



# Winter Wellbeing 2018

Everything you need to know on how to keep warm and well this winter



## Staying well and warm this winter



### Top tips for staying warm this winter:

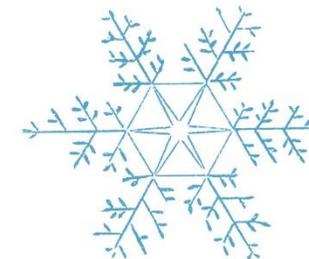
1. **Get your electric blanket tested and serviced at least every 3 years.** Check your electric blanket can be kept on all night, or whether it's designed to warm the bed before you get in. If you have continence difficulties, talk to your doctor before using one. Use a hot water bottle, wheat bag to also heat the bed, but never use a hot water bottle and electric blanket together.
2. **Keep moving and stay active** – Staying active is not only essential for your general wellbeing and fitness – it also generates heat and helps you keep warm. Try to move around at least once an hour, if your mobility is limited, try moving your arms and legs while sitting or just wiggling your fingers and toes, to improve circulation and stay warmer.
3. **Dress appropriately and in plenty of layers** - wear shoes with a good grip if you need to go outside on cold days and wrap up well in bed. Several thin layers of clothing will keep you warmer than one thick layer, as the layers trap warm air. If sitting down a shawl or blanket will provide a lot of warmth, try to keep your feet propped up, as air is cooler at ground level.
4. **Keep the heat in** – Draught-proof doors and windows; insulate hot water cylinders and pipes; close doors and curtains to keep heat in and make sure radiators are not obstructed.
5. **Keep your living room to 21° and all other rooms at 18°** - You may want your main living room to be warmer than this, and if you feel cold, turn the heat up regardless of what the thermometer reads. The colder your home, the higher the risk to your health.
6. **Make sure you have a seasonal flu jab** - Flu viruses are always changing, so you need a jab every year, using the latest vaccine. Flu isn't only unpleasant, it can also develop into pneumonia. Check you've had the pneumo' (or pneumococcal) jab is a one-off vaccination which helps protect against pneumonia.
7. **Have hot meals and drinks to help keep you warm** – Hot meals and drinks help to keep you warm, so eat at least one hot meal a day and have hot drinks during the day. Having a hot drink before going to bed and keeping one in a flask by your bedside are good ideas too.
8. **Have your heating system checked and/or your chimney swept before the cold arrives** – Use a Gas Safe registered engineer.
9. **Claim all the financial support you can to help with heating bills.**

10. **Keep your bedroom window closed at night when the weather is cold** - If you leave your bedroom window open you're likely to breathe in cold air which lowers body temperature and raises the risk of chest infections, heart attacks and strokes. The coldest time of day is just before dawn.

### Help with heating needs – Norwich City Council

Norwich City Council may be able to provide temporary alternative methods of heating if you are faced with an urgent need.

They can lend households up to three new oil-filled radiators for several months if you are without heating, as well as grant of up to £10 per week to help with their running costs. This would usually be paid at the end of the loan period but if you are on a prepayment meter for your electricity we may be able to make these payments monthly.



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#### The following people are eligible for help:

- Homeowners who currently have no heating or a broken heating system.
- Private tenants living in a property where the heating is not working and who have made a complaint about their landlord to the council which is being pursued.
- In each case there must be someone living at the property who is a child under 16, an adult over 60, or is in receipt of an income or disability-related benefit. If you are in this situation, call **0344 980 3333**. 9am – 4pm Monday to Friday. Out of hours emergencies: **01603 412180**, 24 hours.



1.7 million Older people can't afford to heat their homes.

3,000 people die each year, it cost 2.5b a year for NHS, highest compared to Europe, 10 times higher to die of the cold than a car accident.



## Surviving Winter Appeal – Age UK

Age UK Norfolk has enjoyed working in partnership with the Norfolk Community Foundation to administer the Surviving Winter Appeal.

The idea is that those who receive, but do not depend upon, the Government Winter Fuel Payment might prefer to give some or all of it to someone who needs it more than they do. Even if you don't receive a Winter Fuel Payment you can still make a donation of any size.

Since the appeal began, **1190 grants, totalling £194,377.25** have been given to support older people who need help with their energy bills or to keep warm during the colder months.

### Helping older people living in fuel poverty

Heat or eat is a reality for many older people. Simply keeping warm in the colder weather can be a challenge for many vulnerable older people due to poverty and inadequate housing, leading to preventable health issues. Many older people dread the cold weather and will have to choose between heating their home and eating a meal.

To apply for a Surviving Winter grant, contact Age UK Norfolk **0300 500 1217** or visit [www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

### Winter Fuel Payment – Age UK

- You could get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 May 1953. This is known as a '**Winter Fuel Payment**'.
- Most payments are made automatically between November and December. You should get your money by Christmas.
- You usually get a Winter Fuel Payment automatically if you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).
- To ask about your payment or to make a claim, call the Winter Fuel Payment Helpline on **0345 915 1515** or email [info@ageuknorfolk.org.uk](mailto:info@ageuknorfolk.org.uk)

**Check on older or vulnerable relatives and/or neighbors to make sure  
They're not suffering in silence and have everything they need during  
Severe weather conditions.**

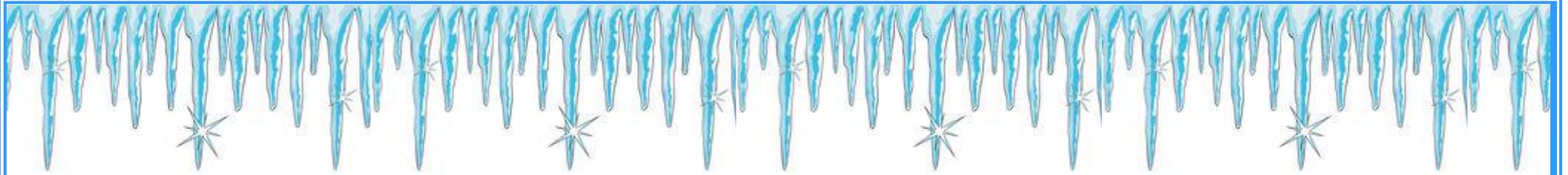
**Look for signs that something may be wrong:** Whether it be milk bottles left outside, newspapers stuck in the letterbox or curtains drawn all day, any sort of unusual activity could be a sign that something is wrong and that someone needs help.

**How to spot if their health could be at risk**

- Do you want to keep your coat on when you visit?
- Discolored or black patches on walls, or a musty smell.
- Condensation on windows and window sills.
- Draughts from cracked or broken windows, gaps under doors, or under the floor.
- No central heating or heating not being used.
- Is the person able to move around?
- Have they developed a cough or does their breathing seem more difficult?
- Does their ability to use their hands seem to be getting worse? If they have arthritis in their hands is that worse?
- Are there signs of poor eating habits, such as wrappers and empty cans, but no evidence of proper hot meals?
- Do they wear a lot of clothes, or have a lot of blankets, hot water bottles – as if they are struggling to keep warm



Be a winter friend. Check on neighbours in the winter months so you know they are safe, warm and well and have food, water, blankets and medicines.



## Helpful contact details

**Norfolk Big Switch and Save:** saves fuel bill costs collectively switching energy providers. Not sure which Council area you live-in? Check recent council tax bill or visit [www.whereilive.norfolk.gov.uk](http://www.whereilive.norfolk.gov.uk) and enter your postcode. Register at [www.bigswitchandsave.co.uk](http://www.bigswitchandsave.co.uk)

**Norwich City Council** provides financial and energy saving advice; insulation/heating grants, urgent heating need. Visit [www.norwich.gov.uk](http://www.norwich.gov.uk) or call **0344 980 3333**

**Broadland District Council** provides energy saving advice; heating/insulation grants. Visit - [www.broadland.gov.uk](http://www.broadland.gov.uk) email [energy@broadland.gov.uk](mailto:energy@broadland.gov.uk) or call **01603 430 627**

**Age UK Norwich** provides advice on energy saving, benefits and pensions; befriending and social activities. Call 01603 496 333, visit [www.ageuk.org.uk/norwich](http://www.ageuk.org.uk/norwich)

**Norfolk County Council** provides support on adult care. Call 0344 800 8020 or visit [www.norfolk.gov.uk/adultcare](http://www.norfolk.gov.uk/adultcare)

**The Home Heat Helpline** is a service for vulnerable customers struggling to pay their bills. Call 0800 336699 (Freephone) or visit [www.homeheathelpline.org.uk](http://www.homeheathelpline.org.uk)

**Food Banks** - If you need an emergency food box please contact one of our Voucher Distributors - these include: Age UK (for people aged 50 and over) - **01603 496333**, Citizens Advice Bureau - **03444 111 444**, Social Services - **0344 800 8020** or visit [www.networknorwich.co.uk](http://www.networknorwich.co.uk) for more information.

**Gas Safe Register** – You can check if an engineer is on the register. [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) – 0800 408 5500

**Cinnamon Trust** – Charity for older people and their pets. They have volunteers who may be able to walk your dog in icy conditions. [www.cinnamon.org.uk](http://www.cinnamon.org.uk) – 01736 757900