



Hertfordshire
Independent Living Service
Supporting your independence

Meals on Wheels...

and more!



Contact us on: **0330 2000 103**
info@hertsindependentliving.org
www.hertsindependentliving.org



About HILS

Hertfordshire Independent Living Service (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, and we offer a responsive and flexible service. We operate from four sites across the county, in Hemel Hempstead, Letchworth, St Albans, and Ware.

We make a real difference to people's lives. We give support and peace of mind to thousands of Hertfordshire's residents, their families and their friends, and we love doing it!



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Meals on Wheels



Helping you
with meals

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 caring welfare check, at the subsidised cost of **£4.75** per day.

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.

We have a wide range of delicious and nutritious hot meals and desserts for you to choose from.

A menu is provided for you to select your meals, which highlights meals that are suitable for your dietary, ethnic, and



religious choices. If necessary we can alter our menu just for you to suit your needs.

We provide specialist Kosher, Asian Halal and West Indian food, and can also provide soft, pureed and fork mashable food for people following special diets.

For no additional cost we also provide a medication prompt should this be required.



Helping you with meals

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 **hertsindependentliving.org/order-meals/**

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 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

You can pay for your meals by direct debit, credit or debit card, or by cheque. We will send you a bill for your meals at the end of every month.



Tea & Breakfast Meals



Helping you with meals

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 for eating 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. **Price: £3.25**

Breakfast

We have a range of breakfast options including porridge, croissant, and cereal, served with a snack and drink of your choice. **Price: £2.75**

Current meals clients can ask your driver, our community team member, about receiving our tea and breakfast meals.

"Thank you so very much for this truly great improvement to a great service"

– HILS client requesting tea time meals



Visit our website to find out more: hertsindependentliving.org/our-food/



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're okay.

Further information:

Visit our website to find out more about our meals on wheels service, or ring **0330 2000 103**.

Food for Groups

We provide food for lunch clubs and other groups in Hertfordshire. Food is delivered hot and ready to serve from multi-portion containers at your club or day service. We can deliver multi-portion food to groups larger than six. For smaller groups, individual portions can be delivered.

Price:

Hot meal and dessert: £4.75 per person.

Price includes delivery.

Specialist food

We have a wide choice of food to suit your group:

- Varied, rolling menu
- Specialist Kosher, Asian Halal and West Indian food is available in individual portions
- Soft, pureed, and fork-mashable food for people following special diets can be delivered in individual portions

Tea and breakfast meals can also be delivered for taking home.

Visit our website to find out more: hertsindependentliving.org/food-for-groups/

Community alarms and other telecare equipment support you to live safely and independently in your own home, 24 hours a day, 365 days a year. The Community Alarm and Telecare service is provided by Herts Careline. HILS installs and maintains the equipment.

Community alarms

A community alarm is a base unit connected wirelessly to a small button that you wear on your wrist or around your neck. They are discreet and water resistant. If you need help, they connect you to a Hertfordshire-based control room, 24 hours a day.

Sign up

To have a community alarm installed, please apply via Herts Careline: care-line.co.uk/careline-application-pack HILS will then arrange an installation date and time with you.



Telecare

Telecare is equipment that can support you at home by alerting someone if you need help. Telecare can also help you:

- manage your medication
- let your family know you're okay
- manage a sensory impairment
- prevent distraction burglaries, other doorstep scams, and domestic abuse

Sign up

To have telecare installed, a social care professional must assess you and make a referral. For an assessment from Hertfordshire County Council, (HCC), please call **0300 123 40 40** or complete a self-assessment on the HCC website: hertfordshire.gov.uk/selfreferral/

Price

The cost of community alarms and telecare is from **£3.25+VAT** per week*, including monitoring, and an emergency response service. The equipment and installation is free. Payment must be made via Direct Debit. **Some equipment, with mobile monitoring, is slightly more expensive.*

Call Herts Careline on **0300 999 2 999** or visit the website: www.care-line.co.uk to find out more.



Helping you feel safe

Pop-in Visits

Our pop-in visits are short, five minute, lunch-time 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're 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.



Visit our website to find out more: hertsindependentliving.org/pop-in-visits/

Time

Visits are made between 11 am and 2:30pm every day. We can't give you an exact time, but generally we'll be with you at the same time each day.

Price: £3.50 per visit.

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@hertsindependentliving.org

Keysafes

HILS supplies and installs keysafes for clients across Hertfordshire, helping you to feel safe at home.

A keysafe is a small, strong, metal box which is fitted to the outside of your home and is used to store a spare door key. The key can only be accessed by using a personal code number.

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

HILS 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 for this service, anyone can purchase HILS' keysafe installation service.

Price

HILS supplies and installs two different models of keysafe, and can also visit for maintenance purposes or changing your code for you. The prices for these different options are:

- Supply and installation of C500 keysafe: £90
- Supply and installation of Original keysafe: £66
- Maintenance visit: £30

All our prices include VAT.

Contact us on **0330 2000 167** or visit hertsindependentliving.org/keysafes/

Our Nutrition and Wellbeing Service is a one-of-a-kind service in the UK, providing individual support for older and vulnerable people across Hertfordshire.

The Nutrition and Wellbeing Team consists of dietitians, 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 clients at no extra cost.

This provides:

- nutrition and wellbeing checks in your home
- resources and information
- ongoing support
- recommendations to improve your nutrition

Nutrition and Wellbeing check

A nutrition and wellbeing check takes place in your home and 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 regular support. We may also suggest some other services that you may find useful.

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

Nutrition Boost

If our team is concerned about you because you're underweight or losing weight then we will offer you additional food with your meals at no extra cost, and we may suggest changes to your meals.

Visit our website to find out more: hertsindependentliving.org/nutrition-and-wellbeing/

We offer medication reminders and prompts to our clients. This service can be requested as part of a standard meals on wheels or pop-in visit. There is no additional charge. People receiving medication prompts must be either meals on wheels or pop-in clients.

Referrals

To request a medication prompt, please speak to your health or social care professional. We can only take referrals for this service from health and social care professionals.

How do I get medication prompts for my client?

We need an email to info@hertsindependentliving.org to confirm that you would like HILS to provide this service, and that the client has capacity to manage, select, and administer their own medication.

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)

Visit our website to find out more: hertsindependentliving.org/medication-prompts/

Our Active Ageing team consists of qualified exercise specialists and community team members who help our clients get more physically active and feel better as a result.

This programme is being delivered in partnership with Public Health Hertfordshire and Sport England, to help you build up your strength, confidence and mobility.

This service is free of charge, and provides:

- one to one support in your home
- resources and information
- personalised support from our specialist team

We offer **individual support in your home**, with different programmes for people depending on their health and physical mobility:



For our clients who want to get out and about more:

our community teams will spend a month going with you to classes, or other activities in the community, to help build up your confidence.

For our clients who want to build up their strength and mobility:

our specialists will deliver one to one strength and balance training, or chair-based exercise sessions for three months in your home.

Visit our website to find out more: hertsindependentliving.org/active-ageing/

Activities for people with dementia

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.

Previous activities have included:

- debates
- crafts and carpentry
- food tasting
- poetry readings
- quizzes
- sing-a-long sessions

Days:

Monday to Friday

Location: St Albans

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.



Visit our website to find out more: hertsindependentliving.org/dementia-fun-clubs/

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, including HILS, with Age UK Hertfordshire acting as the lead provider.

The service can enable you to make positive changes to your health and wellbeing to support you to live well with memory loss and dementia whether or not you have (or want) a diagnosis.

What is available?

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

Contact HertsHelp on
0300 123 4044.



Visit our website to find out more: hertsindependentliving.org/hertswise/

The Jubilee Centre is a community centre in St Albans with a drop in restaurant, and rooms to hire seven days a week.

Drop in Restaurant

We have a weekday drop in restaurant for older people.

- £4.75 hot meal and dessert
- Food available between 12:30 and 1:30
- There is no need to book in advance

Rooms for hire

We have a number of rooms to hire for community groups, private events, or meetings.

We can also provide:

- Tea and coffee
- Hot or cold lunch
- Parking for one vehicle
- Free Wi-Fi
- An on-site caretaker
- A kitchen for your group to use

To find out more about our Jubilee Centre, or to book a room, contact: jubilee.centre@hertsindependentliving.org

Address:

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

Visit our website to find out more: hertsindependentliving.org/jubilee-centre/



Food & Grocery Packs

Our emergency food and grocery packs are free of charge, and can support you in a time of difficulty. To receive an emergency food and grocery pack you must speak to HertsHelp who will decide if you are eligible.

Contents

Our food and grocery packs contain three days' worth of food. They have been developed by our Nutrition and Wellbeing Team.



If HertsHelp decide that you are eligible, we will deliver the food to your home.

Getting Help

You can request help from HertsHelp by calling **0300 123 4044** (local call rate).

Visit our website to find out more: hertsindependentliving.org/food-and-grocery-packs/

Emergency meals

Urgent Hot Meals

If you suddenly find that you need a meal at short notice, our meals can be delivered the same day if you place your order before 8:30am.

Chef cover

We can provide food for chef cover. In an emergency, we may be able to provide meals with 24 hours' notice.



Free grocery packs for those leaving hospital

Our Home from Hospital emergency food and grocery pack is a box of essentials given to you free of charge if you are leaving hospital.

Contents

There are two types of pack:

- Ambient pack – all items can be kept at room temperature.
- Fresh pack – this pack includes all items in the ambient pack and additional fresh items (some of which may need to be kept refrigerated).

Delivery

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

Delivery will be made between 11.30am and 2pm.

We can deliver to any address in Hertfordshire.

Visit our website to find out more: hertsindependentliving.org/home-from-hospital/

Referral

In order to receive a Home from Hospital pack, we must receive a referral from a health or social care professional.

If you wish to receive one on your discharge from hospital, please speak to your health or social care professional.

If you are a health or social care professional, download the form on our website to refer clients.





Helping you
make a difference

Jobs, volunteering, & work experience

Our impact



Helping you
make a difference

Are you a caring, kind individual?

Do you want to make a difference to your local community? 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.

Volunteering

We are always looking for volunteers to help with our dementia support services.

Work Experience:

We actively support those who would like experience in the workplace, would like to try something different, or have faced barriers to work. If you have a question regarding work placements, our HR Team will be happy to help.

To find out more about working or volunteering for HILS, please contact:
jobs@hertsindependentliving.org



Advocacy

Hertfordshire's free advocacy service supports people to make the right decisions regarding their care and support. An advocate is someone who will help you understand your health and social care choices and options.

You may want an advocate if:

- you find it difficult to make your views known or understood
- you want someone to listen to you

Getting an advocate

HertsHelp will assess whether you are eligible to receive the advocacy service.

To discuss your situation contact HertsHelp: **0300 123 4044** (local call rate) or email: info@hertshelp.net

Visit our website to find out more: hertsindependentliving.org/advocacy

We make a real difference to people's lives. We enable independence and ensure people are healthy. We give support and peace of mind to thousands of Hertfordshire's residents, their families and their friends.

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

As a result of receiving our services, HILS clients said:

- 98%** - My life is easier
- 97%** - My family has greater peace of mind
- 94%** - I feel happier
- 94%** - It has helped me stay living at home
- 93%** - I am better nourished
- 90%** - I feel less lonely
- 89%** - I feel healthier
- 74%** - I visit my GP less



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@hertsindependentliving.org

Visit: www.hertsindependentliving.org

Tweet: @hertsindliving

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



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