

Community Partnerships

Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

Spotlight on



Health & Independent
Living Support

Health and Independent Living Support (HILS)

We are told Health and Independent Living Support (HILS) is the largest not-for-profit meals on wheels service in the UK.

Established in Hertfordshire in 2007 as a charitable social enterprise, HILS helps people to stay happy, healthy, and independent at home for as long as they wish.

They have been recognised with a number of local and national awards for their responsive and flexible service.

All meals are delivered hot to peoples' front door 365 days a year by their friendly and qualified Community Team Members. Every visit includes delivery of a hot meal and dessert, along with a caring wellbeing check. Meals can be ordered as a one-off, temporarily, or for as long as needed. Meals are delivered hot and ready to eat between 11am and 2pm, and people will usually receive their meal at a similar time every day.

'The food is good, the service is reliable, and the drivers are very kind.'

– HILS meals client



HILS offers:

HILS offers a wide range of delicious and nutritious hot meals and desserts to suit all dietary requirements, allergies, and food preferences. These include texture-modified meals for people with chewing and swallowing difficulties, and a range of meals to suit different religious, cultural, and lifestyle needs (kosher, halal, vegan, vegetarian, etc.). Menus are designed by HILS' nutritionists and clients can choose from a four-weekly rolling menu with five hot main meal options and four dessert options every day.

On delivery, their Community Team Members can plate meals up, fetch cutlery, and offer a glass of water. One key part of their role is to carry out a wellbeing check on delivery and to report any concerns, giving families peace of mind that someone is checking in on their loved ones.

They can also provide a chilled Tea Pack which consists of a selection of sandwiches or a cream tea, dessert and a snack. Tea Packs are delivered alongside hot meals and are popped in the fridge to enjoy later. The service is available for anyone living in West Sussex and further information can be found on their [website](#). It's a flexible service allowing people to choose from one to seven days a week and can be used for temporarily, or for as long as need; there is no contract. This makes the service ideal for people who are recovering after a stay in hospital, or who need more long-term support.

The cost of a two-course hot meal starts from £8.99 for clients either on a West Sussex County Council care package, in receipt of Attendance Allowance, Carers Allowance, Disability Living Allowance, or who are over 65 years, living with a long-term medical condition. Those who do not meet the above criteria, can still receive meals on wheels at a cost of £10.99. The teatime pack costs £4.40 for both levels of client. *Please note that these prices are correct as of 28.04.2025 but are subject to review.*

Contact information:

For more information or a brochure please call their West Sussex office on 0330 2000 103 or email westsussex@hils-uk.org.

For help, advice, and information or to share your story

Healthwatch is your health and social care champion.

If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. We have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care. We also help people to find reliable and trustworthy information and advice



Last year, we helped nearly a million people like you to have your say and get the support you need.



If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Community Partnership Lead: cheryl.berry@healthwatchwestsussex.co.uk

w: healthwatchwestsussex.co.uk t: 0300 012 0122

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