



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: £5.99 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.
- 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 paid at least the Living Wage Foundation's Living Wage and are regularly trained in caring for older people, including specialist dementia awareness.
- 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.



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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