

WINTER WELLNESS

A guide to help you stay safe and well this winter 2023/24



Download the Met Office app and check the forecast and the news



Have sufficient 'in date' food and medicine to last a few days



Heat rooms you spend most time in to 18°C

Staying Safe

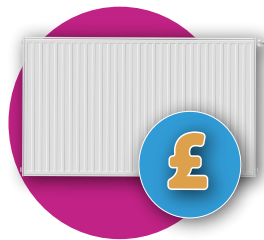
warwickshire.gov.uk/safein

Warm and well

warwickshire.gov.uk/keepwarm



Keep yourself warm with layers of clothing and wear non-slip shoes



Use energy saving tips to save money on heating



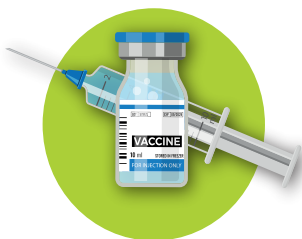
Make sure appliances are safe and working well

Cost of living

warwickshire.gov.uk/costofliving

Mental health

warwickshire.gov.uk/mentalhealth



Keep up to date with your vaccines



Check on others who may be vulnerable



Get help. Call NHS 111 and 999 for emergencies

Skills

www.warwickshire.gov.uk/acf

warwickshire.gov.uk/winterwellness



Cost of Living help and advice



Cost of living

The rise in living costs is having an impact on household budgets for many and people are making some tough decisions about what to prioritise.

Food and energy

Help is available if you are struggling to afford food or pay household bills this winter. Information and support is online at costoflivingwarwickshire.co.uk which features links to services to help with budgeting to meet the costs of food and energy. Alternatively you can call **0800 408 1449**.



Emergency support

At times of crisis the **Local Welfare Scheme** can help the county's most vulnerable residents who have no means of support by providing financial assistance and general advice. Call **0800 4081448** or visit warwickshire.gov.uk/localwelfarescheme

Help for households

The Government has put support packages in place with help for eligible individuals. Help for Households information is online at helpforhouseholds.campaign.gov.uk/

Housing and support

Your local **District or Borough Council** can also offer information about employment, financial support and money management, food access, mental health, household energy concerns, loneliness and isolation. Contact details for your area can be found on the back page.



Homelessness

Preventing Homelessness Improving Lives (PHIL) helps Warwickshire residents who need advice about their housing situation. PHIL offers help and support to prevent homelessness at an earlier stage before crisis point is reached. Call **01788 533644** or **01788 533643** Monday to Friday or email phil@rugby.gov.uk

Support for families

There is a lot of support available for families in Warwickshire.

Warwickshire's Family Information Service (FIS) provides information, advice and one-to-one support on issues including family relationships, finance, housing, parenting support, special educational needs and disabilities (SEND), childcare, health and wellbeing and more. You can contact FIS by phone on **0800 408 1558** or via email fis@warwickshire.gov.uk



Family support workers are also available across Warwickshire to listen, offer advice and support around all family, parenting and behaviour concerns. Call the Family Support Helpline on **01926 412412**.

For more information for families visit warwickshire.gov.uk/childrenandfamilies

Warwickshire's Warm Hubs offer a local, warm and safe place where you can expect a friendly welcome. At the Warm Hubs you can get practical tips and advice on saving energy costs and keeping safe and warm at home and be signposted to other support organisations if needed.

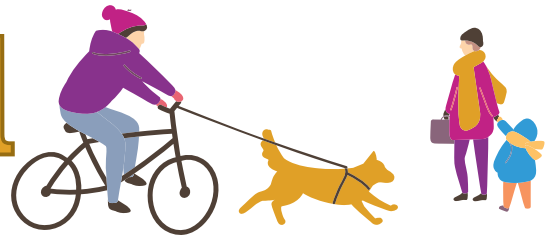
bit.ly/WCC-warm-hubs

Warm and Well Warwickshire offer

- Energy saving and fuel bill advice
- Referrals for energy saving measures such as insulation
- Advice on funding support
- Onward referrals for benefit checks

For more information visit actonenergy.org.uk or call for **FREE** on **0800 988 2881**

Safe and well this winter



Stay well

Being active is a great way to look after your physical and mental health. If you're staying indoors there are plenty of activities you can do such as dancing, yoga or online workouts. If you do head outside, going for a brisk walk is great exercise and can also keep you warm. For ideas and advice about staying active indoors and out, visit

warwickshire.gov.uk/beactive

A healthy weight is good for your heart and immune system and can improve your ability to fight infections. It also reduces your risk of serious illness should you catch coronavirus, flu or other respiratory illnesses. fitterfutures.everyonehealth.co.uk

Respiratory illnesses are more prevalent in winter months and smoking can increase the severity of symptoms. Now is a great time to quit smoking and the Warwickshire website Quit4Good can help you start.

fitterfutures.everyonehealth.co.uk/stop-smoking-service

Pregnant women and their families have access to a specialist team of experienced, confidential 'stop smoking in pregnancy' advisors. warwickshire.gov.uk/quit4baby

Medical advice

There are different ways to seek medical advice if you are worried about your health. In addition to your GP the following services can help you.

NHS 111 online

For urgent but not life-threatening medical support contact NHS 111 online at 111.nhs.uk rather than going straight to A&E. You'll get help right away and, if needed, a healthcare professional will call you. NHS 111 gives general health information and advice and tells you where to get repeat prescriptions or an emergency supply of your prescribed medicine. For concerns about children under 5, please call 111 for the telephone service.

Pharmacies

Pharmacists offer expert advice for many common winter ailments such as coughs and colds, sinusitis, earaches and sore throats. Some pharmacies also offer flu vaccinations and more. For the full range of services visit nhs.uk/nhs-services/

Winter illnesses

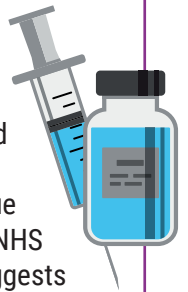
Winter viruses can be very infectious, and some people may become seriously ill.

Help to reduce the spread of winter viruses by:

- Getting your vaccine if you're eligible
- Staying at home if you're feeling unwell
- Opening windows when you're indoors to help air ventilation

Seasonal COVID 19 vaccines

You may be able to get a seasonal COVID-19 vaccine if you're at increased risk of getting seriously ill from COVID-19. For example, this may be due to a health condition or your age. The NHS will contact you if your NHS record suggests you may be eligible.



To check if you are eligible for the booster please visit the national booking service:

nhs.uk/covidvaccination or call 119 to book an appointment or find a walk-in vaccination site.

Flu vaccination

Anyone can get the flu vaccination and it is free for certain groups:

- People aged 65 and over (including those who will be 65 by 31 March 2024)
- Pregnant women
- All adults and children (from the age of 6 months) with health conditions
- Children aged 2 to end of year 11
- Carers and those working in health and social care
- People living with someone who is more likely to get infections.
- People who are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants.

If you're eligible for a free vaccination your GP will get in touch, or you can book directly or at a pharmacy. nhs.uk/conditions/vaccinations/flu-influenza-vaccine

Five ways to wellbeing

To improve your mental health and wellbeing, and your overall feeling of happiness, try to introduce at least one of the five ways to wellbeing into your routine.

warwickshire.gov.uk/5ways



Make sure your friends and neighbours are okay too. Doing things for others makes everyone feel good.

Adult Community Learning

If you are an adult who wants to make a fresh start with learning, to return to learning, or to continue learning we may have a course in Warwickshire for you. Find out more about Warwickshire's Adult Community Learning Service, the subjects on offer and the support available for learners at warwickshire.gov.uk/acl

Combat loneliness

Loneliness and social isolation affects around nine million people in the UK and contributes to a range of physical and mental health conditions. Walking, finding ways to communicate with others, befriending services and keeping a healthy daily routine can help. For support in Warwickshire visit warwickshire.gov.uk/loneliness



Warwickshire libraries events and activities

Warwickshire libraries host free events and activities for adults and for children throughout the year which can help to improve communication skills, increase knowledge, and encourage creativity. During school holidays, libraries often host children's craft activities, science workshops, theatre and dance performances and visits from storytellers.

For adults there is also the opportunity to join or set up a local reading group to meet others and help stay connected.

warwickshire.gov.uk/libraries



Support with your mental health

There is a wide range of low level and more intensive support available across the county, find out more at warwickshire.gov.uk/mentalhealth

Coventry and Warwickshire Helpline is available 24/7 on **0800 616 171** (or **0300 330 5487** from a mobile) for free, confidential help and emotional support.

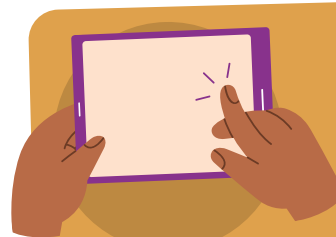
We want everyone to feel safe and supported, so if you, or someone you know, is having thoughts of suicide or significant self-harm, help and support is available now. Please visit dearlife.org.uk where you will find details for crisis support. Alternatively, telephone the Samaritans on **116 123**. If there is immediate risk to life, call **999**.

Children and young people in Warwickshire can find support at Kooth.com - a free, safe and anonymous online community for mental health and wellbeing. There is also cwrise.com for information, advice and guidance.

ChatHealth is a secure, anonymous text service to contact a healthcare professional

- Parents or carers of under 5s can text a health visitor on **07520 615 293**
- Parents or carers of school age children to 19 year olds can text a school nurse on **07520 619 376**
- 11 to 19 year olds can text a school nurse on **07507 331 525**

Under 17s experiencing a mental health crisis can contact the **Rise Crisis Team** on **0808 196 6798** (select option 2) at all times though it is an advice-only service overnight from 8pm to 8am.



For more information for adults about health, financial advice, assistive living and other support visit

warwickshire.gov.uk/livingwell

Keeping you safe, well and prepared this winter



Local Resilience Forums are in place across the country. They comprise a range of public, private and voluntary sector organisations working together to prepare for, respond to and recover from emergencies all year round.

This winter you can be better prepared to cope with bad weather by:

Leaving the heating on low to stop pipes freezing if you go away. You could ask a friend or neighbour to check your property too.

Travel safely and stay connected if you have to go out in bad weather. Let someone know where you're going. Keep mobile phones charged and with you.

Making sure your vehicle is winter-ready.



Check tyre treads and pressures, coolant and screen wash levels, battery condition and wiper blades.



Have blankets, a torch, water, some food and a shovel at hand.



Check your route before you leave and stay on main routes if you can, take care on ungritted stretches.

Clearing pavements of ice or snow if you can and if essential.

Contacting emergency services if you are seriously concerned about your own health or welfare or that of others.

Keeping our communities safe

You can play a vital role in helping to keep everyone safe this winter. When you're out and about, make sure you stay alert for

- **Anyone filming exits, entrances or CCTV**
- **Any unattended bags**
- **Anything you hear or see, which doesn't feel right**

Tell a member of staff, security or police or report to [gov.uk/ACT](https://www.gov.uk/ACT) and share your concerns. In an emergency call **999**

#CommunitiesDefeatTerrorism

Stay warm

The cold weather can make some health problems worse and even lead to serious complications in more vulnerable people.



Here are some tips to stay warm during the colder months:

- Try to have warm drinks and at least one hot meal each day
- Make sure all footwear has a snug fit with non-slip soles
- Keep your bedroom windows closed during really cold weather
- Keep active and remove hazards that may cause you to fall
- Have an emergency contact number for a friend or neighbour in case you need help. For more advice, visit [warwickshire.gov.uk/keepwarm](https://www.warwickshire.gov.uk/keepwarm)

Keep your home warm and reduce your bills

- Make sure your loft and cavity walls are insulated and don't forget to fit draught proofing
- If you are a pensioner, disabled or chronically sick; have a hearing or visual impairment, you can sign up to your suppliers Priority Services Register (PSR)
- Ensure that you switch off appliances and lights that are not in use
- Get your heating serviced annually by a qualified central heating engineer and have your chimneys swept at least once every year to reduce the risk of chimney fires



Helping your Community to thrive



Carers

If you are an adult or young person who cares for someone who couldn't cope without you there is health and wellbeing support for you.

Caring Together Warwickshire is the wellbeing support service for all carers of any age who care for family, a neighbour or a friend. The service offers online and phone support, as well as emotional and practical face to face support, including carrying out a carers assessment. Please visit the new interactive website

caringtogetherwarwickshire.co.uk or call 0800 197 5544 Mon, Wed and Fri 9am to 5pm, Tues and Thurs till 8pm and Sat 9am to 2pm. For more information for carers visit warwickshire.gov.uk/carers



Safe in Warwickshire

Organisations across the county work together in partnership to keep individuals and communities safe. To sign up for the latest news and alerts visit safeinwarwickshire.com. If you've been affected by crime, call your local victim care team in Warwickshire on **01926 682 693**.

Volunteering

If you have some spare time, you can make a difference to your local community by volunteering. You could meet new people, develop new skills, increase your confidence and try something new. You could help others in your community by donating to foodbanks, charity shops or local collections.

Check out local opportunities at wcava.org.uk or warwickshire.gov.uk/volunteering



Trading Standards

Trading Standards uses information you supply to investigate unfair trading and illegal business activity, like rogue traders and scams.

Make sure you buy from a reputable seller and report anything that seems dodgy or dangerous.

To get advice, make a complaint or report a breach of Trading Standards law call **0808 223 1133** or visit warwickshire.gov.uk/tradingstandards for more information.

Preventing cybercrime

Are you using the internet more - buying online, sending money, using online banking? To find out more about how to prevent cybercrime visit cybersafewarwickshire.com



Helping to prevent vehicle crime

Take a few simple steps to keep your vehicle, and what's in it, safe this winter: always lock it, close windows and hide things or take them with you rather than leaving items visible to opportunist thieves. Find out more warwickshire.police.uk/cp/crime-prevention/keeping-vehicles-safe/

Only call 999 if:

- There's a danger to life
- There's immediate concerns for a person's safety
- A crime is happening or you see something suspicious that needs immediate attention
- There's a serious collision or blockage on a road

Go online to:

- Report non-emergency crimes
- Report anti-social behaviour
- Get advice and guidance
- Keep up to date with the latest local news

www.warwickshire.police.uk

Warwickshire POLICE

Domestic abuse

Increased isolation and financial pressure can result in a higher incidence of domestic violence. There is no excuse for abuse. Whether physical, emotional, psychological, sexual, financial or technological, no one should have to suffer alone. Help is available. Information and advice for victims, their friends and family, young people, professionals and perpetrators can be found at talk2someone.org.uk

Refuge Domestic Violence and Abuse Service helps anyone experiencing domestic abuse in Warwickshire. The service offers a 24-hour national helpline, safe house accommodation, advocacy and outreach support. Call **0800 408 1552** or visit refuge.org.uk and search Warwickshire.

Child exploitation

Child exploitation is the manipulation and/or coercion of young people under the age of 18 and it does happen in Warwickshire. It's everyone's responsibility to spot the signs of child exploitation and protect children and young people in Warwickshire, for more information visit sometringsnotright.co.uk/

Socialise safely

On nights out people are reminded to take steps to be safe on the streets and in bars. Always let someone know where you are, keep a close eye on your drinks and use reputable taxi services.



For more information and advice visit safeinwarwickshire.com

Drink safely and know your limits, visit drinkaware.co.uk for guidance. Advice on what to do if your drink is spiked is also available at this site.

If you experience or witness a sexual assault call **0800 970 0370** or visit blueskycentre.org.uk for confidential support.

Staying well together this winter

Services are here to help you but we can all play a part. Check in on neighbours and friends, particularly those more vulnerable to the effects of cold weather.

Those with long-term health conditions, older people, children under five, low income groups and pregnant women may need extra support at this time. It might help to have your own winter wellness plan - consider the things you can do to keep yourself and others safe and well.

Fire safety in the winter

For home appliance safety advice and general information go to

warwickshire.gov.uk/electricblanket and warwickshire.gov.uk/firesafety

Warwickshire libraries

Warwickshire libraries offer a warm and welcoming environment for all. You can join your local library in person (bring some ID with you that shows your name and address or photo ID), or online at warwickshire.gov.uk/jointhelibrary.

We have a Home Library Service, which can deliver books to you in a range of formats including audio material, and a Mobile Library Service which makes almost 250 stops across Warwickshire. We also have Reading Well book collections curated by health practitioners to support you on topics such as dementia, loneliness, and mental wellbeing.

For more information visit warwickshire.gov.uk/libraries

Helping the environment

Reducing our impact on the climate can also be good for our own health and wellbeing, our local environment - and saves money.

There are lots of small things that you can do this winter which can make a difference, such as using local shops, re-using packaging, recycling and planning menus ahead to reduce the amount of wasted food.

You could even try swapping one or two of your usual car journeys with a walk or a cycle instead. It will bring lots of health benefits, whilst also being good for the planet!

For more ideas, visit warwickshireclimateemergency.org.uk



Warwickshire County Council works closely with partners in district and borough councils, health, police and community and voluntary sectors. We are working together to ensure that everyone can access the level of support they need.

North Warwickshire Borough Council

www.northwarks.gov.uk Tel: **01827 715341**

Nuneaton and Bedworth Borough Council

www.nuneatonandbedworth.gov.uk

Tel: **02476 376376**

Rugby Borough Council

www.rugby.gov.uk Tel: **01788 533533**

Stratford-on-Avon District Council

www.stratford.gov.uk Tel: **01789 267575**

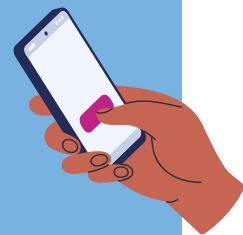
Warwick District Council

www.warwickdc.gov.uk Tel: **01926 450000**

Warwickshire Directory

Find information about local organisations, groups and agencies that provide activities, advice, services and support:

searchout.warwickshire.gov.uk/



Police www.warwickshire.police.uk non-emergency number
Tel: **101**

Crime Stoppers crimestoppers-uk.org Tel: **0800 555 111**

NHS nhs.uk For medical assistance: **111.nhs.uk** Tel: **111**

WCAVA wcava.org.uk Tel: **01788 574258**

EqUIP www.equipequality.org.uk The Equality Inclusion
Partnership Tel: **07377 431997**

Age UK www.ageuk.org.uk Tel: **01926 458100**

Samaritans www.samaritans.org Tel: **116 123**

RISE cwrise.com Children's mental health Tel: **0300 200 2021**

Coventry and Warwickshire Mind (mental health) cwmind.org.uk
Tel: **0300 123 3393** Text: **86463**

Citizens Advice

For free, confidential, impartial and independent advice on a range of matters, visit:

brancab.org.uk for Nuneaton, Bedworth, and Rugby

nwcab.org.uk for North Warwickshire

casouthwarwickshire.org.uk for South Warwickshire

Freephone: **0800 995 6047**

Monday – Friday 9am-5pm

Evening freephone: **0800 995 6047**

Monday 5pm-7pm

citizens
advice

 **@WarwickshireCountyCouncil**

 **@bestwarwickshire**

 **@warwickshire_cc**

For the latest service news from the council subscribe at warwickshire.gov.uk/keepmeposted

To have your say on council services and priorities you can take part in our ongoing consultation and engagement at warwickshire.gov.uk/ask

**For help to understand this information
please contact us on 01926 410410**

