



London  
Independent Living Service  
Supporting your independence

# Meals and More

Right to your door

Hot meals  
delivered by  
our caring  
team in  
London

Try our  
one-day  
free trial



## London Independent Living Service provides a hot meal service to you in your home



### What meals are available?

- We have a wide range of delicious and nutritious hot meals and desserts for you to choose from.
- We provide meals that are suitable for your dietary, ethnic, and religious choices.
- We provide a menu for you to choose your meals, or if you prefer we can design a menu just for you.

### How much do meals cost?

- Hot meal & dessert: £6.99 per meal inclusive of VAT.
- An extra charge will apply to our specialist meals provision: please enquire.
- All our prices include free delivery and a welfare check.
- 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.



### What time are meals delivered?

Our meals are delivered ready to eat between 11.30am and 2.30pm and you will usually receive your meal at a similar time every day.

### How to order your meals?

**Step 1:** Contact us on: **03333 444 806**

**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.

You can order meals as a one-off or for as long as you would like them.

## More than just a meal

**Our Community Team will deliver your meals. They are friendly, professional, and will always greet you with a cheery smile.**

- Our team members get to know our clients really well. If they are concerned about your wellbeing they can get in touch with your family, friends or GP.
- Every Community Team member has had a police record check and will be wearing our uniform and an ID badge.
- If you would like us to, we can let ourselves in using a key safe.
- We will happily plate your meal, and make you a drink if you would like.
- If you need further help that we are unable to provide, we'll ensure you're signposted to other local services that can help you find the support you need.
- If you do not answer the door, we will follow our emergency procedure to make sure you are safe and well.
- We have rigorous food safety procedures in place.
- All our staff are regularly trained in caring for older people, including specialist dementia awareness.



# Who we are and what we do

London Independent Living Service (LILS) is an extension of Hertfordshire Independent Living Service (HILS). HILS is a charitable, not-for-profit, social enterprise. We provide services to help people stay independent, healthy, and happy in their homes. Please contact our Support Team for more information.



## Contact details

If you would like more information, please contact our Support Team using the details below:

Call: **03333 444 806** (local rate number)

Email: **info@lils.org.uk**

Write to: **Meals on Wheels Team,  
220 Arlington Road, Camden, London, NW1 7HE**

**www.lils.org.uk**

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