



Health & Independent
Living Support

Support
at Home



Working with
Hampshire
County Council



Meals on Wheels

www.hils-uk.org T: 0330 2000 103 E: hampshire@hils-uk.org

Supporting your independence and wellbeing at home

Health & Independent Living Support (HILS) is the largest not-for-profit meals on wheels service in the UK. We have been helping people to stay happy, healthy, and independent since 2007.

We are a charitable social enterprise, and have been recognised with a number of local and national awards for our responsive and flexible service.

How our Meals Service works

We deliver meals on wheels across Hampshire, 365 days a year, whatever the weather. Every visit includes delivery of a hot meal and dessert, along with a caring wellbeing check from our Community Team Members.

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 11.15am and 2.15pm, and you will usually receive your meal at a similar time every day.



Our Community Team Members deliver more than just a meal

We care about your wellbeing and are proud of how our service gives you and your loved ones peace of mind.

Our Community Team Members are not just a friendly face at your door, they are fully trained to carry out wellbeing checks upon delivery of your hot meal. If we are concerned about your wellbeing, we can get in touch with your friends, family, or GP.

Every Community Team Member has undergone a Police Record Check, and will be wearing our HILS uniform along with their ID badge.

We will happily plate your meal up, fetch your cutlery, and offer you a glass of water. If you would like us to, we can let ourselves in using your keysafe.

No reply procedure

Should you not come to the door, or not be in the house when we come to deliver your meal, we will contact your family, friends, or neighbours to make sure you're ok. We will not leave your meal without seeing you.

"I just want to say thank you, it is so reassuring to know my dad is getting an excellent, nutritious meal every day. He is looking better now than he has in a very long time."

FAMILY MEMBER OF MEALS CLIENT



Delicious and nutritious meals for everyone

We have a wide range of delicious and nutritious hot meals and desserts for you to choose from. Our menus include meals that are low in fat, salt, allergen-free, or reduced sugars.

We provide Kosher, Asian, Halal, and West Indian food, and can also provide Pureed, Minced & Moist, and Soft & Bite-sized food for people following special diets.



Wide range of meals to choose from



Choice of hot and cold desserts



Texture modified meals



Meals tailored to specific dietary requirements

Need something for later?

You can also order a soup or a Tea Pack for an additional cost per day alongside your hot meal.

We have a choice of Tea Pack options to pick from, including sandwiches or a cream tea, all served with a dessert and a snack. These are delivered at the same time as your hot lunch meal, and are placed in your refrigerator to enjoy later.

Your soup is delivered hot and ready to eat alongside your lunch.

Ordering a meal is simple...

Step 1: Complete an online referral form which can be found by entering your postcode into the postcode finder on our website www.hils-uk.org/support-at-home/meals, or you can call us on **0330 2000 103** to complete it over the phone.

Step 2: We will send you a menu so you can choose your favourite meals, you can also find our menus on our website. Your meals can start immediately. Until we receive your menu choices, you will receive our meal of the day in line with your dietary requirements.

Step 3: Your meals can be delivered the same day if you order before **10am**, or we can start them from a date of your choice.

Step 4: At the end of every month, we will send you a bill for the meals you have had.



Complete a referral form



Choose your meals



Enjoy your meals at home



Pay at the end of the month

This service is chargeable, for our prices please call us, or visit our website www.hils-uk.org/support-at-home/meals

Frequently Asked Questions

Who is the service for?

Anybody living in Hampshire can receive meals on wheels.

However, if you meet certain eligibility criteria you will not be charged VAT, meaning that you will pay a lower rate. Please see our website for full details.

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, cultural, and religious needs. Our menu repeats every four weeks and is refreshed each year. Our Nutrition & Wellbeing Team have created some simple coding to make it easier for you to choose the meals to suit you. If necessary, we can create a bespoke menu to suit your dietary requirements. If you want to set up your own, bespoke menu, it is not a problem - just let us know.

Will my meals always be delivered at the same time every day?

Meals are delivered between 11.15am and 2.15pm every day. We can't give you exact delivery times, but generally we'll be with you at a similar time every day.

Who delivers meals and carries out wellbeing checks?

Are they trustworthy?

Our Community Team Members always perform wellbeing checks when they deliver your meals. Every HILS team member has had a Police Record Check and will always be wearing their ID badge and uniform when visiting clients.



Is it the same person delivering and carrying out the wellbeing checks daily?

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

How do I order meals?

Anyone can refer themselves or someone else for our Meals Service by completing our referral form on our website or by calling us on **0330 2000 103**. The new client will then be sent a Welcome Pack, which includes a menu to choose their meals.

What happens if I'm not at home?

If you don't plan to be at home, please let us know before 10am 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 safe and well.

How do I pay?

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, online, or over the telephone with a payment card, by cheque, or by postal order.

Can I cancel my order?

Yes, our service is extremely flexible. Orders can be cancelled or changed at no cost if you contact us before 10am 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.



**We are caring and
compassionate**



**We act with
integrity**



**We go above
and beyond**



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: hampshire@hils-uk.org

 @HILS_UK  @HILSHampshire

Visit: www.hils-uk.org