What’s inside

**Well**
Advice and help to prevent the cold weather causing serious health problems.

**Warm**
Simple things to keep you warm and make the most of your home.

**Safe**
Protecting yourself and staying safe in snow, ice and bad weather.

**Happy**
Contacts and advice if you need to talk to someone or want somewhere to go.

**Informed**
A list of agencies and contacts who can provide help and support.
Welcome to your guide to Winter Wellbeing, to help you stay well, warm, happy and safe this winter.

Dynnargh dh‘agas kevarwodh Sewena Gwav, dhe ri gweres dhywgh omwitha tomm, lowen ha salow y‘n gwav ma.

This guide can help you and those around you to make health, wellbeing and safety choices in winter. You will find contact details in the ‘Informed’ directory on page 38 for the services and providers we talk about.

“Keeping warm is vital for all ages to stay healthy, particularly for those who are more vulnerable to the cold such as the elderly and people with a long-term health condition. One of our top priorities is to reduce fuel poverty and prevent illness deaths from the cold weather.”

Steve Brown, Interim Director of Wellbeing and Public Health
Cornwall Council / Council of the Isles of Scilly
We all feel the cold in winter, but for some people, cold weather causes really serious health problems; especially if you are:

• over 60
• on a low income
• living with a long-term health condition
• disabled
• caring for someone
Activity can be really helpful for keeping well in winter. The more you keep moving the better your circulation and heart health can be.

At My Age uses venues in local communities to give people over 50 access to events and classes. These can be anything from healthy eating courses, dance classes, memory clinics and even Tai Chi. It’s about inspiring over 50s to improve their health and wellbeing, and all participants work at their own pace. For example, some of the exercise classes can be taken from a chair - it depends entirely how energetic you’re feeling. To find out what’s on in your area contact Age UK Cornwall (page 38).

Health and Social Care provide mobility assessments to check you have the most suitable walking aid, helping to prevent falls. We can also provide adaptations to your home, such as hand rails, ramps, outside lighting in some cases, either from Health and Social Care (page 40).

AskSARA (page 38) provides a quick and easy to use advice service, which can assist anyone who finds that they have difficulties with everyday tasks. You choose a topic relating to your health, your home or daily living activities, and are asked some questions. You are then given a personalised report with advice and suggestions of small items of equipment that could help.

The One You “How Are You” quiz can help you and your family improve your health. Visit the NHS Choices website and search “How Are You”.
Look after yourself

Our health is our most important asset and learning how to take care of ourselves can help us to prevent illness and live longer. For more information visit the Healthy Cornwall website (page 40).

If you have a long-term health condition, the first step to looking after yourself is to understand your own health needs and decide what is right for you. This is where a personalised support plan can help. There is more information available on the ‘Self Care’ pages of the NHS Kernow website (page 41), or speak to your GP surgery.

Health Checks

Are you aged 40 to 74 without a pre-existing condition? Find out about the FREE NHS Health Check. Even though you might be feeling great, if you’re over 40 you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia. A FREE NHS Health Check can help you reduce these risks and make sure that you stay healthy. To find out more visit the NHS Choices website and search for Health Checks, or speak to your GP.

Learning Disability Health Checks

People with learning or intellectual disabilities are known to have significantly poorer health than other people. This is because they find it more difficult to talk about symptoms and are less likely to make appointments to talk about their health and health professionals don’t always know how to meet their needs. Health checks were introduced through GP surgeries as a way of monitoring the health of this vulnerable group of people. If you are aware of a patient you think should be entitled to a health check or needs extra support, or if you want advice and information, contact the Learning Disability Liaison Team (page 40).
Eat well

Eating well can help to prevent, and aid recovery from illness. Eating regular hot meals will keep your energy levels up and drinking hot drinks will help you to feel warmer for longer. It’s a good idea to stock up on food cupboard essentials to ensure you do not have to go out when it’s icy. You can get some ideas for healthy recipes on a budget in the Eat Well Spend Less guide which can be ordered through the Healthy Cornwall Information and Resource Centre (page 40).

You’re more likely to get a cold in winter so making sure your immune system is in tip-top condition is important. As part of a healthy diet, aim to have at least five portions of a variety of fruit and vegetables per day. Fruit and vegetables are a great source of essential vitamins and minerals. Fresh, frozen, dried and canned fruit or vegetables all count towards your five portions a day and winter vegetables can be made into a soup or stew for a comforting meal.

A breakfast like porridge on a cold morning can help to give you energy and help you to feel fuller for longer. If you are having difficulties preparing your own meals, why not consider other options such as using meals on wheels or a frozen meal delivery service, so you can eat at the time of your choosing. See contact details of meal providers (page 40).

If you, or someone you care for, are losing weight without meaning to, or you are not eating well and are concerned about your nutrition, speak to your nurse or GP.
Eatwell Guide

Each serving (150g) contains

Typical values (as sold) per 100g: 697kJ/167kcal

Choose unsaturated oils

Eat less often and in small amounts

Choose lower fat and lower sugar options

Eat more beans and pulses 2 portions of sustainably sourced fish per week, one of which is oily. Eat less red and processed meat, one of which is oily. Eat less processed meat.

Eat less sugar and salt

Eat less in small amounts

Eat at least 5 portions of a variety of fruit and vegetables a day or equivalent canned, frozen, fresh or dried fruits.

Include potatoes, bread, rice, pasta and other starchy carbohydrates in your diet. Choose wholegrain or higher fibre versions with less added salt and sugar.

Choose lower fat and lower sugar versions of milk, yoghurt and cheese

Limit fruit juice and/or smoothies to a total of 150ml a day or equivalent.

Check the label on packaged foods

Choose foods lower in fat, salt and sugars

Use the Eatwell Guide to help you get a balance of healthy and more sustainable food.

Eat well continued

Food banks
There are a number of food banks that can supply food to those in financial crisis. Contact Inclusion Cornwall (page 40).

Healthy Start vouchers
If you are pregnant, or have a child under four years old, you could get Healthy Start vouchers to help buy milk, formula milk, fruit or vegetables, or swap for vitamins. Pregnant women and children over one and under four years old can get one £3.10 voucher per week. Children under one year old can get two £3.10 vouchers (£6.20) per week. Your midwife or health visitor will be able to tell you where you can swap your coupon for vitamins in your area.

Home care is best
Many common winter ailments such as coughs, colds, diarrhoea and sickness will get better in time and can be treated effectively with over the counter or pharmacy medicines. Pharmacists are easily-accessible, highly trained professionals who are qualified to offer advice on how to ease symptoms and prevent conditions getting worse. You don’t need an appointment and many pharmacies are open late and at weekends.
Minor Ailment Scheme
Your pharmacist can provide advice and treatment for the following conditions instead of waiting for a doctor’s appointment: nappy rash; conjunctivitis (sticky eyes) for infants aged 1 to 2 years; cystitis for women aged 16 to 75; and the skin condition impetigo.

Where appropriate, a pharmacist will supply a medicine that is normally only available on prescription – usual NHS charges or exemptions apply. You will be referred to your doctor if the treatment is not suitable for you or your child.

Get well soon without antibiotics
Antibiotics don’t work for most coughs, colds, sore throats and earaches and can cause side effects, like diarrhoea, by upsetting the ‘good’ bacteria in the gut. Taking antibiotics when they are not needed increases the risk of bacteria developing resistance so that they won’t work when they are really necessary. If antibiotics are not appropriate then your doctor or nurse may tell you how long your symptoms could last, how to treat them with pharmacy medicines and what to do if they continue or get worse. Sometimes they may give you a ‘back-up’ antibiotic prescription – only to be used if your condition becomes more severe or lasts longer than expected.

Common winter illness
Norovirus is the most common cause of sickness and diarrhoea. Symptoms include vomiting, diarrhoea, high temperature, aches and pains. Most people will recover within two to three days and should stay at home, take paracetamol and drink plenty of water to replace lost fluids. Medical attention may be needed for dehydration, particularly in the elderly or for those with a long-term health condition. Anyone can catch Norovirus, so it is important to
avoid passing it on. It is very easy to take the illness into hospitals, nursing homes and schools. Norovirus is easily spread between people and can survive on surfaces for several days. To reduce the spread, clean hands with soap and hot water and stay away from work, hospitals or GP surgeries until symptom-free for two days. Call your GP or NHS 111 if your symptoms do not improve within 48 hours.

Winter flu
Seasonal flu occurs every year, usually in the winter. People sometimes think a bad cold is flu, but having flu is often much worse than a cold – you may need to stay in bed for a few days. For some people it can increase the risk of developing more serious illnesses such as bronchitis and pneumonia, or can make existing conditions worse.

Even if you feel healthy, you should definitely consider having the free seasonal flu vaccination.

It is important that all children from aged 2 to 9 years are immunised against flu. Children aged 5 to 9 will receive this via the school vaccination programme, children aged 2, 3, 4 are eligible for vaccination via nasal spray at their GP. It is also important that children and staff in at-risk groups of any age are immunised (via their GP or pharmacy).

At risk groups
★ Are aged 65 years or over;
★ Live in a residential or nursing home;
★ Are the main carer;
★ Are pregnant;
★ Have a long-term health condition.

For a full list of at risk groups visit the NHS Choice website - www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/
Children aged 2, 3 and 4 are eligible for vaccination via nasal spray – only at a GP surgery from October to February. Pharmacists can give the flu vaccine to anyone over 18 who’s in an at risk group – or to anyone over 65.

**If you’re housebound in winter**

There may be healthcare services available to you at home such as dental checks and eye tests. Please call NHS on 111 to find out more (page 41). Some services provide additional support for people newly discharged from hospital, those at risk from falls, or worried about a friend or relative with early signs of dementia. Contact the Age UK Cornwall Helpline (page 38) to see what help is available to you.

**British Red Cross mobility aids**

The British Red Cross provides a voluntarily run, mobility aids loan service that aims to help people who require wheelchairs, toilet frames and commodes on a short-term loan basis, typically for a six to eight-week period for a donation. We also have a range of Independent Living Products that are available to purchase from our local facilities.

You can visit us at our base in Tolvaddon, Pool or we can arrange for a local home delivery (for an extra fee). See contacts on page 38
Children aged 2 or 3, pregnant women, people with long-term health conditions and those aged 65 or older should get their free flu vaccine.

Are you a carer? Get your free flu jab.

Cheril Sowell, Nurse
One of the best ways of keeping yourself well during winter is to stay warm. Here are some simple things you can do to keep warm and make the best use of your home this winter. Contact 0800 954 1956.
Are you worried about your rising energy bills?
Help is available for you to save money and keep warm and well.

Community Energy Plus can help you by providing:

› Practical advice on understanding and reducing your energy bills and combating condensation and mould
› Details of heating and insulation grants
› Access to cheap energy tariffs through our collective energy switching initiative
› Free membership to our community oil buying club
› Referrals to other trusted local service providers where appropriate

For advice call freephone 0800 954 1956 or email advice@cep.org.uk

Community Energy Plus is a local charity providing independent advice, practical solutions and support for communities for more than 20 years. Registered charity number 1068990.
Winter Wellbeing, advice, information and grants

Advice for a warmer healthier home. Advice is available to help you save money and keep warm and well this winter. Contact Community Energy Plus (page 38).

Insulate your home. It is vital to stay warm and make best use of energy, so make sure your home is well insulated, join an energy buying club and seek help and advice with your heating costs.

Keep your home warm. Your main living room should be between 18°C to 21°C (65-70°F) and the rest of the house at a minimum of 16°C (61°F). Use a hot-water bottle or electric blanket (but not both at the same time) to keep warm while you’re in bed. The Cornwall Fire and Rescue Service (page 39) can check blankets as part of a home fire safety check.

Wrap up warm. Remember to wear hats, gloves and scarves. If possible, stay inside during a cold period. Wear several thin layers of clothes in order to keep the warm air trapped between them. If you get wet, change into dry clothing as soon as you get indoors.

Keep active. Move around at least once an hour and don’t sit down for long periods of time. Even light activity will help keep you warm.
Look out for older friends and neighbours. Check they’re safe and well through the winter. Make sure they’re warm enough, especially at night, and have stocks of food and medicines so they don’t need to go out during very cold weather. If you are worried about a relative or an older neighbour, contact Cornwall Council (page 39), Age UK Cornwall (page 38) or Royal Voluntary Service (page 41).

Help with heating costs
One in seven households in Cornwall are in fuel poverty.

Cold Weather Payments may be available to you if you receive certain benefits, or have a child who is disabled or under the age of five. Payments are made when temperatures are below 0°C for seven consecutive days. A payment of £25 is made for each seven day period. To find out more, contact Jobcentre Plus (page 40) or visit www.gov.uk/cold-weather-payment.

Warm Home Discount Scheme can provide you with a discount of up to £140 on your electricity bill. If you receive Pension Credit then you should automatically receive this discount. If you’re on a low income or receive certain benefits then you may still be eligible for the scheme. To find out if you qualify, call Community Energy Plus (page 38), or apply directly with your electricity supplier.
Winter Fuel Payments (page 42) of up to £300 are available depending on the date you were born. For payments in the winter of 2019/2020 you must have been born on or before 5 April 1954.

Cornwall Wood Bank Scheme – Similar to a food bank, the wood bank offers a lifeline to those who are unable to heat their homes, and have to choose between heating and eating. To find out more contact Cornish Firewood (page 39).

Camborne Fuel Bank (page 40) - The Fuel Bank will operate from Transformation CPR Community Hub. Customers must have a food bank voucher issued by a Transformation’s agents to qualify and check with the energy provider. Limited vouchers per month are available on a first come first served basis and if eligible they will receive a £49 voucher to pay for energy. These vouchers will only operate on pre-payment meters.

Furniss Coal Charity – assistance is limited to the Parish of Truro to help residents in need who use coal as the primary source to heat their home. Please contact your local Truro City Councillor (page 42).

LiveWest (page 40) provides a number of different ways to support its tenants throughout the winter months. Tenants can use the in-house Tenancy Sustainment team, welfare advice, access grants and hardship support and find out about a range of other support available.
Top tips for staying warm and well this winter
Call us on 0800 954 1956

1. Keep warm and set your heating 18°C and 21°C (living areas) 16°C (bedrooms)
2. Have regular hot meals and drinks
3. Call us for financial help and advice on grants to stay warmer for less
4. Insulate and draught proof your home, call us to see how we can help
5. You could save money by switching energy tariffs
6. Check and service your heating systems yearly
7. Keep moving regularly to help keep warm
8. Get your flu jab, speak to your GP or visit a pharmacist
9. Move towards work, volunteering and training 01872 326440
10. Look after yourself and check on neighbours
11. To get a free home fire safety check 0800 358 1999
12. Drive safely, consider weather conditions before you drive

Reducing fuel poverty, improving health and progress to work
Join Cornwall’s energy buying clubs

You can make significant savings on your energy bills by switching tariffs. Community Energy Switch (page 38) is led by Community Energy Plus (page 38) and offers three collective energy switches a year, using group buying power to secure cheap electricity and gas tariffs. Community Energy Switch can still help you to get a good deal on your energy bills at other times of the year by offering a full market price comparison and switching service.

If your heating system runs on oil you could save money by joining an oil buying club. Community Energy Club (page 38) has over 2,000 members and can help you buy your heating oil at a competitive price, without the need to get quotes from several suppliers.

Surviving Winter

Cornwall Community Foundation (page 39) run a campaign, linked to the national appeal, encouraging individuals to make donations to help older and vulnerable people affected by the cold weather.

Funds will be used to:

* Offer small grants to organisations operating in Cornwall working with people who may be most affected by cold weather.
* Provide financial support to the most vulnerable people in Cornwall helping them to stay warm, active and healthy. They can also offer help to people on low incomes to heat their home and maintain a reasonable quality of life during the winter.

British Red Cross Crisis Response The British Red Cross is ready to respond 365 days a year to incidents in support of the emergency services and local authorities, with our volunteers and emergency vehicles. We help people to cope in crisis situations and give practical and emotional support to victims of fire, floods and other disasters. “They took me into their vehicle for shelter, asked what I needed and gave me vital reassurance”.

www.communityenergyswitch.org.uk
Fuel Poverty
Cornwall Rural Community Charity (CRCC) (page 39) provides support to rurally isolated older people to improve their financial security and reduce fuel hardship. They are able to visit people in their homes and can offer a range of information on switching provider, fuel debt, payment options, accessing grants etc. CRCC also run a project supporting aged veterans and their families to get people the health and social care support they need, increase their digital skills, reduce their energy costs and offer them opportunities to meet new people and learn new skills.

Smart meters and energy monitors can save you money by helping you to keep an eye on where, when and how you use energy. Contact your energy supplier who can install one for free.

Priority Services Register.
Western Power Distribution and Wales & West (page 42) operate Priority Service Registers to identify and support vulnerable customers with specific needs or who are medically dependent on their energy supply. It’s free to join and ensures that pensioners, people who are disabled, chronically sick, or have a hearing or visual impairment get extra help to manage their energy accounts, support during power cuts, along with advance notice if their electricity supply needs to be turned off. Contact your energy supplier and Western Power Distribution to find out if you can join their Priority Services Register.

If you have gas cooking appliances, Wales & West are able to supply you with a Locking Cooker Valve. It’s a simple safety device which can be fitted (subject to survey) to existing gas cooker pipework free of charge.
They help people who can no longer use their gas cooker safely, such as people living with Alzheimer’s or Dementia, and who could put themselves and their home at risk by leaving gas unignited or forgetting to turn the hob off.

This helps people remain safely in their own homes, and gives peace of mind to family or carers, knowing they won’t come to harm when they are alone. Contact Wales & West (page 42) to find out if you could be eligible.

660 households now have central heating for the first time.

“We have now had Gas Central Heating installed and ... The house is warmer and drier than ever before and our health has improved”
Snow and ice
Cornwall Council warns about any disruption owing to severe cold weather – such as school and road closures – on their website. This page will be updated frequently in the event of severe cold weather in Cornwall. If you use Twitter, you can follow updates using the tag #CCsnow #CCfloods

please get me serviced every year!
Visit the Cornwall Council website (page 39) and search for “keeping safe” for information on how to drive safely, how to prepare for winter, and what to do in emergency situations such as flooding. Get Ready for Winter from the Met Office, have plenty of useful tips and information to help you prepare for and deal with extreme weather. If you do not have access to the internet, you can call the Met Office (page 40) for up-to-date local weather forecasts.

Cornwall Fire and Rescue Service (page 39) The majority of fires are accidental and could have been prevented by following a few simple measures which help to reduce the risks including installing smoke alarms and additional fire safety equipment, like fire blankets, fire extinguishers or sprinklers. Vulnerable groups can receive a free smoke alarm and home fire safety check through Living Safe and Well, including older people, people who live alone, people with a disability or limiting condition, families on low incomes or lone parents. www.cornwall.gov.uk/livingsafe

Carbon monoxide
If the things you use to cook and heat your home that burn fossil fuels, such as oil, wood, gas and coal, are not put in properly they may make a gas called carbon monoxide. Carbon monoxide can make you ill, you can’t see it, taste it or smell it and it can kill you.

☆ Make sure your cooker, fires and boiler have a service every year.
☆ Make sure air can get in and out of rooms where you use a cooker, fires or a boiler.
☆ If you have a gas fire on in the bedroom, make sure you leave a door and window open.
The symptoms of carbon monoxide poisoning:
A headache is the most common symptom of mild carbon monoxide poisoning. Other symptoms include:

- dizziness
- nausea (feeling sick) and vomiting
- tiredness and confusion
- stomach pain
- shortness of breath and difficulty breathing

Symptoms of carbon monoxide poisoning can be similar to those of food poisoning and the flu. However, unlike flu, carbon monoxide poisoning does not cause a high temperature (fever).

If your carbon monoxide alarm sounds or you suspect a leak:

- stop using all appliances and evacuate the property immediately - stay calm and avoid raising your heart rate
- call the gas emergency number on 0800 111 999 to report the incident - or Health and Safety Executive (HSE) Gas Safety Advice Line on 0800 300 363
- do not go back into the property - wait for advice from the emergency services
- get immediate medical help - you may not realise if you’re badly affected by the carbon monoxide and going outside into fresh air won’t treat any exposure by itself.

Cornwall Fire and Rescue Service (page 39) may be able to provide you with a free carbon monoxide detector.
Private Sector Housing
If you rent your house from a private landlord then it should not be excessively cold, damp or hazardous to your health in any way. If the heating does not work adequately or your home becomes cold very quickly after the heating goes off, or you simply keep tripping on an uneven step you should tell your landlord. If they do not help you to improve the situation, please call Cornwall Council’s Private Sector Housing Team (page 41) to assist you.

Safety checks
Chimney Sweeping - Chimney fires are a frequent occurrence every year. Many solid fuel fired appliances are expected to “work” 24 hours a day, 365 days a year, keeping us warm and supplied with constant hot water. All chimneys must be swept at least once a year, however, if your appliance is used continuously throughout the year, or burns wood and coal, more frequent sweeping is recommended. The best time to have your chimney swept is at the start of the heating season. Contact Solid Fuel Association (page 42).

Gas safety checks - Your gas supplier may be able to provide you with a free gas safety check. Contact your energy supplier for more information. Cornwall Council Home Solutions Team (page 39) for eligible homeowners to have main gas safety checks done. They also offer around the year help to eligible home owners with gas servicing, small repairs and safety checks of all gas appliances.

Boiler Servicing - Your boiler should be serviced at least once a year to run safely and efficiently. Having a service could save money by using less fuel, avoiding unexpected breakdowns, reducing expensive repair bills and extend the working life of your boiler.
Trips and falls

In winter you need to be particularly careful to avoid trips and falls. Some 50,000 people in Cornwall and the Isles of Scilly fall each year, many during the winter period. Ice, snow, high winds and wet leaves can make walking outside hazardous. Please avoid going out in severe weather unless it is absolutely necessary.

- Wear sturdy footwear, even indoors. Hallways can become slippery when wet weather arrives, but strong, supportive shoes with non-slip soles will help you stay on your feet. While a good pair of slippers is fine for short periods, try to wear shoes around the house instead.
- Dress warmly, but be careful to make sure clothing doesn’t trail.
- Make sure any walking aids you use are checked for wear and tear and have fresh grips. If you use a walker or wheelchair, get the brakes checked.
- Keep food and medicine cabinets stocked up so that you can stay in.

Driving in winter

Always avoid driving in ice and wintry conditions unless absolutely necessary. If you have to drive, it’s a good idea to have an emergency kit in your car. This should include:

- Ice scraper and de-icer
- Chocolate or high-energy food and thermos flask with warm drink
- Torch and spare batteries – or a wind-up torch
Your guide to 

WINTER WELLBEING

* Warm clothes and blankets - for you and all passengers
* Boots
* First aid kit
* Jump leads
* Shovel
* Road atlas
* Sunglasses (the glare off snow can be dazzling)

You can view current travel conditions in Cornwall on the BBC Cornwall website (page 38) or contact the Highways Agency (page 40). Latest severe weather warnings for Cornwall and the South West are available from the Met Office (page 40).

Getting from A to B

If you need transport to get to your hospital appointment, TAP (Transport Access People), (page 42) have a fleet of car drivers across Cornwall who will organise transport for you. TAP can take wheelchair and walking-frame users. There is a charge for this service, payable per mile. Cornwall Public Transport (page 39) represents all public transport operators running services in Cornwall. Volunteer Cornwall (page 42) provide a similar car service, again a charge per mile is payable.
If the weather is particularly bad and you can’t get out of the house, Volunteer Cornwall’s ‘Winter Friends’ may be able to help you with things like delivering essential supplies and prescriptions. Contact Volunteer Cornwall (page 42) to discuss your needs.

**Emergency housing and homelessness**

There is help available for people who are homeless, or at risk of becoming homeless, to make informed choices about their housing solutions. It is very important that if you feel you may be threatened with homelessness, you contact Cornwall Housing (page 39) as soon as possible.

If you find or know of someone sleeping rough, please contact Rough Sleepers Scheme (page 41). St Petroc’s Street Outreach service will provide advice and guidance to help them find accommodation. During very cold weather, Cornwall Housing (page 39), St Petroc’s (page 42) and other partners can provide emergency accommodation for rough sleepers.
Condensation and mould

Damp housing can lead to the growth of mould (and mould-feeding mites) on walls and furniture which can increase the risk of respiratory illness.

Condensation is a common cause of mould and may be caused by a lack of adequate heating and/or suitable ventilation, and excessive moisture in the air. For advice on condensation and mould, contact Community Energy Plus (page 38).

Insulation and draught proofing will help to keep your home warm so that it is less prone to condensation and mould, but ventilation is equally important. Open windows, or use extractor fans, in the kitchen or bathroom when needed. Dehumidifiers are also effective in removing moisture from the air before it has a chance to condense on cold surfaces and lead to mould growth.

Domestic violence

Both women and men can be victims of domestic violence, although women are the victims in three out of four incidents reported to the police. It isn’t just the victim who is harmed but their families and all who are close to them. An average of 35 violent episodes are experienced before police are called, and many incidents remain unseen and unreported. Contact National Domestic Violence Helpline (page 41).

Victim Support in Cornwall and Isles of Scilly (page 42) provides free, confidential support to victims and witnesses of crime. This support includes practical advice (insurance claims, seeking medical help, home and personal security advice) and emotional support.
Winter can be a time of festive joy, celebrations and time with family and friends. But for some people it can bring stress, sadness and anxiety.
Money and Work

Managing money affects many people in Cornwall each year who feel anxious about debt, unemployment, job security or the risk of losing their home. If you are feeling very worried about any of these things, try talking to someone.

Age UK Cornwall Our Information and Advice volunteers work alongside our Helpline to ensure that people are aware of the benefits they can claim for. They provide practical support with enquiries about entitlements and completion of application forms. This service is free of charge. Age UK Contact Centre (page 38).

Inclusion Cornwall (page 40) has information on where to access a wide range of support moving you from welfare, towards and into work.

Cornwall Council have a fund if you are worried about paying your Council Tax. It is called the Exceptional Relief Fund. If you are of working age and receive Council Tax Support go online for further information or call the Benefit Contact Centre (page 38).

Cornwall Council have a fund if you are worried about paying your Rent. It is called the Discretionary Housing Payment. If you are receiving rent payments from Universal Credit or Housing Benefit payments which are less than your rent payment and need help to cover the shortfall. If you go online for further information or call the Benefit Contact Centre (page 38).

Cornwall Council Crisis and Care (discretionary) Awards Help may be provided in a practical way and we may buy goods or services on your behalf. Crisis Awards of up to £1,500 will be available to people in emergency or disaster situations to help them and their families with their immediate needs. Care Awards will be available to vulnerable people to help them live as independently as possible in their community. The Crisis and Care Award application form is available online or call the Benefit Contact Centre (page 38).
Citizens Advice Cornwall (page 38) offer free/confidential and independent advice by phone or face-to-face for many issues including debt, welfare benefits (including help to complete benefit claim forms) and housing.

You can find out what benefits you might be entitled to by contacting Jobcentre Plus. If you are under threat of redundancy, or have been recently made redundant and find that there is a specific gap in your knowledge or experience that is restricting your chances of getting work in the local labour market, Jobcentre Plus may be able to help. If the gap could be addressed by some short duration training, call the team for more info (page 40).

Veteran’s Gateway (page 42) puts veterans and their families in touch with the organisations best placed to help with the information, advice and support they need – from healthcare and housing to employability, finances, personal relationships and more.

Royal British Legion (page 41) provides help and support to service men and women, veterans, and their families. This includes financial support during debt and emergency situations, advice on resettlement and training, welfare breaks, advice on benefits and helping with home adaptions.

Drug and Alcohol Misuse

Addaction (page 38) provides a range of treatment services to help people recover from problems with drugs and alcohol. There is specialist support for children and families who are affected by substance misuse.

Addaction also offer support and information to friends and family affected by someone’s drug and alcohol misuse. Harm reduction and needle exchange services are also available.

For young people aged between 11 to 18 years, the YZUP (page 42) service is available, offering confidential support and advice about drugs and alcohol.
Savvy Kernow (page 42) is a website dedicated to young people. You can find help and advice on everything from relationships, your future and health and wellbeing. Check it out at www.savvykernow.org.uk

Mental Wellbeing

With one in four people in Cornwall affected by mental illness at some point in their lives, we probably all know someone affected; whether they are a family member, friend or colleague. Being aware of those around us and their thoughts and feelings can make a huge difference. If you know someone who is on their own this winter, perhaps you could give them a call, visit or invite them to come and see you.

If you’re worried about someone this winter or you notice a change in their mood or behaviour, encourage them to talk, and/or seek advice and support. Valued Lives (page 42) offers emergency out of hours care and support for anyone aged 14 years and older and is in distress, from 12noon to 11pm, seven days a week. Call 01209 901438, or visit valuedlives.co.uk

There are many self-help mental health groups in Cornwall contact Pentreath Ltd (page 41 for more information. You can also talk to your GP or call NHS 111.

Outlook South West (page 41) offer talking therapies if you feel you need some extra support or to talk things through. Call 01208 871905 or visit www.outlooksw.co.uk. You can call the Samaritans any time of day or night if you’re feeling suicidal. It’s really important to tell someone how you feel and talking can ease the mental and emotional pain you may be experiencing call 116 123.

Social Prescribing is a method of linking people with non-clinical sources of support within the community via a dedicated Link Worker.
Six Charities, led by Volunteer Cornwall, have teamed up to deliver this in a range of locations and you can access the support via your GP (depending where you live).

For more information: www.socialprescribingcornwall.org.uk/  
Phone: 01872 266991

Feeling SAD in winter

SAD (Seasonal Affective Disorder) is a type of winter depression that affects around seven percent of the population every winter; in particular during December, January and February.

The SAD Association (SADA) (page 41) is a voluntary organisation and registered charity which informs, supports and advises sufferers of the condition.

Join in

Older people can become isolated or lonely and are not able to get out so much. Age UK Cornwall (page 38) offer Day Services and Social Clubs where you can relax, meet new friends, enjoy a freshly prepared meal, have some fun and have a great day out in a home-from-home atmosphere. The Day Services and Social Clubs are perfect if you want to keep an independent lifestyle living in your own home but also enjoy the benefit of a varied social life. There are clubs in Falmouth, Newquay, Truro, and St Austell and transport is available if required.

Make new friends and get connected in your community. Active Plus Communities (page 38) tackles loneliness and isolation and helps older people to get more active, more informed and more involved in their communities through activities facilitated by military veterans. Groups meet for half a day each week for a mixture of fun activities, information sessions and a good mug of tea. Groups are also supported to develop activities, events or projects that benefit the wider community.
Combating loneliness and improving wellbeing

Royal Voluntary Service (page 41) delivers personal and practical support through local volunteers to support older people. This includes a free Home Library Service, run in partnership with Cornwall Library Service. For those unable to go to the library, volunteers meet them in their home to collect and return library books. They also run luncheon and social clubs for people to get together and socialise, and a community meals-on-wheels service around the Falmouth and Redruth areas, and community transport for social and medical appointments.

It’s good to talk

Social Inclusion – CRCC and Partners (Age UK Cornwall, Disability Cornwall, Inclusion Cornwall, Digital Inclusion CC) are pleased to announce the new Social Inclusion and Empowering Independence services that will start from 1 October 2019. These services will help people with health and wellbeing needs to:

- develop a sense of belonging
- self-manage their health and well-being
- develop skills to help with daily living.

This service will help people to identify local support networks and activities and to make links in their local community. This will include linking people to volunteers that will offer well-being support to people in their own homes and to people leaving hospital. It will also include helping people to identify opportunities to get involved in volunteering and local projects.

Age UK Cornwall offers a dedicated Helpline, which provides information and advice and connects individuals to social groups, clubs and activities.

Samaritans (page 42) is a confidential emotional support service; available 24 hours a day to anyone who is experiencing feelings of distress or despair, including those which may lead to suicide.
Samaritans volunteers listen in confidence to anyone in any type of emotional distress, without judging or telling people what to do. Samaritans doesn’t offer advice, but by encouraging people to talk about their feelings the service can help them explore all the options they have.

The British Red Cross have a new service that aims to help people who are lonely or socially isolated in the Camborne, Redruth area.

Volunteer
Volunteering is something you can do all year round and it can help you in a number of ways:

- Keeping you active thereby improving your physical and mental health and wellbeing.
- Helping you make new friends and social networks.
- Allowing you to gain new skills, experience and abilities – useful whether you are looking for work or retired.
- Offering a chance for you to play a part in your local community.

Age UK Cornwall (page 38) has a number of areas which are reliant on the expertise and skills of volunteers. From becoming a digital champion on Cornwall Link to volunteer driving, if you have the time to give, no matter how much, give them a call today.

The Family Information Service runs Kernow Carers Service, with Cornwall Rural Community Charity (CRCC) and Action for Children. They give support to those who care and are dedicated to the wellbeing of both young and adult carers. CRCC may be able to help you with a carers assessment, joining a support group or letting others know about your experience, take a look at what’s available via Kernow Carers Service (Page 40).

You can volunteer as much or as little of your time as suits you and there are thousands of opportunities with hundreds of different organisations locally. You can volunteer whether you are employed, retired or claiming benefits and your age shouldn’t matter. Contact Volunteer Cornwall to find a volunteering placement to suit you” (page 42),
An alphabetical list of contacts to help you stay safe and well this winter.

Active Plus
www.activeplus.org.uk
📞 01326 567 174
✉️ admin@activeplus.org.uk

Addaction
📞 0333 2000 325 (24hrs)

Adult Social Care
www.cornwall.gov.uk/health-and-social-care
📞 0300 1234 131

Age UK Cornwall
www.ageukcornwall.org.uk
📞 01872 266 383

AskSARA
www.cornwall.gov.uk/asksara
📞 0300 1234 131 - adults
📞 0300 1234 101 - children

British Red Cross
www.redcross.org.uk

Mobility Aids
📞 01209 614 928

Emergency response
📞 01209 614 921

Changing Lives Project
www.volunteercornwall.org.uk
📞 01872 265 305

Citizens Advice Cornwall
www.citizensadvicecornwall.org.uk
📞 03444 111 444

Text the word Advice to 78866

Community Energy Club
www.communityenergyclub.org.uk
📞 0800 954 1956

Community Energy Switch
www.communityenergyswitch.org.uk
📞 0800 804 7247

Community Energy Plus
www.cep.org.uk
📞 0800 954 1956
Cornish Firewood
www.cornishfirewood.co.uk/cornwall-wood-bank-scheme
📞 01209 899 301

Cornwall Community Directory
www.supportincornwall.org.uk

Cornwall Community Foundation
www.cornwallcommunityfoundation.com
📞 01566 779 333

Cornwall Council
www.cornwall.gov.uk
📞 0300 1234 100

Cornwall Council Home Solutions Team
www.cornwall.gov.uk/housing/home-solutions
📞 01872 224 707

Cornwall Family Information Service
www.supportincornwall.org.uk
📞 0800 587 8191

Cornwall Fire and Rescue Service (Home Fire Safety Check) Living Safe and Well
www.cornwall.gov.uk/keepingsafe
📞 0800 358 1999

Cornwall Housing
www.cornwallhousing.org.uk
📞 0300 1234 161

Cornwall Link (Connecting you to your community)
www.cornwall-link.co.uk
📞 01872 266 383

Cornwall Partnership NHS Foundation Trust
www.cornwallft.nhs.uk
📞 01208 251 300

Volunteers in Partnership
📞 01726 873 255

Cornwall Public Transport
www.cornwall.gov.uk
📞 0300 1234 222

Cornwall Rural Community Charity (CRCC)
www.cornwallrcc.org.uk
📞 01872 273 952

Council of the Isles of Scilly
www.scilly.gov.uk
📞 0300 1234 105

Devon and Cornwall Police
www.devon-cornwall.police.uk
101 (non emergency)

DisAbility Cornwall and Isles of Scilly
www.disabilitycornwall.org.uk
📞 01736 759500

Disabled Living Foundation
www.dlf.org.uk
📞 0300 999 0004

Family Information Service Carers Helpline
📞 0800 587 8191
Fuel Bank (Camborne)
☎ 01209 719415

Get Active Cornwall
www.getactivecornwall.co.uk
☎ 01872 323 346

Health and Social Care
www.cornwall.gov.uk/health-and-social-care
☎ 0300 1234 131

Healthy Cornwall
www.healthycornwall.org.uk
☎ 01209 615 600

Healthy Start vouchers
www.healthystart.nhs.uk
☎ 0845 607 6823

Highways Agency
www.highways.gov.uk
☎ 0300 123 5000

Housing and Homelessness
www.cornwallhousing.org.uk
☎ 0300 1234 161

Inclusion Cornwall
www.inclusioncornwall.co.uk
☎ 01872 326 440
✉ hello@inclusioncornwall.co.uk

Jobcentre Plus
www.gov.uk/contact-jobcentre-plus
☎ 0845 604 3719

Jobcentre Plus
Redundancy support
☎ 01872 355 068

Kernow Carers Service
☎ 0800 587 8191

Kernow Credit Union
www.kernowcreditunion.co.uk
☎ 01209 314449

Learning Disability Liaison Team
www.cornwallft.nhs.uk/learning-disability-team
☎ 0300 1234 131

LiveWest
www.livewest.co.uk
☎ 0300 123 8080

Meal Providers
Oakhouse Foods
www.oakhousefoods.co.uk
☎ 0333 370 2514

Supreme Cuisine
☎ 01579 347 346

Wiltshire Farm Foods
www.wiltshirefarmfoods.com
☎ 01326 378444

Met Office
www.metoffice.gov.uk
☎ 01392 885 680

NHS 111
www.nhs.uk
☎ Dial 111 free
National Domestic Violence Helpline
www.nationaldomesticviolencehelpline.org.uk
☎ 0808 2000 247

NHS Kernow
www.kernowccg.nhs.uk
☎ 01726 627 800

Out of Hours GP services
☎ Dial 111 free

Outlook South West
☎ 01208 871 905
www.outlooksw.co.uk

Patient Advice Liaison Service (PALS)
Cornwall Partnership NHS Foundation Trust PALS
☎ 01208 834 620

Royal Cornwall Hospitals Trust PALS
☎ 01872 252 793

Pentreath Ltd.
www.pentreath.co.uk
☎ 01726 862 727

Penwith Community Development Trust (PCDT)
www.pcdt.org
☎ 01736 334 686

Private Sector Housing Team
www.cornwall.gov.uk/housing
☎ 0300 1234 151
✉ psh@cornwall.gov.uk

Rough Sleeper Scheme
www.streetlink.org.uk
☎ 0800 151 3441
☎ 0300 500 0914

Royal British Legion
www.rbl.org.uk
☎ 0808 802 8080

Royal Cornwall Hospitals NHS Trust
West Cornwall Hospital and St. Michaels Hospital
www.royalcornwall.nhs.uk
☎ 01872 250 000
Volunteering in hospitals
☎ 01872 253 737

Royal Voluntary Service (RVS)
www.royalvoluntaryservice.org.uk
☎ 0330 555 0310
☎ 01209 218179

SADA (SAD Association)
www.sad.org.uk

Samaritans
www.samaritans.org
☎ 116 123
SAVVY Kernow
www.savvykernow.org.uk
✉ savvy.kernow@cornwall.gov.uk

Solid Fuel Association
www.solidfuel.co.uk
☎ 01773 835 400

St Petrocs
www.stpetrocs.org.uk
☎ 01872 264 153

TAP Transport services
☎ 01872 223 388

Truro City Council
www.truro.gov.uk
☎ 01872 274 766

Valued Lives
www.valuedlives.co.uk
☎ 01209 901438

Veterans’ Gateway
www.veteransgateway.org.uk
☎ 0808 802 1212

Victim Support
www.victimsupport.org.uk
☎ 0808 1689 111 - 24/7
☎ 0300 3030 554 - Mon-Fri
local support available 12-6

Volunteer Cornwall
www.volunteercornwall.org.uk
Volunteering
☎ 0800 678 3105
Winter Friends
☎ 01872 265 305

Transport
☎ 01872 265 300
✉ enquires@volunteercornwall.org.uk

Wales & West Utilities
☎ 0800 912 2999
www.wwutilities.co.uk

Warm West
☎ 01656 747623
✉ information@warmwest.org.uk

Western Power Distribution
General Enquiries
☎ 0800 678 3105
Emergencies
☎ 105 (emergency number)
Minicom 03456 012318
Webchat - www.westernpower.co.uk
SMS service - 07537 402 105

Winter Friends
☎ 01872 265305

Winter Fuel Payments
www.gov.uk/winter-fuel-payment/
overview
☎ 0800 731 0160

YZUP
☎ 01872 300 816
WHAT WOULD YOU DO WITH AN EXTRA £211?

Over 3,000* households have cut their annual energy bills by an average of £211 by switching to cheaper tariffs with us.

*(3178 completed switches from January 2015 - March 2019)

Want to save time and money when buying your heating oil?

Community Energy Club brings together the collective buying power of over 2,000 heating oil users across Cornwall.

Club membership is free and ideal for people who want to make sure that they’re not paying more than they need to on heating oil, but may not have the time or ability to shop around amongst local suppliers.

Sign up today and enjoy a simpler way or buying your heating oil at a competitive price.

www.communityenergyclub.org.uk
01872 245566
Choose the right service this winter

Research shows that a significant number of people still go to a hospital emergency department when there are other services more convenient and suitable for their health needs.

Below is a breakdown of the type of healthcare available and when people should use it:

**Self care**

Keep a well-stocked medicine cabinet with aspirin, paracetamol, antiseptic cream, plasters and bandages to treat minor illnesses or ailments, and get plenty of rest.

**NHS 111**

Call 111 if you need advice when your GP surgery is closed and your condition isn’t life threatening. It’s available 24 hours a day, seven days a week, and is free to call. Also visit 111 Online at 111.nhs.uk

**Pharmacist**

Pharmacists can offer expert advice and treatment for a wide range of minor illnesses, ailments and the best medicines to treat them. This includes nappy rash, skin conditions, coughs, colds, cystitis, sticky eyes and oral thrush. They can also provide an emergency prescription for regular medication even if you don’t live in Cornwall.

‘To find your nearest pharmacy, including opening times visit www.nhs.uk
GPs

For expert medical advice, medical examinations and prescriptions for illnesses and treat minor injuries. Your GP can also refer you to a specialist for further treatment if necessary. Some GPs also provide a minor injury service – ask your GP for more details. Call 111 when your surgery is closed.

Out-of-hours GP services

Call 111 free when your GP surgery is closed for advice and assistance.

Minor Injury Unit

Minor injury units can treat a range of conditions which have occurred during the previous 14 days. These include sprains and strains; broken bones; minor burns and scalds; head injuries (but not if someone is unconscious); insect and animal bites and stings; minor eye injuries; cuts; bruising and grazes. You will be seen by an experienced nurse, without an appointment. X-ray is available at some locations. To find your nearest and check opening times, visit www.cornwallft.nhs.uk/miu-waiting-times

Urgent treatment centre

There are urgent treatment centres in Truro (Royal Cornwall Hospital) and Penzance (West Cornwall Hospital), which are open 24-hours, 365 days a year. You can get urgent medical care for injuries and conditions such as fractures, deep cuts, non-life threatening head injuries and minor falls. You will be seen by a doctor or nurse. X-ray is available from 8am to 11pm at West Cornwall Hospital, and 24 hours at Royal Cornwall Hospital.

Emergency Department (A&E) or 999

For a critical or life-threatening situation only. Call 999 if you have chest pain or become unconscious.
Try to keep your living room between 18 - 21°C (65 - 70°F)

Call Community Energy Plus to find out how we can help you to be warm and well in your home on 0800 954 1956 or visit www.cornwall.gov.uk/warmandwell
Who should have it and why

Includes information for children and pregnant women

Flu vaccination

Helping to protect people, every winter
A Partnership between Cornwall Council, Council of the Isles of Scilly, Community Energy Plus, Department of Business, Energy and Industrial Strategy, Cornwall Rural Community Charity, Inclusion Cornwall, NHS Kernow and SSE, supported by Age UK Cornwall, Coastline Housing, Citizens Advice Cornwall, Cornwall Community Foundation, Cornwall Housing, Cornwall Rural Housing Association, Cornwall Voluntary Sector Forum, Cornwall Fire and Rescue, LiveWest, Ocean Housing, Penwith Community Development Trust, Royal British Legion, Royal Voluntary Services, St Petroc’s, Volunteer Cornwall, Warm Homes Fund and Warm West.

For more information call 01726 627802

For help this Winter call 0800 954 1956