two polar bears!) by improving insulation in our Letchworth offices.

# HILS A-Z of Services

## Active Ageing

Exercise support to help you be more active and mobile.



## Hertswise

Countywide dementia support groups.  
HertsHelp: **0300 123 4044**



## Medication prompts

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



## Advocacy

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

HertsHelp: **0300 123 4044**



## Home from Hospital bags

Free grocery pack containing essentials for those leaving hospital.



## Nutrition & Wellbeing service

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



## Breakfast meals

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



## 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.



## 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.



## 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.



## Lunch club service

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



## Tea service

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



## Community centre

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



## Meals on wheels

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



## Eye testing

Free home eye testing service available through A1 Opticians.  
A1 Opticians: **0800 023 4964**



## Nutrition Awareness

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



## 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**



## Contact us:

**0330 2000 103** (local rate number)

[info@hertsindependentliving.org](mailto:info@hertsindependentliving.org)

[www.hertsindependentliving.org](http://www.hertsindependentliving.org)



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