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.

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 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).

In Cornwall, a project called 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 and Isles of Scilly (page 36).

Cornwall Council’s Adult Care, Health and Wellbeing 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 Adult Care, Health and Wellbeing (page 36) or through the Handyperson Scheme (page 38).

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 or talk to your GP.
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’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
Eat well continued

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. 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 38).

Food banks
There are a number of food banks across Cornwall which can supply food to individuals and families in financial crisis. Contact Cornwall Works Hub (page 37).

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.

www.healthystart.nhs.uk
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 your local pharmacist 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.
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 or have a young child (2-3);
* 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.

Home from Hospital Service
This service is free of charge and offers short-term (up to 6 weeks) practical support to help you settle back in at home. It caters for anything from collecting you from hospital to taking you home, collecting basic shopping en route to providing pop in visits at home. How to get this help – if you are in hospital ask the person arranging your discharge to contact the British Red Cross Care (page 36).
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 18-21C (65-70F) and the rest of the house at a minimum of 16C (61F). 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 Cornwall Council (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](http://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.

**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, by 31 January (page 40).

**Glow Cornwall** is a scheme targeted at helping households throughout Cornwall save energy and save money over a five year period (2013 – 2018). It will help thousands of people to improve the quality of their homes, making them more affordable and warmer. To find out more contact Glow Cornwall (page 38).

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).
Join Cornwall’s community energy buying club

Just under half the homes in Cornwall are not served by the mains gas network and rely on more expensive forms of heating for their homes and hot water. To access the most competitive prices for heating oil to reduce your heating bills contact Community Energy Club (page 36). For advice on switching your energy supplier or tariffs please contact 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 39) 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.
Making homes in Cornwall more comfortable
Save Energy, Save Money

Glow Cornwall is a brand new scheme that adds to the existing “Winter Wellness” programme, where 30 organisations including NHS work together to tackle winter pressures caused by cold homes and lack of affordable warmth.

Glow Cornwall has been set up to help Cornish households save energy and save money. Working in partnership with Cornwall Council the scheme will help thousands of people improve the quality and comfort of their homes, making them more affordable.

The government’s new Energy Company Obligation (ECO) means that British Gas is required to install funded* energy efficient measures in the homes of eligible people. Measures that can be installed include gas boiler replacements, cavity wall insulation and loft insulation.

Over the next five years, tens of thousands of homes in Cornwall could benefit.

ECO

If individuals are on benefits including State Pension Credit, they could be eligible for free loft insulation, cavity wall insulation, boiler repairs or even a new gas boiler through Glow Cornwall. There are also opportunities if they have a solid wall property to receive some grant support from ECO towards the costs of the required works.

All you have to do is give us a call and in a few simple steps, the Glow Cornwall team can advise if they are eligible.

If you would like more information or to book an assessment please call 0800 316 4425 or visit www.glowcornwall.co.uk

*Funding is subject to qualifying criteria

Mr Laurence Jago, 66 years old lives in Bodmin with his wife. They couldn’t afford a new boiler for the winter, and his previous boiler had been threatening to break down completely leaving them without any heating or hot water.

When he heard about the Glow Cornwall scheme, which was launched two weeks ago, he applied via the phone line. Because Laurence receives income support, he was eligible for a brand new boiler and heating system through Glow Cornwall.

He said that “my wife and I applied for a new boiler as soon as we heard about the scheme. The old one was really rattling and banging and we just wouldn’t have been able to afford a new one for winter if it broke completely. I would also like to say that the engineer who came to fit the boiler was very polite, quick, and clean. They got the job done with no problems”.

Energy Efficiency Measures and Funding now available through Glow Cornwall.
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).
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

please get me serviced every year!
There is also a comprehensive Snow Advice Pack you can download from the Cornwall Council website (page 37) and Get Ready for Winter from the Met Office, which 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 38) for up-to-date local weather forecasts.

Cornwall Fire and Rescue Service (page 37) Over 80% of all casualties occur as a result of fires in the home. The majority of these fires are accidental and could have been prevented by following a few simple measures which help to reduce the risks. Take a look at our information to prevent a fire in your home. Vulnerable groups can receive a free home safety check including older people, people who live alone, people with a disability or limiting condition; families on low incomes or lone parents.

Flashpoint Lifeskills Centre (page 37) provides training on identifying hazards in people’s homes. They also offer sessions for older people on home safety, fire safety and crime prevention.

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 39).

**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. Contact Community Energy Plus (page 37) for discounted boiler servicing.
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

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.
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,
* Warm clothes and blankets - for you and all passengers,
* Boots,
* First aid kit,
* Jump leads,
* A 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 36) or contact the Highways Agency (page 38). Latest severe weather warnings for Cornwall and the South West are available from the Met Office.
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 39) 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 (page 37) 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 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 that you may be threatened with homelessness that you contact Cornwall Housing as soon as possible, or Shelter Cornwall and Isles of Scilly (page 40) offer further advice on homelessness and housing issues.

If you find or know of someone sleeping rough, please contact Rough Sleepers Scheme (page 39). St Petroc’s Street Outreach service will provide advice and guidance to help them find accommodation. During very cold weather, Cornwall Housing (page 37), St Petrocs 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 36).

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 38).

**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 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.

Cornwall Works Hub makes it easier for workless people to find the right help in the right place at the right time. Cornwall Works (page 37) makes a difference by helping more people to start work, stay in work and progress in work. Contact Cornwall Works (page 37) or search for support using their website.

Cornwall Council have a fund if you are worried about paying your Council Tax. It is called the Exceptional Relief and Transitional Support Fund. If you are of working age and receive Council Tax Support call the Benefit Contact Centre (page 36) or call in at any of the One Stop Shops.

Cornwall Council Crisis and Care 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 36).
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. **Nightlink** is Cornwall’s free-phone (page 39) listening service for anyone who is experiencing or has experienced emotional distress, and is also available for people supporting those in emotional distress.

There are over 60 self-help mental health groups in Cornwall, including Pentreath which can be found on Cornwall Rural Community Council’s website or by phone (page 37). Although GP surgeries close over public holidays in winter, the out-of-hours GP service (page 39) will be available and can be contacted by ringing your local surgery number.

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.
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. Age UK Cornwall and Isles of Scilly (page 36) offer Care 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 Care Clubs are ideal 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.
Combating loneliness and improving wellbeing

RVS (page 39) 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; luncheon and social clubs for people to get together and socialise and community meals on wheels service around the Falmouth and Redruth areas; and community transport for social and medical appointments.
It’s good to talk

Penwith PALS is there for people aged 65 and over who would like some company or help to go to the shops, attend a medical appointment, or who maybe need a little help with DIY. Contact Penwith Volunteer Bureau (page 39) for more information.

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 Volunteer Cornwall (page 40) or Penwith Volunteer Bureau (page 39) for more information.
An alphabetical list of contacts to help you stay safe and well this winter.

**A**
- Adult Care, Health and Wellbeing
  - 0300 1234 131
- Age UK Cornwall and the Isles of Scilly
  - [www.ageukcornwall.org.uk](http://www.ageukcornwall.org.uk)
  - 01872 266388
- Ask Phil
  - [www.healthpromcornwall.org](http://www.healthpromcornwall.org)
  - 01209 215666
- AskSARA
  - [http://asksara.dlf.org.uk](http://asksara.dlf.org.uk)
  - 0300 1234 131
- BBC Cornwall
  - Befriending (Age UK Cornwall and the Isles of Scilly)
    - 01872 266307

**B**
- Benefit Contact Centre (Cornwall Council)
  - [www.cornwall.gov.uk](http://www.cornwall.gov.uk)
  - 0300 1234 121
- British Red Cross Care
  - [www.redcross.org.uk](http://www.redcross.org.uk)
  - 01872 272878
- Changing Lives Project
  - [www.volunteerccornwall.org.uk/changing-lives](http://www.volunteerccornwall.org.uk/changing-lives)
  - 01872 266388
- Citizens’ Advice Bureau (CAB)
  - [www.cabcornwall.org.uk](http://www.cabcornwall.org.uk)
  - 08444 994188
- Community Energy Club
  - [www.communityenergyclub.org.uk](http://www.communityenergyclub.org.uk)
  - 0800 954 1956
- Community Energy Plus
  - [www.cep.org.uk](http://www.cep.org.uk)
  - 0800 954 1956
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<th>Service</th>
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<tr>
<td>Cornwall Carers Service</td>
<td><a href="http://www.cornwallcarers.org.uk">www.cornwallcarers.org.uk</a></td>
<td>01872 266383</td>
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<tr>
<td>Cornwall Community Directory</td>
<td><a href="http://www.cornwall.gov.uk/caredirectory">www.cornwall.gov.uk/caredirectory</a></td>
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<td>Cornwall Community Foundation</td>
<td><a href="http://www.cornwallfoundation.com">www.cornwallfoundation.com</a></td>
<td>01566 779333</td>
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<td>Cornwall Council</td>
<td><a href="http://www.cornwall.gov.uk">www.cornwall.gov.uk</a></td>
<td>0300 1234 100</td>
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<tr>
<td>Cornwall Family Information Service</td>
<td><a href="http://www.cornwallfisdirectory.org.uk">www.cornwallfisdirectory.org.uk</a></td>
<td>0800 587 8191</td>
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<tr>
<td>Cornwall Fire and Rescue Service</td>
<td><a href="http://www.cornwall.gov.uk/fire">www.cornwall.gov.uk/fire</a></td>
<td>0800 3581 999</td>
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<tr>
<td>Cornwall Housing</td>
<td><a href="http://www.cornwallhousing.org.uk">www.cornwallhousing.org.uk</a></td>
<td>0300 1234 161</td>
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<tr>
<td>Cornwall Partnership NHS Foundation Trust</td>
<td><a href="http://www.cornwallfoundationtrust.nhs.uk">www.cornwallfoundationtrust.nhs.uk</a></td>
<td>01208 251 300</td>
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<td>Cornwall Public Transport</td>
<td><a href="http://www.cornwall.gov.uk">www.cornwall.gov.uk</a></td>
<td>0300 1234 222</td>
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<tr>
<td>Cornwall Rural Community Council (CRCC)</td>
<td><a href="http://www.cornwallrcc.org.uk">www.cornwallrcc.org.uk</a></td>
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<tr>
<td>Cornwall Together</td>
<td><a href="http://www.cornwalltogether.com">www.cornwalltogether.com</a></td>
<td>0800 772 0925</td>
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<td>Cornwall Works Hub</td>
<td><a href="http://www.inspiringwork.org">www.inspiringwork.org</a></td>
<td>01872 355015</td>
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<tr>
<td>Council of the Isles of Scilly</td>
<td><a href="http://www.scilly.gov.uk">www.scilly.gov.uk</a></td>
<td>01720 424000</td>
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<tr>
<td>Devon and Cornwall Police</td>
<td><a href="http://www.devon-cornwall.police.uk">www.devon-cornwall.police.uk</a></td>
<td>101</td>
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<tr>
<td>Disability Cornwall</td>
<td><a href="http://www.disabilitycornwall.org.uk">www.disabilitycornwall.org.uk</a></td>
<td>01736 756655</td>
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<tr>
<td>Disabled Living Foundation</td>
<td><a href="http://www.dlf.org.uk">www.dlf.org.uk</a></td>
<td>0300 999 0004</td>
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<td>Eatsome</td>
<td><a href="http://www.cornwallhealthyweight.org.uk">www.cornwallhealthyweight.org.uk</a></td>
<td>01209 310062</td>
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</tbody>
</table>
Your guide to

Flashpoint Life Skills Centre
www.flashpointcentre.co.uk
☎ 01208 72087

Get Active Cornwall
www.getactivecornwall.co.uk

Get F+IT
www.cornwallrcc.org.uk
☎ 01872 243532

Glow Cornwall
www.glowcornwall.co.uk
☎ 0800 316 4425

Handyperson Scheme
www.cornwall.gov.uk
Penwith / Kerrier / Carrick / Restormel
☎ 01736 336663
North Cornwall
☎ 01872 327296
Caraden
☎ 01872 224387

Health Promotion service
www.healthpromcornwall.org
☎ 01209 310066

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

Job Centre Plus
☎ 0800 055 6688

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

Meal Providers
Oakhouse Foods
www.oakhousefoods.co.uk
☎ 0845 643 2009

Supreme Cuisine
☎ 01579 347346

Wiltshire Farm Foods
www.wiltshirefarmfoods.com
☎ 0800 773773

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

Nightlink
0808 8000306

Out of Hours GP services (Serco)
0845 2000 227

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

Pentreath
www.pentreath.co.uk 01726 862727

Penwith Community Development Trust
www.pcdt.org 01736 334686

Penwith PALS
www.pvb.org.uk

Penwith Volunteer Bureau
www.pvb.org.uk 01736 330988

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

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

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

St Petrocs
www.stpetrocs.org.uk
01872 263153

TAP Transport services
01872 223388

Truro City Council
www.truro.gov.uk
01872 274766

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
Join the Club!

Spending too much on your heating oil?

Community Energy Club is an oil buying club bringing together the collective buying power of heating oil users across Cornwall and West Devon.

Membership is completely free and the average household could save up to £65* a year by ordering through the club.

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

www.communityenergyclub.org.uk
0800 954 1956

*savings of up to £65 based on consumption data of an average 3-bed house in SW England with a standard oil fired boiler using 2,445 litres per year.
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. To find your nearest pharmacy text the word pharmacy to 64746 to receive free texts with the name, address and telephone number of your three nearest chemists.

**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.
Walk-in centre
For treatment of cuts, bruises, minor infections, stomach upsets, strains and skin complaints and more without an appointment – Cardrew Industrial Estate, Redruth, TR15 1SS. Open 8am to 8pm, 365 days a year. Phone 01209 340997.

Out of hours GP services
Access via your usual GP surgery number or call Serco on 0845 2000 227 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. For contact details and opening times of MIUs visit www.nhs.uk or call 0845 4647.

West Cornwall Hospital Urgent Care Centre
West Cornwall Hospital Urgent Care Centre - West Cornwall Hospital Urgent Care Centre can treat minor and moderate injuries such as burns and scalds, fractures to legs, arms, ankles and wrists and lacerations that require stitching. It can carry out X-rays, CT scans and initiate treatment for more serious injuries. The Urgent Care Centre can also treat minor to moderate falls, allergic reactions and stable medical patients. Phone 01736 874113.

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

Supported by Cornwall Council, Council of the Isles of Scilly, Cornwall Community Foundation, Cornwall Together, Community Energy Plus and Inclusion Cornwall

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