Your guide to

WINTER WELLBEING

A Partnership between Cornwall Council, Council of the Isles of Scilly, Community Energy Plus, Inclusion Cornwall and NHS Kernow, supported by Addaction Cornwall, Age UK Cornwall & The Isles of Scilly, Coastline Housing, Citizens Advice Bureau, Cornwall Community Foundation, Cornwall Housing, Cornwall Rural Community Council, Cornwall Together, Cornwall Voluntary Sector Forum, Devon and Cornwall Housing, Glow Cornwall, National Energy Action, Ocean Housing, Penwith Community Development Trust, Royal British Legion, Royal Voluntary Services, St Petrocs and Volunteer Cornwall.
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.

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; people over 60, on a low income or with a long-term health condition. One of our top priorities is to prevent illness and unnecessary deaths from cold weather.”

Felicity Owen, Director of 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. Gentle walks can be organised through your local Health Promotion Service (page 38).

There are a variety of swim sessions for the over 60s at Normandy Pool (page 39) and lots of sports clubs available at the Queen Elizabeth Community Sports Hall. You can find the contact details for Active Scilly (page 36) at the end of this leaflet.

Children, young people and families are well catered for on Scilly (page 37). 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 support to offer support as well as advice guidance when required.

The Community Rehabilitation team from St Mary’s Hospital (page 40) have a range of exercise programmes to keep you well and fit if you have a long term condition. This includes work to prevent falls, stroke rehabilitation, cardio-pulmonary sessions and so on. Sessions take place at the gym where there is lots of specialist equipment to support you.

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 includes 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.

The Council of the Isles of Scilly Handyperson (page 38) will do 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, therefore helping to prevent falls.

AskSARA 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 (page 36).

LifeCheck
This NHS service 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 www.nhs.uk/tools/pages/lifecheck.aspx to take part.
Look after yourself

Our health is our most important asset and learning how to take care of ourselves can help us to prevent illness, take medicines properly, and seek the right advice and treatment to help us stay fit and healthy. **Ask Phil** (page 36).

If you have a long-term 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, [www.kernowccg.nhs.uk](http://www.kernowccg.nhs.uk) or talk to your GP.

**Getting a carer’s assessment**

As a carer you have a legal right to ask your local Health and Social Care team 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...
Medical Travel
If you need to go to a mainland health appointment there is help available to meet travel costs. The NHS subsidises flights for health appointments so that the patient pays £5 towards their travel from St Mary’s. For full details for how the scheme works, pick up the leaflet Travelling to the Mainland for NHS Treatment? from the Health Centre or One Stop Shop.

You may also be eligible to recover the costs of the mainland leg of your journey to hospital. The leaflet Help with travel costs will explain what you are entitled to and is available at the Health Centre.

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. To keep your diet healthy, always try to eat freshly prepared foods with as many fruit and vegetable portions as possible (aim for at least five portions of a variety of fruit and veg per day). Vitamin C and garlic can give your immune system a boost,
while winter vegetables can be made into soup for a comforting winter 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.

**Meals**

If you are having difficulty with making yourself a hot meal, you could be entitled to the meals on wheels service or to attend the Park House Luncheon Club. There is a charge for meals. Please contact the Health and Social Care Team (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.

Keep a well-stocked medicine cabinet

Keeping a good stock of prescription medicines and over the counter treatments or medicines for common winter ailments such as coughs, colds, diarrhoea and sickness is important. If you are ill with minor ailments, get plenty of rest, and drink plenty of water.

Contact the pharmacist at St Mary’s Health Centre (page 40) for expert advice and treatment of a wide range of minor illnesses and the best medicines to treat them.
Common winter illness

**Norovirus** is an unpleasant sickness and diarrhoea bug more common in the winter months. If you, or anyone else around you has the symptoms of norovirus, stay away from work or school and don’t visit hospitals or other healthcare places for a minimum of 48 hours after the symptoms have stopped. You should wash your hands frequently in warm water and liquid soap (antibacterial gel will not kill the virus) especially after using the toilet or before preparing food.

Anyone concerned about the health of someone they know should contact their GP.

Wash your hands frequently with warm water and liquid soap.
Winter flu
Seasonal flu occurs every year, usually in the winter. It’s a highly infectious disease caused by a virus. 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 if you have flu. 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 if you:

* are aged 65 years or over;
* live in a residential or nursing home;
* are the main carer of an older or disabled person;
* are pregnant;
* have a long term health condition.

The flu vaccine is usually available between October and February. Check with your GP for details.
If you’re housebound in winter:  
There may be healthcare services available to you at home such as dental checks and eye tests. Please contact NHS Direct 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 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.
Community Energy Plus is a local charity providing independent advice, practical solutions and support for communities for more than 15 years. Registered charity number 1068990.

Community Energy Plus can help you by:

› Providing independent energy advice tailored to your individual needs, including home visits and follow-up support.
› Making applications for heating and insulation grants on your behalf.
› Providing practical advice on understanding and reducing your energy bills and combating condensation and mould.
› Offering free membership to their community oil buying club.

Are you worried about your rising energy bills?
Help is available for you to save money and keep warm and well.

For advice call freephone **0800 954 1956** or email **advice@cep.org.uk**
Winter Wellness and a Winter Home Check Up. Help is available for you to 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.

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 Council of the Isles of Scilly (page 37), Age UK Cornwall and Isles of Scilly (page 36) or RVS (page 39).

**Help with heating costs**

One in five households in Cornwall are in fuel poverty. This is when a household spends more than a tenth of its income to keep warm.

**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. To find out more contact Jobcentre Plus Cornwall and Isles of Scilly (page 38) or visit www.direct.gov.uk/coldweatherpayment.

**Energy monitors** can save you money by helping you to keep an eye on where, when and how you use energy.

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 if you qualify call Community Energy Plus (page 37).

**Surviving Winter**

Cornwall Community Foundation (page 37) run this campaign, linked to the national appeal, encouraging individuals to make donations to help older and vulnerable people affected by the cold winter. All donations made to Surviving Winter Cornwall will be targeted directly to help local older, vulnerable people struggling.
Warm Home Discount Scheme can provide you with a discount of up to £135 on your electricity bill. If you’re on Pension Credit then you should automatically receive this discount, subject to your circumstances. If you’re not on Pension Credit then you may still be eligible for other elements of the scheme. To find out if you qualify, call Community Energy Plus (page 37).

Winter Fuel Payments (page 40) of up to £300 are available depending on the date you were born. For payments in the winter of 2013/2014 you must have been born on or before 5 July 1952.

Winter Wellness Emergency Fund - The purpose of the fund is to prevent winter deaths. If you are an older person, caring for young children, in poor health or at risk of ill health and worried about your home being cold, damp or having mould we may be able to offer emergency help with warmth. Contact Community Energy Plus or Cornwall Works Hub (page 37).
Insulating your home

You may be able to get loft, cavity wall and external wall insulation at a significantly discounted price, depending on your circumstances and available funding. You may even be able to apply for free insulation if your household includes one person over the age of 70 or is on certain benefits.

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.

Get F+IT

The new project is a joint venture from Cornwall Rural Community Council and CAB Cornwall to help reduce the financial hardship and fuel poverty older people are increasingly experiencing. If you are over 60 (or over 50 with a long-term health condition) this project combines the provision of a home-visiting welfare benefits and debt advice service, with a menu of small locally held advice sessions on improving financial security, increasing IT confidence and usage, and on reducing fuel costs and improving energy efficiency. If you are in a group or know of a group of older people contact the Get F+IT team (page 38).
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.
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 feel 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 424331, or call in at the One Stop Safety Shop opposite the Fire Station on St Marys, or telephone the Council help line on 424000.
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 and it can kill.

- 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.

**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).
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.

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.

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 37).
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 which will be in 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. 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 Agency (page 38). Latest severe weather warnings for Cornwall and the South West are available from the Met Office. 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**

Sometimes in ice and snow, you have to make a journey – such as to a hospital appointment. There are 4x4 drivers who may be able help. Contact Volunteer Cornwall Transport Line (page 40) for bookings. There will be a charge to cover the driver’s expenses.

If you need transport to get to your hospital appointment TAP (Transport Access Patients) (page 39) also 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 37) represents all public transport operators running services in Cornwall. **Volunteer Cornwall** 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 is also a volunteer service provided by the **Isles of Scilly League of Friends** (page 38) who provide a hospital car service which you can book through the **Health Centre** (page 40). There are concessionary boat tickets available to those aged over 60 which you can apply for through the Council of the Isles of Scilly as well as the **Medical Launch** to take you to medical appointments at subsidised rates which can also be booked through St Mary’s Health Centre.

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 252221**. 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 and they will provide information and advice on places to stay.

**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 that you may be threatened with homelessness that you contact The Council of the Isles of Scilly (page 37) as soon as possible, or Shelter Cornwall and Isles of Scilly (page 39) offer further advice on homelessness and housing issues.

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.
Cornwall Rural Community Council (CRCC) runs a wide variety of services, including the Cornwall Carers Service which provides help and advice for carers, the Health and Wellbeing team which promotes and protects the rights of people with emotional or mental health issues, and also supports the development of self-help mental health groups and memory cafes for people with memory loss. The CRCC also offers advice and support to communities and groups via its Capacity, and Community Planning and Development Teams. Contact CRCC for more information (page 37).

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 39) or the Isles of Scilly Domestic Abuse Forum (page 38) for more information about support available locally. 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.
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.

Cornwall Works Hub makes it easier for workless people to find the right help in the right place at the right time. The recently established Scilly Works (page 39) Partnership work 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.

Cornwall Citizens Advice Bureau (CAB) (page 36) can offer free / confidential and independent advice, for all debt, welfare benefit and housing issues by phone or face-to-face, including help to complete benefit claim forms. You can make an appointment to see someone and the service is free and confidential.

You can find out what benefits you might be entitled to by contacting Job Centre Plus Cornwall and Isles of Scilly (page 38).

Royal British Legion is there to provide help to the ex-services community in Cornwall around Immediate Needs grants to relieve distress and hardship, advice on resettlement and training, welfare breaks following ill health, advice on benefits, general welfare advice (page 39).
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.

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 telephone 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.
Mind Recovery Group meet every Monday at The Manse (7-9 pm). It offers peer support to individuals who are experiencing or recovering from depression, anxiety or mental ill health.

**Keep in touch**

Remember to keep in touch with those around you, whether family, friends, community or carers. In a rural county 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, especially those in isolated areas. If you are housebound, or if your circumstances have recently changed through bereavement, they can visit you in your home or 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 Community Wellbeing Centre (page 36). There is also a Wednesday Group that meets (2-5 pm) at Carn Thomas Hall for tea and cakes. Island Response (page 38) can also offer support to befriend and take people out for activities.

The Carers Support Group (page 36) meet every 6 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 **Lifelong Learning** programme 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 37) offer a wide range of services and sessions designed to support health and well being. They work in partnership with a range of organisation that can offer support where it is most needed.

**The Patient Advice and Liaison Service (PALS)** (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.

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 Island Response (page 38) or University of the Third Age (page 40).
An alphabetical list of contacts to help you stay safe and well this winter.

**Active Scilly**  
www.activescilly.co.uk  
01720 424373

**Adult Social Care**  
www.scilly.gov.uk/health  
01720 424000

**Age UK Cornwall and the Isles of Scilly**  
www.ageukcornwall.org.uk  
01872 266388

**Ask Phil**  
www.healthpromcornwall.org  
01209 215666

**AskSARA**  
http://asksara.dlf.org.uk  
0300 9990004

**BBC Cornwall**  
www.bbc.co.uk/news/england/

**Befriending (Age UK Cornwall and the Isles of Scilly)**  
www.ageuk.org.uk/cornwall/making-friends-and-socialising/befriending/  
01872 266307

**British Red Cross Care**  
www.redcross.org.uk  
01872 272878

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

**Careers support group**  
01720 422392

**Carn Gwaval Community Wellbeing Centre**  
www.active scilly.co.uk  
01720 424373

**Changing Lives Project**  
www.volunteercornwall.org.uk/changing-lives  
01872 266388
Childrens Services (Isles of Scilly)
childrensservices@scilly.gov.uk
☎ 01720 424302

Citizens’ Advice Bureau (CAB)
www.cabcornwall.org.uk
☎ 08444 994188

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

Concessionary travel
www.scilly.gov.uk
☎ 01720 424000

Cornwall Community Foundation
www.cornwallfoundation.com
☎ 01566 779333

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

Cornwall Partnership NHS Foundation Trust
www.cornwallfoundationtrust.nhs.uk
☎ 01208 251 300

Cornwall Rural Community Council (CRCC)
www.cornwallrcc.org.uk

Cornwall Together
www.cornwalltogether.com
☎ 0800 772 0925

Cornwall Women’s Refuge Trust
www.CWRT.org.uk
☎ 01872 355015

Cornwall Works Hub
www.inspiringwork.org
☎ 01872 355015

Council of the Isles of Scilly
www.scilly.gov.uk
☎ 01720 424000

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

Disability Cornwall
www.disabilitycornwall.org.uk
☎ 01736 756655

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

Eatsome
www.cornwallhealthyweight.org.uk
☎ 01209 310062
Get F+IT
www.cornwallrcc.org.uk
☎ 01872 243532

Handyperson Scheme
www.scilly.gov.uk/health/handyperson.html
☎ 01720 424000

Health and Social Care Team
www.scilly.gov.uk
☎ 01720 422392

Health Promotion service
www.healthpromcornwall.org
☎ 01209 310066

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

Island Response
☎ 01720 422977

Isles of Scilly Domestic Abuse Forum
☎ 01720 423680
999 in an emergency

Isles of Scilly Fire and Rescue Service
☎ 01720 424330

Isles of Scilly League of Friends
☎ 01720 422663

Job Centre Plus
☎ 0800 055 6688

Life Check
www.nhs.uk/Tools/Pages/Lifeccheck.aspx

Lifelong Learning
www.learnscilly.co.uk
☎ 01720 423561

Medical Launch
☎ 07775 612608

Memory Cafe and Wednesday Afternoon Group
☎ 01720 422002

Mental Health Support Group
☎ 01720 424324

Met Office
www.metoffice.gov.uk
☎ 01392 885680
NHS Direct
www.nhsdirect.nhs.uk
0845 46 47

National Domestic Violence Helpline
www.nationaldomesticviolencehelpline.org.uk
0808 2000 247

NHS Kernow
www.kernowccg.nhs.uk
01726 627800

Normandy Swimming Pool
01720 423645

Out of Hours GP services (Serco)
0845 2000 227

One Stop Shop
01720 424000

Patient Liaison Services (PALS)
Cornwall Partnership Foundation Trust PALS
01726 291109
Royal Cornwall Hospitals Trust PALS 01872 252793
Peninsula Community Health PALS 0300 330 1444

Peninsula Community Health
www.peninsulacommunityhealth.co.uk
01726 627800

Royal British Legion
www.rblcornwall.co.uk
01872 260577

Royal Cornwall Hospitals NHS Trust
www.rcht.nhs.uk
01872 250000

Royal Voluntary Service (RVS)
www.royalvoluntaryservice.org.uk/
0845 600 5885

SADA
www.sada.org.uk

Samaritans
www.samaritans.org
08457 90 90 90
08457 90 91 92

Scilly Works
www.inspiringwork.org
01720 424302

Shelter Cornwall and Isles of Scilly
0344 515 2300
Solid Fuel Association
www.solidfuel.co.uk
☎ 0845 601 4406

St Mary’s Health Centre
☎ 01720 423757

St Mary’s Hospital
☎ 01720 422392

TAP Transport services
☎ 01872 223388

University of the Third Age
☎ 01720 423141
☎ 01720 422688

Victim Support
www.victimsupport.org.uk
☎ 0845 3030 900
☎ 0845 0567 999

Volunteer Cornwall
www.volunteercornwall.org.uk
☎ 01872 265307

Winter Fuel and Cold Weather Payments
www.gov.uk/browse/benefits/heating
☎ 08459 1851515
Ten top tips
for staying warm and well this Winter

1. Keep warm and set your heating correctly
2. Have regular hot meals and hot drinks
3. Get financial help and advice
4. Insulate and draught proof your home
5. You could save money by switching tariffs
6. Check and service your heating systems and cooking appliances
7. Stay active and keep moving
8. Get your flu jab
9. Move towards work, volunteering and training
10. Look after yourself, check on friends, neighbours and wrap up warm

For help this Winter call 0800 954 1956

Winter Wellbeing is a partnership of over 30 public, charitable and business organisations.
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 for treatment of minor illnesses or ailments and get plenty of rest.

**NHS Direct helpline**
For absolutely any health questions, around the clock and to find local NHS services phone 0845 46 47 or visit www.nhsdirect.nhs.uk.

**Pharmacist**
For expert advice and treatment for a wide range of minor illnesses and ailments and the best medicines to treat them, contact St Mary’s Health Centre (page 40).
GPs
For expert medical advice, medical examinations and prescriptions for illnesses. Your GP can also refer you to a specialist for further treatment if necessary.

Out of hours GP services
Access via your usual GP surgery number for urgent medical care.

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.

Accident and Emergency (A&E) or 999
For a critical or life-threatening situation only.

For more information visit
www.kernowccg.nhs.uk/choosebetter
For help this Winter call
0800 954 1956

For more information call
01726 627802

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