Your Isles of Scilly guide to

WINTER WELLBEING

Reducing fuel poverty, improving health and progress to work

0800 954 1956
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 on the Isles of Scilly this winter.

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 36 for the services and providers we talk about.

“Keeping warm is vital to staying 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 prevent illness and 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

Physical activity can be really helpful for keeping well in winter. The more you keep moving the better your circulation and heart health can be. A wide range of activities are available across the islands, to find out more about what is on, feel free to contact the knowledgeable and helpful staff based in the Carn Gwaval Wellbeing Centre (page 36). Whether you want to use Normandy Pool (page 39), find out when the Library is open, enrol on a Learn Scilly course or attend a Memory Café session, they’ll be happy to help.

There are a variety of exercise sessions and sports clubs that cater for all ages and abilities. Don’t forget the benefits of just going for a walk on the coast path if you can. If you need advice on what is available, you can find the contact details for Active Scilly (page 36).

Children, young people and families are well catered for on Scilly (page 36). Our Children’s Centre offers a whole host of sessions designed to improve health and well being and our Youth Hub will appeal to older children. Social Care professionals are available to offer advice and guidance if you require help.

The Community Rehabilitation team based at St. Mary’s Community Hospital (page 40) can provide exercise programmes and focussed rehabilitation to keep you well and fit if you have a long term condition and meet the service referral criteria. Therapy can include work to prevent falls, stroke rehabilitation, cardio-pulmonary sessions and so on.
The Isles of Scilly Health and Social Care Team (page 38) can offer you an assessment of your needs, following which you may be entitled to a personal budget enabling you to have choice and control over your care. This assessment could include a mobility assessment by the rehabilitation team or an independent Occupational Therapist for more specialist adaptations to the home. This may include: walk-in shower facilities, stairlifts or a more efficient heating or lighting system which is suitable to your needs. We can provide outdoor rails to make access to the home easier and safer. Some examples of other aids that can be provided to enable you to remain living safely at home are grab rails, ramps, wheeled walkers, bathlifts and telecare.

Various individuals across the Isles of Scilly can carry out basic draught-proofing. They can also make sure the pathway to your home is clear by cutting back hedges, and power-wash any slippery walkways, thereby helping to prevent falls.

AskSARA (page 36) 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 which could help.

The One You “How Are You” quiz can help you and your family improve your health. It takes just a few minutes to complete. Just answer a few simple questions and you will be given your results tailored to your age, gender and lifestyle. Visit the NHS 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 38).

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 39), or talk to your GP.

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 choice website and search for health checks, or speak to your GP.

Learning Disability health checks
People with learning or intellectual disabilities such as Down’s Syndrome 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 problems, and also because 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 person 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 38).
**Getting a carer’s assessment**
As a carer you have a legal right to ask your local Health and Social Care team (page 38) to assess what you need to support you in your caring role. It is an opportunity to discuss how to maintain your own health, and balance your caring with work and family. Following assessment you may be entitled to a direct payment which you can use to purchase yourself a short break.

**Medical travel**
If you need to go to the mainland for a NHS health appointment, travel should be arranged through the RCHT Patient Transport office on 01872 252211. If you have a concern or query then contact Healthwatch Isles of Scilly on 423037 or check on their website. www.healthwatchislesofscilly.co.uk

**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 the weather is bad.

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 hearty, healthy breakfast like porridge on a cold morning can help to give you energy and help you to feel fuller for longer.

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.

Meals
If you are having difficulty with making yourself a hot meal, you could be entitled to the meals on wheels service. Please contact the Health and Social Care Team (Page 38).

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 38).

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.
Winter is a time to ensure your children get a hot, nutritious meal every day. If your child is in the infant year groups at school they are entitled to a free school meal every day at school. If your child is in Year 3 to 11 they may still be entitled to a free school meal if you or your child receive any of the following:

- Income Support
- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Support under Part VI of the Immigration and Asylum Act 1999
- The guaranteed element of State Pension Credit
- Child Tax Credit (provided you’re not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190)
- Working Tax Credit run-on - paid for 4 weeks after you stop qualifying for Working Tax Credit
- Universal Credit

Children who get any of the above benefits in their own right (ie they get benefits payments directly, instead of through a parent or guardian) can also get free school meals. Children under the compulsory school age who are in full time education may also be able to get free school meals. For more details about free school meals please contact the finance assistant at the Five Islands School.

www.healthystart.nhs.uk
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.

Minor Aliment Scheme

If you, or your child, has one of the following conditions, you can be seen at your local pharmacy for advice and treatment instead of waiting for a doctor’s appointment: Conjunctivitis / Cystitis / Impetigo / Nappy rash / Oral thrush. Where appropriate, the 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. The Isles of Scilly pharmacist is based at the Health Centre on St Mary’s, please get in contact to confirm opening hours by calling 422021.

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.

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. Call your GP or NHS111 if your symptoms do not improve within 48 hours.

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 from October to February. 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 between October and 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 111 to find out more (page 38). A number of projects have also been set up which 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 and Isles of Scilly Helpline (page 36) to see what help is available to you.
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
› 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.
The Isles of Scilly Community Venture is a not-for-profit Community Interest Company that intends to share the benefits of the Smart Islands programme with people and businesses on Scilly. It will do this by managing a portfolio of assets for community benefit and use profits to reduce local energy bills. (page 38)

The Smart Islands Partnership is supporting the transition to a low-carbon, sustainable and resilient community on the Isles of Scilly. Rooftop solar photovoltaic (PV) systems installed in 100 homes (page 40).

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 37).

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 18-21°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 Fire Service (page 37) 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 Scott Fuller or Jeanette Persich at Adult Social Care (page 36).

Help with heating costs
One in five households in Isles of Scilly 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 38) or visit www.gov.uk/cold-weather-payment.

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.

Grants are available for householders in receipt of certain qualifying benefits to help with the costs of heating system repairs and replacements. To find out more and if you qualify call Community Energy Plus (page 37).

Surviving Winter
Cornwall Community Foundation (page 37) runs this campaign, linked to the national appeal, encouraging individuals to make donations to help older and vulnerable people affected by the cold winter. Funds raised 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.

**Warm Home Discount Scheme** could 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 37), or apply directly with your electricity supplier.

**Winter Fuel Payments** (page 40) 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.

**Insulating your home**

If your household includes a person who receives certain benefits, you may be able to access free loft or cavity wall insulation.

Insulation can provide householders with warmer homes which are more energy efficient, cheaper to run and easier to maintain (less damp and mould). Tenants can apply as long as they have written permission from their landlord. Contact Community Energy Plus (page 37) for more details.
Join the Cornwall and Isles of Scilly energy switch
You can make significant savings on your energy bills by switching tariffs. Community Energy Switch (page 37) is led by Community Energy Plus and offers three collective energy switches a year, using group buying power to secure cheap electricity tariffs. Community Energy Switch (page 37) 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.

Fuel Poverty
Cornwall Rural Community Charity (CRCC) (page 37) 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.

“Thank you for your help, this has given me part of my life back, I feel like a huge weight has been lifted.”

Without loft insulation as much as a quarter of the heat you pay for could be escaping through the roof! www.cep.org.uk

The recommended depth of loft insulation 270mm
The Isles of Scilly Fire and Rescue Service provide a home fire safety check free of charge. The service has a routine programme of home visits but is happy to respond to requests either for your own home or that of another person for whom you have concerns.

please get me serviced every year!
The home inspection will involve a trained member of the fire service coming in to your home and ensuring that you have sufficient fire detectors installed. If there is a shortfall, additional detectors will be provided and installed free of charge.

The inspection will also involve checking to ensure that the home owner has no additional risks of fire that could be reduced. This may involve the testing of some portable electrical appliances. The service is able to provide a range of equipment for the home that improve safety both from fire and electrocution, and any need will be identified to the householder at the time, and if appropriate, provided.

The conclusion of the visit will be to ensure that the householder is aware of simple precautions that they can take to prevent the outbreak of fire and the actions to take in the event of a fire. Advice is given verbally and written assistance provided for future reference.

If you think you would feel safer in your home as a result of a visit from your fire service, or you have concerns over the safety of someone else in their home, please contact the Fire and Rescue Administration Centre at the airport on 424429, or call in at either of the customer hubs at the Library or Carn Gwaval Well-being Centre or call the Council on 0300 1234 105. If you have a fire or suspect you have a fire, call the fire service by dialling 999. Get out of the property and stay out until the fire service say it is safe to return.
Carbon monoxide

If the things you use to cook and heat your home that burn fossil fuels, such as oil, wood 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.

The Isles of Scilly fire service may be able to provide you with a free carbon monoxide detector.
Contact 01720 424429 or email fire@scilly.gov.uk

**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 anyway.

**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 40).
Ask your LPG gas supplier if they can carry out a safety check for you.
**Boiler servicing** - Your boiler should be serviced at least once a year to maintain its efficiency and ensure it is running safely. Having a service can also help you save money by using less fuel, avoiding unexpected breakdowns, reducing expensive repair bills and extend the working life of your boiler.

If you use bottled gas, **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 utilities** (Page 40) to find out if you could be eligible.

**Accidents in the home** - Are regrettably a regular cause of injuries to young children. **Children’s Services** on the Isles of Scilly promote safety in the home initiatives and are able to offer advice and guidance to local families. Home safety kits are also available through the Children’s Centre which can help decrease the risk of harm. For more information, please contact **Children’s Services** (page 36).

**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 of 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, especially on the mainland**

It’s worth making these checks regularly - and particularly before a long winter journey:

- Check and replace the anti-freeze in the radiator.
- Make sure your lights are clean and check the bulbs.
- Ensure your windscreen is clean.
- Replace the battery if it’s not reliable.
- Ensure your tyres are correctly inflated and replace them before the tread has reached the legal minimum.
Always avoid driving in ice and wintry conditions unless absolutely necessary. If you have to drive:

- Use dipped headlights in fog so other drivers can see you. If it’s really foggy (less than 100m visibility) and you can’t see much, then switch on your fog lights and rear high-intensity lights.
- Don’t brake harshly – you risk locking up your wheels and you could skid further.
- Don’t overtake unless it is safe to do so – there may be un-cleared snow or previously untreated surfaces on the road ahead.
- Make sure your car is safe.

You can view current travel conditions in Cornwall on the BBC Cornwall website (page 36) or contact the Highways England (page 38). Latest severe weather warnings for Cornwall and the South West are available from the Met Office (page 38). It’s a good idea to have an emergency kit in your car if the weather looks bad, including food, extra warm clothes and a torch.

**Getting from A to B**

If you need transport to get to your hospital appointment on the mainland, TAP (Transport Access People) (page 40) also have a fleet of car drivers 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 37) represents all public transport operators running services in Cornwall. Volunteer Cornwall (page 40) provide a similar car service, again a charge per mile is payable.
On the Isles of Scilly you can use **Buzza Bus** (page 36) for subsidised transport around St Mary’s. There are concessionary boat tickets available to those of state pensionable age and resident on the off-islands, which you can apply for through **Adult Social Care** (page 36), as well as Health Passes to subsidise access to health appointments on St Mary’s.

If you have an appointment at a RCHT hospital and your flight to/or from the islands is cancelled due to bad weather you can contact the **Patient Transport Office 01872 25 22 11**. If it looks like you are going to be stuck on the mainland due to fog, call them before 8pm Monday to Friday and before 5pm on a Saturday.

**Car share**

If you are travelling to a mainland health appointment and wish to share a lift with other travellers from the islands, contact **St Mary’s Health Centre** (page 40) to let them know your times of travel and they will try to match you up.
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 The Council of the Isles of Scilly (page 37) as soon as possible.

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 37).

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 Abuse/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 39) or the First Light - Cornwall and Isles of Scilly, Tel: 0300 777 4777 In an emergency please call 999 and ask for the Police.

Victim Support in Cornwall and Isles of Scilly (page 40) 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.
HAPPY

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 the Isles of Scilly 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.

Inclusion Cornwall Hub (page 38) has information on where to access a wide range of support moving you from welfare, towards and into work. Scilly Works Partnership (page 39) works closely with Cornwall Works and will be able to help signpost you to the support you require. We want to hear from you if you suffer from financial hardship so that we can look at ways of improving services for people on Scilly.

Citizens Advice Cornwall (page 36) offer free/confidential and independent advice by phone or face to face for many issues including debt, welfare benefits and housing. Citizens Advice Cornwall aim to visit St Mary’s on the second Thursday of every month 10 – 3 for a drop-in at the Carn Gwaval Wellbeing Centre (page 36). You can make an appointment to see someone by calling 01720 424405. Please be aware this can be disrupted by the weather. Telephone advice can be obtained by calling 03444 111 444 or text the word ADVICE to 78866.

You can find out what benefits you might be entitled to by contacting Jobcentre Plus (page 38). 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 38).

Age UK Cornwall & Isles of Scilly (page 36) 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.
Veteran’s Gateway (page 40) put 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 39) 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 36) 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 40) service is available, offering confidential support and advice about drugs and alcohol. For more information on how to refer into Addaction or into the YZUP service please see page 36 and 40. Savvy Kernow is a new 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 the UK 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.

**Outlook South West** (page 39) offer talking therapies if you or someone you know needs some extra support or to talk things through.

If you’re feeling suicidal, it’s really important to tell someone how you feel. Talking can ease the mental and emotional pain you may be experiencing. Call **Samaritans** (page 39) at any time of day or night on 116 123 which is free from a landline or mobile. 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. For people who have more serious mental health problems, access to **Cornwall Partnership NHS Foundation Trust’s community and hospital services** continues over public holidays. Their main switchboard number is 01208 251300 (open 24 hours, every day).

**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 39) is a voluntary organisation and registered charity which informs, supports and advises sufferers of the condition.

**Keep in touch**

Remember to keep in touch with those around you, whether family, friends, community or carers. On the islands it is possible to be isolated, especially during winter. There is a befriending service available to older people through **Age UK Cornwall and Isles of Scilly** (page 36) which is a vital service for older people. If you are housebound, or if your circumstances have recently changed through bereavement, they can telephone you on a regular basis.
**Join in**

Older people can become isolated or lonely and are not able to get out so much in winter. On the Isles of Scilly there is a Memory Café (page 38) every Friday (2-4.30 pm) at the Carn Gwaval Wellbeing Centre (page 36). There is also a Wednesday Group that meets 2-5pm at the Carn Gwaval Wellbeing Centre for tea and cakes.

The Carers Support Group (page 36) meet every six weeks at the Wheelhouse. Carers Rights Day is organised by Carers UK, an organisation that works closely with Department of Work Pensions (DWP) to ensure that carers receive the advice, benefits and services they are entitled to. The Council of the Isles of Scilly runs a Learn Scilly programme (page 38) with lots of opportunities to try new things.

The University of the Third Age (page 40) has a range of activities and classes including art appreciation, conversational French, T’ai Chi and also invites guest speakers.

**It’s good to talk**

Healthwatch Isles of Scilly - if you have any comments or concerns about experiences you have had with social care or health services you can always talk to Healthwatch Isles of Scilly (page 38). They represent patient voice and can call service providers to account. Help is also available for children, young people and families. Children’s Services (page 36) offer a wide range of services and sessions designed to support health and well being. They work in partnership with a range of organisations that can offer support where it is most needed.

RCHT Patient and Family Experience team (page 39) is a confidential service which can inform you about NHS services in Cornwall and the Isles of Scilly. They provide a friendly face to help you understand the NHS and can help sort out problems
with you or on your behalf.

**Samaritans** (page 39) 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.

**Age UK Cornwall & Isles of Scilly** (page 36) offers a dedicated Helpline, which provides information & advice and connects individuals to social groups, clubs and activities in their 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.

You can volunteer as much or as little of your time as suits you and there are hundreds of opportunities locally. You can volunteer whether you are employed or claiming benefits and your age doesn’t matter. Contact **University of the Third Age** (page 40).

**Age UK Cornwall** (page 36) has a number of areas which are reliant on the expertise & skills of volunteers. From befriending to volunteer driving or project support, if you have the time to give, no matter how much, give them a call.
INFORMED
An alphabetical list of contacts to help you stay safe and well this winter.

Active Scilly
www.activescilly.co.uk
☎ 01720 424405

Addaction
☎ 0333 2000325 (24hrs)

Adult Social Care
www.scilly.gov.uk
✉ asc@scilly.gov.uk
☎ 01720 424470

Age UK Cornwall and the Isles of Scilly
www.ageukcornwall.org.uk
☎ 01872 266383

AskSARA
www.dlf.org.uk/content/asksara
☎ 0300 1234 131 - adults
☎ 0300 1234 101 - children

BBC Cornwall
www.bbc.co.uk/cornwall

Befriending (Age UK Cornwall and the Isles of Scilly)
www.ageuk.org.uk/cornwall/how-we-can-help/befriending
☎ 01872 266383

Buzza Bus
www.buzza-bus.co.uk
☎ 01872 266866 / 07810 747369

Carers support group
☎ 01720 424470

Carn Gwaval Wellbeing Centre
www.scilly.gov.uk/learning-leisure
☎ 01720 424405

Changing Lives Project
www.volunteerccornwall.org.uk
☎ 01872 265305

Childrens Services
(Isles of Scilly)
www.scilly.gov.uk/childrens-services/
✉ childrensservices@scilly.gov.uk
☎ 01720 424492
Children’s Social Care
www.scilly.gov.uk/childrens-services/children’s-social-care
☎ 01720 424483
✉ childrenssocialcare@scilly.gov.uk

Citizens Advice Cornwall
www.citizensadvicecornwall.org.uk
☎ 03444 111 444
Text the word Advice to 78866

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

Community Energy Plus
www.cep.org.uk
☎ 0800 954 1956

Concessionary travel
www.scilly.gov.uk
☎ 01720 424470

Cornwall Community Foundation
www.cornwallcommunityfoundation.com
☎ 01566 779333

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

Cornwall Partnership NHS Foundation Trust
www.cornwallft.nhs.uk
☎ 01208 251300

Cornwall Public Transport
www.cornwallpublictransport.info
☎ 0871 200 22 33

Cornwall Rural Community Charity (CRCC)
www.cornwallrcc.org.uk
☎ 01872 273952

Cornwall Women’s Refuge Trust
www.CWRT.org.uk
☎ 01872 225629

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

Devon and Cornwall Police
www.devon-cornwall.police.uk
☎ 101

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

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

Fire service
☎ 01720 424429 - Admin
☎ 01720 424552 - Crew
✉ fire@scilly.gov.uk
or 999 in an emergency!
First Light - Cornwall and Isles of Scilly
Domestic Abuse and Sexual Violence Recovery Service - Including Children (5 and above) and Young People
₀300 777 4777
₀999 in an Emergency

Health and Social Care Team
www.scilly.gov.uk
₀1720 424470

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

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

Healthwatch Isles of Scilly
contact@healthwatchislesofscilly.co.uk
₀1720 423037

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

Isles of Scilly Community Ventures
Unit 8 Porthmellon Industrial Estate, St Mary’s Isles of Scilly TR21 0JY
www.ioscv.co.uk
₀1720 620124

Isles of Scilly Fire and Rescue Service
₀1720 424429

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

Jobcentre Plus Response to Redundancy
₀1872 355068

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

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

Learn Scilly
₀1720 424444

Medical Launch
₀1720 423953

Memory Cafe
₀1720 422663
₀1720 422002

Met Office
www.metoffice.gov.uk
₀1392 885680

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

NHS Kernow
www.kernowccg.nhs.uk
☎ 01726 627800

Normandy Swimming Pool
☎ 01720 424511

Outlook South West
www.outlooksw.co.uk
☎ 01208 871905

Out of Hours GP services
☎ Dial 111 free

Patient and Family Experience team
Royal Cornwall Hospitals Trust
☎ 01872 252793
✉ rcht.patientexperience@nhs.net

Patient Transport Office
Royal Cornwall Hospitals Trust
☎ 01872 252211

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

Royal Cornwall Hospitals
NHS Trust
Includes West Cornwall Hospital and St. Michaels Hospital
www.royalcornwall.nhs.uk
☎ 01872 250000

Royal Voluntary Service
www.royalvoluntaryservice.org.uk
☎ 0330 555 0310 / 01209 218179

SADA
www.sad.org.uk

Samaritans
www.samaritans.org
☎ 116 123

Savvy Kernow
www.savvykernow.org.uk
✉ savvy.kernow@cornwall.gov.uk

Scilly Works
www.inclusioncornwall.co.uk
☎ 01872 326 440
✉ hello@inclusioncornwall.co.uk

Smart Islands
Unit 9-10 Porthmellon Enterprise Centre, St. Mary’s
Isles of Scilly TR21 0JY
www.smartenergyislands.net/
☎ 01720 620128
Solid Fuel Association
www.solidfuel.co.uk
📞 0845 601 4406

St Mary’s Health Centre
📞 01720 422628

St. Mary’s Community Hospital
www.cornwallft.nhs.uk
📞 01720 422392

St Mary’s Library
📞 01720 424499

TAP Transport services
📞 01872 223388

University of the Third Age
📞 01720 423141 - Dr Roy Barnes
📞 01720 422224 - Mike Gurr
📞 01720 422942 - Linda Wornes

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

Volunteer Cornwall
www.volunteercornwall.org.uk
📞 01872 265300

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

Western Power Distribution
General Enquiries
📞 0800 032 8301
Emergencies
📞 0800 032 0311

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

YZUP
📞 01872 300 816

Victim Support
www.victimsupport.org.uk
📞 0808 1689111- 24 hours,
7 days a week
📞 0300 3030554 - local support
12-6 Mon - Fri
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
Choose the right service this winter

Research shows that a significant number of people still go to a hospital accident and 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 is 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. For the Isles of Scilly, please contact St Mary’s Health Centre (page 40).
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.

Out of hours GP services
Call the surgery on 01720 422628, or 111 for advice.

Minor Injury Unit
For treatment of a wide range of minor ailments and minor injuries from cuts and grazes to sprains and strains and broken bones without an appointment. Please call 01720 422392 for St Mary’s Minor Injury Unit.

Emergency Department (A&E) or 999
For a critical or life-threatening situation only. Call 999 if you have chest pain or become unconscious.
For help this Winter call
0800 954 1956

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

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