

STAY SAFE, Warm and Well 2023/24

A HELPFUL GUIDE TO SUPPORT YOU IN THE COLDER MONTHS



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As we head into the colder months, we want to help make sure you're staying safe, warm and well. We've put together a helpful guide filled with useful up-todate advice and practical information.





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Tips and advice on how to stay safe – such as preparing for bad weather and ensuring your home is gas safe.



As temperatures drop, staying warm is key to health and happiness. Discover what you can do to help keep your home warm, and energy bills as low as possible.



It's important to stay healthy all year round, both physically and mentally – but extra vigilance during the winter is recommended. From eating well and staying active, to keeping in touch with loved ones to boost your mood and support your mental health.

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PREPARING FOR BAD WEATHER

When the weather turns colder, it's important to plan ahead to keep you and your home safe.



• **Stock up on the essentials:** to avoid unnecessary trips outside. This includes making sure you have filled all your prescriptions.



- Ask a friend, volunteer or neighbour: someone you trust, who can help with shopping, medication or anything else you might need.
- It's useful to know your neighbours in case of an emergency: so make sure to reach out to someone friendly and note down their contact details at the end of this guide.
- Keep a list of useful contacts: we have prepared a list for you at the end of this guide. Keep this handy, so that it's easily accessible.
- Emergency supplies: keep torches, a battery powered radio and spare batteries where they're easy to find in case of a power cut.
- Getting to know your home: before the cold weather arrives, remind yourself where your water stopcock is as well as where your electricity and gas meters are.

- **Support:** if eligible, join the Priority Services Register for support during power outages, visit **thepsr.co.uk**
- **Don't risk trips and falls:** be sure to wear shoes with good grip, both in and outdoors.

SCAMS: Be aware of scams such as communications that appear to be from official sources, unknown charities asking for donations, or any suspicious email asking you to share a password, personal information or any bank details.

SPOT: If it sounds too good to be true – it probably is.

STOP: Take some time to stop and think before parting with your details or money – it could keep you safe.

PREVENT: If you spot a scam or think you've fallen for a scam, report it to Action Fraud on 0300 123 2040 and get help.

You can get advice from the Citizens Advice Consumer helpline by calling **0808 223 1133**. The service is open from Monday – Friday, 8am to 6pm and calls are free of charge from landlines and mobiles.





Staying warm is important to help keep your body strong and able to fight off viruses and infections:

- Have plenty of hot drinks and keep a flask handy if your mobility is limited.
- Set the heating to regular times, and keep your home to at least 18°C, especially in the rooms you spend more time in.
- Keep windows closed at night to reduce the risk of chest infections.
- Wear layers of cosy clothes to trap warmth.
- Check your pipes are adequately lagged and your roof is properly insulated.
- Use a heated blanket, as it is cheaper than heating a room, and won't leave you cold in the home.
- Use a hot water bottle.



You can also stay warm and enjoy a hot meal at one of our lunch clubs or social groups. We provide community transport if needed. These sessions are a great way to meet others and boost wellbeing. We offer a range of services, so there's something for everyone. Visit our website, **royalvoluntaryservice.org.uk** for more info on what is available in your area.

There are benefits, grants and discounts you might be entitled to, such as pension credits, winter fuel payments and insulation.

For further information visit **ofgem.gov.uk** and click on 'Information for consumers' and 'Energy advice for households'.

If you have any concerns about your energy bills, Citizens Advice (in England and Wales) can offer further advice. Call **0808 223 1133** or visit *citizensadvice.org.uk/about-us/ contact-us*

In Scotland, Energy Advice Scotland can help. Call **0808 196 8660** or visit *energyadvice.scot*

If you have any concerns about paying your energy bill, contact your provider or visit, **citizensadvice.org. uk/consumer/energy/energy-supply**

SAFE AND WARM

SAFETY TIPS -PREPARE YOUR HOME

- Having your boiler and gas appliances serviced annually is the best way to help spot any small issues before they become bigger problems. Please do not attempt to service appliances yourself as this puts yourself, your family and neighbours at risk.
- Get your gas boiler and appliances serviced by a Gas Safe Registered Engineer. You can find one at *GasSafeRegister.co.uk* or call 0800 408 5500 (always check the engineer's Gas Safe Register ID card).
- Make sure your external pipework is in good condition to protect the pipes from freezing. A frozen boiler condensate pipe can stop your boiler working.

BE CARBON

MONOXIDE AWARE



Carbon monoxide (CO) is a poisonous gas that can pose a serious threat to health. It is known as the 'silent killer' because you can't see, hear, smell, taste or touch it, making it difficult to detect.

Supported by:





Reduce the risks by:

- Knowing the symptoms of CO poisoning - headaches, nausea, dizziness, breathlessness, and/or loss of consciousness.
- If you have any of these symptoms, turn off your gas appliances and get fresh air immediately. Contact NHS 111, or ask your neighbours for help and contact the gas emergency line.
- Having audible CO alarms within your home and testing them regularly.
- Ensuring all gas appliances are properly installed and serviced annually by a Gas Safe Registered engineer.
- Ensuring all chimneys and flues are cleaned and swept annually to prevent blockages.

Get extra support if you need it

The Priority Services Register (PSR) is a free service for people who might need extra support because of their communication, access or safety needs. It allows energy companies to provide you with additional help if you're without your power, gas or water supply either in an emergency or because of planned works.

Register today at **thepsr.co.uk**

Smell gas or suspect carbon monoxide? Ring the National Gas Emergency Service immediately on 0800 111 999* at any time of the day or night.

*All calls are recorded and may be monitored.

Reach the right service faster and get your energy issue solved

- For meter problems call your energy supplier.
- For gas appliance and boiler problems call a Gas Safe Registered engineer.
- Smell gas? Call the gas emergency number on **0800 111 999***. If you smell gas, open doors and windows, turn off gas at the meter (unless the meter is in a cellar). Don't use electric switches. Extinguish naked flames. Call the gas emergency number immediately.
- Power cut? Call **105**.

Know your free emergency numbers and have them handy.

TIPS TO SAVE ENERGY

We all want to save money on energy bills and one of the easiest ways to reduce costs is by making small, simple changes which can add up to real annual savings including:

- Putting a lid on your pan while cooking.
- Turning off lights and switching. appliances off from standby when not in use.
- Turning the thermostat down by one degree to help to keep you safe and well, your thermostat should be set between 18-21°C.

For more energy saving tips go to: **saving-energy.co.uk**



TIPS TO EAT WELL



Staying well can be challenging during the winter months but we've got some great tips to give you a helping hand:

- Cook in batches and keep extra portions in the freezer.
- Eat a balanced diet in small portions at regular intervals throughout the day.
- Reduce your salt intake by using flavourful herbs and spices.
- Buy frozen or canned fruit and veg which is often equally high in nutrients, but can be cheaper.
- Take a vitamin D supplement or consume vitamin D-rich food such as oily fish (salmon, herring, sardines), eggs and some mushrooms.
- Include a wide variety of nutrient-rich foods, such as: fruits, vegetables, nuts, seeds, wholegrains, legumes, dairy products, lean protein sources like poultry, and oily fish which is rich in Omega 3.



MOOD-BOOSTING FOODS

When the cold weather arrives, many of us can feel a little low. But did you know that what you eat can affect how you feel? Not only that, but there are certain foods that are proven to actually boost mood.

A balanced diet packed with fibre, vitamins and antioxidants can help beneficial gut bacteria thrive and boost production of feel-good hormones. And the best part is, it's easy to incorporate mood-boosting foods into your diet.

YAKULT'S TOP MOOD-BOOSTING FOODS

- Berries strawberries, raspberries, blackberries are the perfect topping on porridge or a slice of cheesecake.
- Lentils lovely legumes such as beans, pulses and lentils are often overlooked but are nutrient-packed! They are also an easy, low-cost way to bulk up a meal and a great meat alternative.



- Oats are packed with all sorts of goodness. Why not start your day with a bowl of porridge and top with berries for an extra boost?
- Nuts they may be small but they're big on benefits. Mixed nuts are an easy snack or a great addition to a vegetarian dish.
- Leafy greens kale, spinach, cabbage and broccoli are all great and can be added to a curry, pasta dish or pie.





- **Eggs** they really are sunny-side up. Scrambled, fried, poached or boiled eggs make for a quick lunch or tasty weekend brunch.
- **Turkey** a festive classic. Don't worry, you'll still get the benefits even if it's a bit drv!
- Potatoes roasted, mashed or baked... whichever you prefer, load your plate up high.
- Oranges and other citrus fruits are at their best during the winter months. Enjoy as a snack or try adding to salads or bakes
- Dark chocolate we've saved the best till last! Swap milk chocolate for dark chocolate - perfect with a cup of tea.

For more information on mood-boosting foods, visit yakult.co.uk/gut-health/moodboosting-foods



WINTER RECIPES



Waitrose has teamed up with Royal Voluntary Service to share their favourite Good Health winter recipes for you to try which include some of Yakult's top mood-boosting ingredients.

WAITROSE & PARTNERS

POTATO, PEA AND

CAULIFLOWER CURRY

Cauliflower is a source of folate which supports healthy brain function and the reduction of tiredness and fatigue.

Ingredients:

- 2 tbsp Essential Vegetable Oil
- 1 large onion, chopped
- 3 cloves garlic, finely grated
- 3 cm piece ginger, finely grated
- ¹⁄₂ x 180g jar Waitrose Madras Spice paste
- 500g loose British baby potatoes, cut into bitesized pieces
- 680g jar Essential Tomato Passata
- 400g can Essential Coconut Milk
- ½ Essential Cauliflower, cut into bitesized pieces
- 300g frozen Essential Peas or Petits Pois
- Coriander, to serve (optional)
- Essential Basmati Rice, to serve

For more Good Health recipes from Waitrose visit: royalvoluntaryservice.org.uk/ safe-warm-well/nutrition



Method:

- Heat the oil in a large saucepan over a medium heat.
- Add the onion and season.
- When it starts to sizzle, reduce the heat a little and fry for about 10 minutes, until soft.
- Add the garlic and ginger and fry for a couple of minutes.
- Add the Madras paste and stir well. Cook for 1-2 minutes until fragrant.
- Add the potatoes and stir, then cook for a couple of minutes.
- Next add the passata and coconut milk. Stir well and bring it up to a simmer.
- Cover and cook for 15 minutes, stirring regularly so nothing sticks to the base.
- Add the cauliflower and cook for a further 15 minutes, stirring regularly.
- Stir in the frozen peas and cook for 5 minutes, then season.
- Serve with a sprinkling of coriander and rice. This will taste even better the next day!

STAYING HYDRATED

Many people get dehydrated by not drinking enough fluids or by losing fluids and not replacing them.

Drinking plenty of fluids every day can...

- Increase energy levels.
- Boost your mood.
- Improve concentration.



- Reduce headaches.
- Protect against illness, such as urinary tract infections.

TOP TIPS TO STAY HYDRATED

- Aim for 8 10 drinks a day This will replace the fluids you lose naturally.
- **Don't wait until you're thirsty** Make a point of having a drink regularly.
- Always keep a drink close by Whether you're out and about or watching TV.
- Super foods You can get around 20% of the water you need from the right food. Soups and stews are good, fresh fruit and vegetables are up to 80% water.
- Check it out If your urine is dark, it's often a sign you need to drink a bit more.
- Not just water Tea, coffee, herbal teas, milk drinks, fruit juices and smoothies all help too.

GUT HEALTH

Looking after our gut health is key to feeling our best.

Why is gut health important?

Gut health can have a big impact on our overall health and wellbeing. The gut is home to trillions of bacteria that support a range of key functions including the immune system and mental wellbeing.

What can affect gut health?

Many lifestyle factors can impact gut health such as age, exercise, diet, sleep and stress.

Tips for supporting good gut health:

- **Balanced diet** A varied diet that contains plant-based foods such as fruits, vegetables, whole foods, legumes and some fermented foods is key to keeping gut bacteria happy. Staying hydrated is also important.
- **Daily exercise** Try to incorporate gentle exercise into your daily routine. Whether that's a morning walk, an hour spent gardening, or a physical activity class with a friend.
- Quality sleep Aim for 8 hours of quality sleep a night. To help keep you on track, try to minimise screen time late at night, avoid caffeine before bed and stick to a good sleep routine.

For more information visit **yakult.co.uk/gut-health**



COVID-19



Coronavirus (COVID-19) symptoms in adults can vary for each person.

What to do if you have symptoms?

- Try to stay at home and avoid contact with other people.
- Take extra care to avoid close contact with anyone who is at higher risk of getting seriously ill from COVID-19.
- You can go back to your normal activities when you feel better or do not have a high temperature.



To find out more about COVID-19, visit: *nhs.uk/conditions/covid-19*

Symptoms of COVID-19 in adults can include:

- A high temperature or shivering (chills)
- A new, continuous cough
- A loss or change to your sense of smell or taste
- Shortness of breath
- Feeling tired or exhausted
- An aching body
- A headache
- A sore throat
- A blocked or runny nose
- Loss of appetite
- Diarrhoea
- Feeling sick or being sick

The symptoms are very similar to symptoms of other illnesses, such as colds and flu.

Contact NHS 111 if:

- You're worried about your symptoms
- You're not sure what to do



COVID-19 VACCINATION

PROGRAMME

The vaccination will be offered to people:



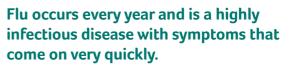
- Aged 65 and over.
- Residents in care homes for older people.
- Frontline health and social care staff.
- Anyone aged 6 months and over in a clinical risk group, including those that are pregnant.
- Aged 16 to 64 years old and are a carer.
- Aged 12 to 64 years old and live with someone with a weakened immune system.

How to get the COVID-19 vaccine

In colder months, flu and COVID-19 spread more easily as we spend more time indoors. If you are eligible it is important to get vaccinated as soon as possible to keep yourself and others around you safe. You can book your COVID-19 vaccinations by visiting **www.nhs.uk/wintervaccinations**, on the NHS App or by calling 119 if you can't get online. If you are eligible for a flu vaccine, you may be able to have both at the same time – if not, you should still go ahead and you can catch up with the other vaccine later.

You can also order your repeat prescriptions and make GP appointments via the NHS App, or via GP or pharmacy websites, by calling them, or via NHS-approved apps. Ask a friend, relative or volunteer to collect medicines for you.





Symptoms of flu in adults can include:

- Fever
- Extreme tiredness
- Aching muscles & joints
- Stuffy nose
- Dry cough & sore throat

FLU VACCINE



The flu vaccination is safe and effective. It's offered every year through the NHS to help protect people at risk of getting seriously ill from flu.

The best time to have your flu vaccine is in autumn or early winter before flu starts spreading. But you can get your vaccine later.



Why is the flu vaccination important?

- While flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions.
- If you get flu and COVID-19 at the same time, research shows you're more likely to be seriously ill.

Who can have the flu vaccine?

The flu vaccine is given free on the NHS to adults who:

- Are aged 65 and over.
- Have certain health/long-term health conditions.
- Are pregnant.
- Are in long-stay residential care.
- Receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick.
- Live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV.
- Someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis.

Frontline health and social care staff should get vaccinated through their employer





Seasonal COVID-19 vaccine appointments are available through the NHS App or online at www.nhs.uk/covid-vaccination or www.nhs.uk/wintervaccinations which also allow those eligible to book both vaccines in one appointment. If you can't get online, you can call 119.

Having a flu vaccine may help stop you spreading the virus to other people who could be more at risk of serious problems from flu.

For more information, visit:

- England NHS: nhs.uk
- Scotland NHS Inform: nhsinform.scot
- Wales Public Health Wales: phw.nhs.wales

To find a pharmacy that offers the NHS flu vaccination and for more information, visit **nhs.uk/fluvaccine**

What are the flu vaccine side effects?

Flu vaccines are very safe. All adult flu vaccines are given by injection into the muscle of the upper arm. Most side effects are mild and only last for a day or so, such as:

- A slightly raised temperature.
- Muscle aches.
- Sore arm where the needle went in this is more likely to happen to people aged 65 and over.

Getting your flu and COVID-19 vaccines are two of the most important things you can do to keep yourself and others around you safe this winter. Also, don't forget that if you're aged 65 or over, or have certain health conditions, you are eligible for the pneumococcal vaccine, which will help protect you from pneumococcal diseases such as pneumonia.

Try these tips to reduce the discomfort:

- Continue to move your arm regularly.
- Take a painkiller, such as paracetamol or ibuprofen – some people, including those who are pregnant, should not take ibuprofen unless a doctor recommends it.

Talk to a GP, practice nurse or pharmacist for more information about these vaccines. For more information visit, **nhs.uk/conditions/vaccinations/fluinfluenza-vaccine** Those aged 70-79, 50 or over with a severely weakened immune system and those that have turned 65 after 1st September can also get the shingles vaccine.

MONEY SAVING TIPS

With rising living costs, this winter could be challenging for many of us. We've rounded up some top money saving tips that will help you to stay safe, warm and well throughout the winter:

- Use a budget tracker to keep track of money coming in and out each month.
- Check whether you're entitled to grants or benefits: ageuk.org.uk/informationadvice/money-legal/benefitsentitlements
- Switch off appliances rather than leaving them on standby.
- Ensure your home is properly insulated.
- Only fill the kettle with the water you need.
- Swap to energy-saving light bulbs.





- For more tips on how to save money on utility bills visit the Energy Saving Trust, energysavingtrust.org.uk.
- Plan your meals, make a shopping list and stick to it.
- Batch cook, freeze leftovers and use airtight containers in the fridge to keep food fresh for longer.
- Swap fresh fruit and veg for tinned or frozen it can be more cost effective and has the same nutrients.
- Keep an eye out for deals and offers instore for the over 60's. Don't forget that you may be eligible for money off travel, gyms and entertainment too.

For more help and advice visit citizensadvice.org.uk/debt-and-money For extra money saving tips visit moneysavingexpert.com which.co.uk/topic/cost-of-living

MOOD AND WELLBEING

During the winter we can feel more isolated. It's important to look after your mental health and stay connected with others as much as possible.

- Ensure you reach out to friends and family for a daily chat. These are difficult times and a phone call could brighten their (and your) day!
- Continue to go to social activities with friends.
- If you can, get a mobile phone (as it does not fully rely on your electricity supply) and keep it charged.
- For extra mental health support visit, *mind.org.uk* or call **0300 123 3393**.
- You can also sign up to our Calls with Care service, where our volunteers can make regular phone calls to you for a friendly chat and to ensure that you are safe and well. For more information call Royal Voluntary Service on 0800 011 3407 or visit: royalvoluntaryservice.org.uk/our-services



Winter wellbeing

Why not try...

- Challenging yourself to finish a Sudoku
- Reading, painting, knitting or a crossword
- Getting creative
- Getting out in nature



- Tackling a puzzleA new recipe
- Try something new there are many activities (arts/crafts, hobbies, creative writing etc.) available free of charge on our Virtual Village Hall, as well as sessions on mental wellbeing, mindfulness and meditations: *royalvoluntaryservice.org.uk/vvh*

Why not give our brain teasers a go.

- Until I am measured, I am not known. Yet you miss me, when I have flown. What am I?
- I have seas without water, coasts without sand, towns without people, and mountains without land. What am I?
- What goes all the way around the world, but stays in the corner?
- What gets bigger the more you take away?
- Many have heard me, but nobody has seen me. I will not speak until spoken to. What am I?

Answers:

r (dmate A) -2 ,(A mate A) -4 ,(A mate A) -2 ,(A hole), 5- (A necho)

KEEPING ACTIVE

Physical activity is great for supporting overall health and mental wellbeing. Try to go on walks or go to the gym. If your mobility is limited, chair exercises help keep the muscles active and circulation flowing.

SHOULDER CIRCLES

Circle shoulders back then bring them forwards



slightly to instigate the movement, then up and around and back. The finish position draws back the shoulders which helps open the chest.

HEEL RAISES



Sit with feet apart,

lift one heel up then the other, then lift both heels together. Start off with low lifts and gradually build up range.

FOOT FLEXORS

Place the heel in line with the toes of the other foot.



Lift up the heel and place the toes down on the same spot. Keep alternating heel/toe aiming for the 'hot spot'.

TRUNK ROTATION



Sit up tall with feet on the

ground, place both hands on the outer right leg by the knee and slowly turn to look over your right shoulder. Repeat the same movement on the other side.

For tips to improve strength, balance and flexibility, visit: *nhs.uk/keepactive*



royalvoluntaryservice.org.uk/vvh

The Virtual Village Hall is a free, online activity hub and community developed by Royal Voluntary Service. It helps people stay physically and mentally active, connected and having fun, and supports people with long-term health conditions.

Activity sessions are livestreamed daily on Facebook, YouTube and X (formally known as Twitter), and are led by expert tutors and presenters, including some well-known faces. Followers can take part in real time or can view on-demand.

There are more than 1,700 sessions available to view, from exercise and dance to arts and crafts, upcycling, meditation and cooking, with new content added regularly. Where activities require equipment, ingredients or materials, these are low-cost and easy to source.

Go to:

 facebook.com/VirtualVillageHall or Search: VirtualVillHall
Visit: royalvoluntaryservice.org.uk/vvh
YouTube: search 'virtual village hall'

No sign up is required.



- To promote physical activity, there are exercise, dance and movement sessions, including gentle and adapted sessions for those with mobility challenges.
- To support mental health and wellbeing, there are coaching sessions, yoga, meditation and music, mindful arts and crafts, and nature and writing workshops.
- To promote balanced nutrition, there are cooking, baking and healthy eating sessions.
- To address social isolation and loneliness, session tutors are warm, welcoming and inclusive, and invite live comments and conversation to promote community spirit and shared experience.

Other websites that may be of interest are **weareundefeatable.co.uk** and NHS Better Health **nhs.uk/better-health** which offers guidance on kickstarting your health.

VOLUNTEERING FOR

ROYAL VOLUNTARY SERVICE

LIFE'S HAPPIER TOGETHER

Royal Voluntary Service is one of the largest volunteer organisations in the country. Throughout our history, we have been able to meet the big needs of the day because of the public's generosity and their gift of voluntary service.

Today, we continue this work in order to support vulnerable people across the nation and help relieve the pressure on public services such as the NHS. By giving your time to do something practical for those in need, you help them stay active and connected to their community.

VOLUNTEERING IS GOOD FOR YOU

Volunteering with Royal Voluntary Service won't just help transform the lives of people in your community and the NHS, it will change your life too. A couple of hours of volunteering makes you feel great. You'll be amazed what effect one conversation, one laugh from someone who's spent days alone or a heartfelt thank you can have.



HOW VOLUNTEERING CAN HELP YOU

- Meet interesting people
- Get out and about
- Add something to your CV
- Learn new skills
- Boost your mental health
- Improve your self-esteem
- Make the most of your retirement
- Volunteer flexible hours





Royal Voluntary Service is a national charity built on local volunteering, giving support to people who need it in our hospitals and communities. If you'd like to volunteer or would welcome someone to give you a helping hand, please get in touch.

To find out more about volunteering and volunteering opportunities in your area, please visit our website or our social media channels at:

- royalvoluntaryservice.org.uk
- ⑦ oroyalvoluntaryservice
- Soroyavolservice
- O proyalvolservice

DO YOU NEED A BIT OF EXTRA

SUPPORT THIS WINTER?

• NHS and Care Volunteer Responders – are a group of friendly volunteers available to support people who may need a bit of help, across England. All support is free of charge and you don't need to be referred by a doctor. It's easy to request help, simply call our support team and they will be able to talk you through the options available and arrange the volunteer support on your behalf over the telephone.

WHAT KIND OF HELP

CAN I RECEIVE?



- Check In and Chat Volunteer Responders are available to provide a friendly voice and a listening ear and you can request weekly or monthly calls.
- Check In and Chat Plus If you have been recently discharged from hospital, have a health condition or have been experiencing isolation and feeling lonely, you can request a phone call from the same volunteer over a six-week period.
- **Community Response** If you have difficulties getting out and about, a volunteer can help with collecting your prescription or dropping off some essential shopping.



To request support, call **0808 196 3646** and speak to one of our operators. Or visit **nhscarevolunteerresponders.org.uk** for more information.

NHS CARE Volunteer Responders

USEFUL CONTACT INFO

Write your local emergency numbers here and keep them on hand:

Your GP:

Your emergency contact: (neighbour, friend or family member)

Your local pharmacy:

Royal Voluntary Service

royalvoluntaryservice.org.uk

NHS and Care Volunteer Responders nhscarevolunteerresponders.org.uk

NHS 111 advice – non-emergency – 111 The NHS App is available on the App Store and on Google Play. For more information visit **nhs.uk/nhsapp**

111.nhs.uk | Scot.nhs.uk (Scotland)

Mind Infoline – 0300 123 3393

Non-emergency services – 101

Emergency services – 999

The ambulance, police and fire services (available 24 hours).

Power cut emergency – 105

This is a free service for people in England, Scotland and Wales.

Citizens Advice

0800 144 8848 (England) 0800 028 1456 (Scotland) 0800 702 2020 (Wales) 0800 144 8884 (Textphone) citizensadvice.org.uk (England and Wales) cas.org.uk (Scotland)

Advicelink Cymru – Citizens Advice 0800 702 2020 (Wales)

Advicelink Cymru is a Welsh Government funded Citizens Advice service designed to help people who are most in need of advice services, particularly those who would not usually seek advice.

Nest Wales – nest.gov.wales

0808 808 2244 (freephone) The Nest scheme offers a range of free, impartial advice and, if you are eligible, a package of free home energy efficiency improvements such as a new boiler, central heating or insulation. This can lower your energy bills and benefit your health and wellbeing.

Warmer Wales Citizens Advice

citizensadvice.org.uk

Funded by the British Gas Energy Trust, get free, impartial and confidential advice on how to keep your home warm.

C.A.L.L. Helpline Mental Health – Community Advice and Listening Line callhelpline.org.uk

Mental Health Helpline for Wales, offering a confidential listening and support service. Freephone - **0800 132 737** Text - send the word *HELP* to **81066**

NHS inform - Scottish health information you can trust nhsinform.scot

NHS inform is Scotland's national health information service helping the people in Scotland to make informed decisions about their own health and the health of the people they care for. **0800 22 44 88**

0000 22 44 0

NHS 24

nhs24.scot

111 NHS 24 is Scotland's national telehealth and telecare organisation.

Police Scotland – scotland.police.uk 999 IN AN EMERGENCY

And 101 for non-emergencies

Solid fuel appliances safety – Hetas

01684 278 170 | hetas.co.uk

Oil fuel appliances safety – Oftec 01473 626 298 | oftec.co.uk

Water emergency – Contact your supplier. Details can be found on your water bill.

National gas emergency - 0800 111 999

National Energy Action

(England and Wales) nea.org.uk 0800 304 7159

Energy Action Scotland eas.org.uk

0141 226 3064

Trussell Trust (England and Wales)

trusselltrust.org 0808 208 2138 (freephone) If you're worried about money and struggling to afford essentials, call for personalised support. Or visit: mygov.scot/ scottish-welfare-fund/crisis-grants

Samaritans

116 123 (free call service, 24 hours a day, 365 days a year)





Yakult is supporting local communities, visit yakult.info/RVS

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