

# WINTER WELLNESS

*A guide to help you stay safe and well this winter 2022/23*

[warwickshire.gov.uk/winterwellness](http://warwickshire.gov.uk/winterwellness)

“As we head into the winter months, many people are worried about the rising cost of living.

Agencies across Warwickshire are here with a range of resources and support so you can access the help you need.

These pressures can also impact on your health.

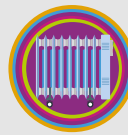
Understanding this and taking steps to look after your physical and mental health is important. This can include creating positive habits to add to your daily life or accessing the range of health support services across Warwickshire.”



**Shade Agboola**  
Warwickshire Director of Public Health



**Food support**  
[warwickshire.gov.uk/foodsupport](http://warwickshire.gov.uk/foodsupport)



**Warm and well**  
[warwickshire.gov.uk/keepwarm](http://warwickshire.gov.uk/keepwarm)



**Cost of living**  
[warwickshire.gov.uk/costofliving](http://warwickshire.gov.uk/costofliving)



**Mental health**  
[warwickshire.gov.uk/mentalhealth](http://warwickshire.gov.uk/mentalhealth)



**Skills**  
[www.warwickshire.gov.uk/acl](http://www.warwickshire.gov.uk/acl)

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# Cost of Living help and advice



## Cost of living

The rise in living costs is having an impact on household budgets for many and people are making some tough decisions about what to prioritise.

### Food and energy

Help is available if you are struggling to afford food or pay household bills this winter. Information and support is online at [warwickshire.gov.uk/costofliving](http://warwickshire.gov.uk/costofliving) which features links to services to help with budgeting to meet the costs of food and energy. Alternatively you can call **01926 410410**.



### Emergency support

At times of crisis the **Local Welfare Scheme** can help the County's most vulnerable residents who have no means of support by providing financial assistance in the form of food packages and credit for energy and general advice. Call **0800 4081448** or visit [warwickshire.gov.uk/localwelfarescheme](http://warwickshire.gov.uk/localwelfarescheme)

### Help for households

The Government has put support packages in place with help for eligible individuals. Help for Households information is online at [gov.uk/costoflivingsupport](http://gov.uk/costoflivingsupport)

### Housing and support

Your local **District or Borough Council** can also offer information about employment, financial support and money management, food access, mental health, household energy concerns, loneliness and isolation. Contact details for your area can be found on the back page.



### Homelessness

**Preventing Homelessness Improving Lives (PHIL)** helps Warwickshire residents who need advice about their housing situation. PHIL offers help and support to prevent homelessness at an earlier stage before crisis point is reached. Call **01788 533644** or **01788 533643** Monday to Friday or email [phil@rugby.gov.uk](mailto:phil@rugby.gov.uk)

### Support for families

There is a lot of support available for families in Warwickshire.

Warwickshire's Family Information Service (FIS) provides information, advice and one-to-one support on issues including family relationships, finance, housing, parenting support, special educational needs and disabilities (SEND), childcare, health and wellbeing and more. You can contact FIS by phone on **01926 742274** or via email [fis@warwickshire.gov.uk](mailto:fis@warwickshire.gov.uk)



Family support workers are also available across Warwickshire to listen, offer advice and support around all family, parenting and behaviour concerns. Call the Family Support Helpline on **01926 412412**.

For more information for families visit [warwickshire.gov.uk/childrenandfamilies](http://warwickshire.gov.uk/childrenandfamilies)

### Warm and Well Warwickshire offer

- Energy saving and fuel bill advice
- Referrals for energy saving measures such as insulation
- Advice on funding support
- Onward referrals for benefit checks

For more information visit [actonenergy.org.uk](http://actonenergy.org.uk) or call for **FREE** on **0800 988 2881**

## Stay warm

The cold weather can make some health problems worse and even lead to serious complications in more vulnerable people. **Here are some tips to stay warm during the colder months:**

- Set your thermostat to 18-21 degrees Celsius
- Try to have warm drinks and at least one hot meal each day
- Dress in plenty of layers and make sure all footwear has a snug fit with non-slip soles
- Keep active and remove hazards that may cause you to fall
- Have an emergency contact number for a friend or neighbour in case you need help. For more advice, visit [warwickshire.gov.uk/keepwarm](http://warwickshire.gov.uk/keepwarm)



## Keep your home warm and reduce your bills

- Make sure your loft and cavity walls are insulated and don't forget to fit draught proofing
- If you are a pensioner, disabled or chronically sick; have a hearing or visual impairment, you can sign up to your suppliers Priority Services Register (PSR)
- Ensure that you switch off appliances and lights that are not in use
- Get your heating serviced annually by a qualified central heating engineer and have your chimneys swept at least once every year to reduce the risk of chimney fires

We understand that the rise in the cost of living can lead to worry and stress which can impact your mental health. There are steps you can take to look after your mental health and we've included some tips and advice in the following pages.



# SUPPORT FOR FAMILIES LIVING IN WARWICKSHIRE



We offer a wide range of safe, accurate and up-to-date information including the Warwickshire childcare finder, parenting courses, workshops, support services and much more

Scan the QR code above or visit:  
[warwickshire.gov.uk/childrenandfamilies](http://warwickshire.gov.uk/childrenandfamilies)

For updates on new support groups, courses, events and information to support you and your family, **scan the QR code** or visit:

[warwickshire.gov.uk/parentupdates](http://warwickshire.gov.uk/parentupdates)

to sign up to the weekly Family Information Service newsletter.



## Homes for Ukraine

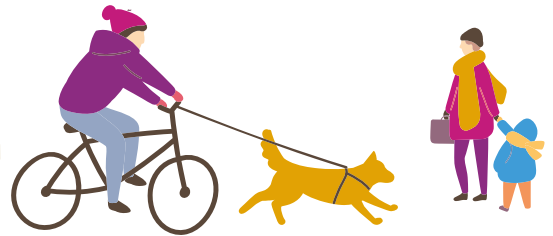
### Could you help?

Hundreds of people across the county have provided a home to families and individuals from Ukraine through the Homes for Ukraine scheme. If you have space, and want to help a family in need, you can become a host as part of the scheme.

Find out more at [warwickshire.gov.uk/ukraine](http://warwickshire.gov.uk/ukraine)



# Staying well this winter



## Stay well

Being active is a great way to look after your physical and mental health. If you're staying indoors there are plenty of activities you can do such as dancing, yoga or online workouts. If you do head outside, going for a brisk walk is great exercise and can also keep you warm. For ideas and advice about staying active indoors and out, visit

[warwickshire.gov.uk/beactive](http://warwickshire.gov.uk/beactive)



A healthy weight is good for your heart and immune system and can improve your ability to fight infections. It also reduces your risk of serious illness should you catch coronavirus, flu or other respiratory illnesses. [warwickshire.gov.uk/fitter-futures](http://warwickshire.gov.uk/fitter-futures)

Respiratory illnesses are more prevalent in winter months and smoking can increase the severity of symptoms. Now is a great time to quit smoking and the Warwickshire website [Quit4Good](http://warwickshire.gov.uk/quit4good) can help you start. [warwickshire.gov.uk/quit4good](http://warwickshire.gov.uk/quit4good)

Pregnant women and their families have access to a specialist team of experienced, confidential 'stop smoking in pregnancy' advisors. [warwickshire.gov.uk/quit4baby](http://warwickshire.gov.uk/quit4baby)

## Medical advice

There are different ways to seek medical advice if you are worried about your health. In addition to your GP the following services can help you.

### NHS 111 online

For urgent but not life-threatening medical support contact NHS **111** online at [111.nhs.uk](http://111.nhs.uk) rather than going straight to A&E. You'll get help right away and, if needed, a healthcare professional will call you. NHS **111** gives general health information and advice and tells you where to get repeat prescriptions or an emergency supply of your prescribed medicine. For concerns about children under 5, please call **111** for the telephone service.

### Pharmacies

Pharmacists offer expert advice for many common winter ailments such as coughs and colds, sinusitis, earaches and sore throats. Some pharmacies also offer flu vaccinations and more. For the full range of services visit [nhs.uk/nhs-services/](http://nhs.uk/nhs-services/)

## Winter illnesses

Winter viruses can be very infectious, and some people may become seriously ill.

Help to reduce the spread of winter viruses by:

- Getting your vaccine if you're eligible
- Staying at home if you're feeling unwell
- Opening windows when you're indoors to help air ventilation

## COVID 19 1st, 2nd and booster doses

Available to all adults over 18 years and children aged 5 at high risk due to health condition or weakened immune system.



## Autumn booster (4th dose)

Is currently available for those aged over 60 with further age cohorts opening over the winter period. To check if you are eligible for the autumn booster please visit the national booking service: [nhs.uk/covidvaccination](http://nhs.uk/covidvaccination) or call **119** to book an appointment or find a walk-in vaccination site.

Local information for Warwickshire and Coventry on clinics and walk in locations for vaccination are available at [happyhealthylives.uk](http://happyhealthylives.uk). Please note this website is updated on a regular basis and you are able to change the language of the content at the top of the webpage.

## Flu vaccination

Anyone can get the flu vaccination and it is free for certain groups:

- People aged 50 or over
- Pregnant women
- All adults and children (from the age of 6 months) with health conditions
- Children aged 2 to end of year 11
- Carers and those working in health and social care
- People living with someone who is more likely to get infections.

If you're eligible for a free vaccination your GP will get in touch, or you can book directly or at a pharmacy.

[nhs.uk/conditions/vaccinations/flu-influenza-vaccine](http://nhs.uk/conditions/vaccinations/flu-influenza-vaccine)

## Five ways to wellbeing

To improve your mental health and wellbeing, and your overall feeling of happiness, try to introduce at least one of the five ways to wellbeing into your routine.

[warwickshire.gov.uk/5ways](http://warwickshire.gov.uk/5ways)



Make sure your friends and neighbours are okay too. Doing things for others makes everyone feel good.

## Adult Community Learning

If you are an adult who wants to make a fresh start with learning, to return to learning, or to continue learning we may have a course in Warwickshire for you. Find out more about Warwickshire's Adult Community Learning Service, the subjects on offer and the support available for learners at [warwickshire.gov.uk/acl](http://warwickshire.gov.uk/acl)

## Combat loneliness

Loneliness and social isolation affects around nine million people in the UK and contributes to a range of physical and mental health conditions. Walking, finding ways to communicate with others, befriending services and keeping a healthy daily routine can help. For support in Warwickshire visit [warwickshire.gov.uk/loneliness](http://warwickshire.gov.uk/loneliness)



## Warwickshire libraries events and activities

Warwickshire libraries host free events and activities for adults and for children throughout the year which can help to improve communication skills, increase knowledge, and encourage creativity. During school holidays, libraries often host children's craft activities, science workshops, theatre and dance performances and visits from storytellers. For adults there is also the opportunity to join or set up a local reading group to meet others and help stay connected.

[warwickshire.gov.uk/libraries](http://warwickshire.gov.uk/libraries)



## Support with your mental health

There is a wide range of low level and more intensive support available across the county, find out more at [warwickshire.gov.uk/mentalhealth](http://warwickshire.gov.uk/mentalhealth)

Coventry and Warwickshire Helpline is available 24/7 on **0800 616 171** (or **0300 330 5487** from a mobile) for free, confidential help and emotional support.

We want everyone to feel safe and supported, so if you, or someone you know, is having thoughts of suicide or significant self-harm, help and support is available now. Please visit [dearlife.org.uk](http://dearlife.org.uk) where you will find details for crisis support. Alternatively, telephone the Samaritans on **116 123**. If there is immediate risk to life, call **999**.

Children and young people in Warwickshire can find support at [Kooth.com](http://Kooth.com) - a free, safe and anonymous online community for mental health and wellbeing. There is also [cwise.com](http://cwise.com) for information, advice and guidance.

**ChatHealth** is a secure, anonymous text service to contact a healthcare professional

- Parents or carers of under 5s can text a health visitor on **07520 615 293**
- Parents or carers of school age children to 19 year olds can text a school nurse on **07520 619 376**
- 11 to 19 year olds can text a school nurse on **07507 331 525**

Under 17s experiencing a mental health crisis can contact the **Rise Crisis Team** on **0808 196 6798** (select option 2) at all times though it is an advice-only service overnight from 8pm to 8am.



For more information for adults about health, financial advice, assistive living and other support visit

[warwickshire.gov.uk/livingwell](http://warwickshire.gov.uk/livingwell)



# Helping your Community to thrive



## Carers

If you are an adult or young person who cares for someone who couldn't cope without you there is health and wellbeing support for you.

Caring Together Warwickshire is the wellbeing support service for all carers of any age who care for family, a neighbour or a friend. The service offers online and phone support, as well as emotional and practical face to face support, including carrying out a carers assessment. Please visit the new interactive website

[caringtogetherwarwickshire.co.uk](http://caringtogetherwarwickshire.co.uk) or call 0800 197 5544 Mon, Wed and Fri 9am to 5pm, Tues and Thurs till 8pm and Sat 9am to 2pm. For more information for carers visit [warwickshire.gov.uk/carer](http://warwickshire.gov.uk/carer)



## Safe in Warwickshire

Organisations across the county work together in partnership to keep individuals and communities safe. To sign up for the latest news and alerts visit [safeinwarwickshire.com](http://safeinwarwickshire.com). If you've been affected by crime, call your local victim care team in Warwickshire on **01926 682 693**.

## Volunteering

If you have some spare time, you can make a difference to your local community by volunteering. You could meet new people, develop new skills, increase your confidence and try something new. You could help others in your community by donating to foodbanks, charity shops or local collections.

Check out local opportunities at [wcava.org.uk](http://wcava.org.uk) or [warwickshire.gov.uk/volunteering](http://warwickshire.gov.uk/volunteering)



## Trading Standards

Trading Standards uses information you supply to investigate unfair trading and illegal business activity, like rogue traders and scams.

Make sure you buy from a reputable seller and report anything that seems dodgy or dangerous.

To get advice, make a complaint or report a breach of Trading Standards law call **0808 223 1133** or visit [warwickshire.gov.uk/tradingstandards](http://warwickshire.gov.uk/tradingstandards) for more information.

## Preventing cybercrime

Are you using the internet more - buying online, sending money, using online banking? To find out more about how to prevent cybercrime visit [cybersafewarwickshire.com](http://cybersafewarwickshire.com)



## Helping to prevent vehicle crime

Take a few simple steps to keep your vehicle, and what's in it, safe this winter: always lock it, close windows and hide things or take them with you rather than leaving items visible to opportunist thieves. Find out more [warwickshire.police.uk/cp/crime-prevention/keeping-vehicles-safe/](http://warwickshire.police.uk/cp/crime-prevention/keeping-vehicles-safe/)

**999**

**Go online**

**Only call 999 if:**

- There's a danger to life
- There's immediate concerns for a person's safety
- A crime is happening or you see something suspicious that needs immediate attention
- There's a serious collision or blockage on a road

**Go online to:**

- Report non-emergency crimes
- Report anti-social behaviour
- Get advice and guidance
- Keep up to date with the latest local news

[www.warwickshire.police.uk](http://www.warwickshire.police.uk)

POLICE

## Domestic abuse

Increased isolation and financial pressure can result in a higher incidence of domestic violence. There is no excuse for abuse. Whether physical, emotional, psychological, sexual, financial or technological, no one should have to suffer alone. Help is available. Information and advice for victims, their friends and family, young people, professionals and perpetrators can be found at [talk2someone.org.uk](https://talk2someone.org.uk)

Refuge Domestic Violence and Abuse Service helps anyone experiencing domestic abuse in Warwickshire. The service offers a 24-hour national helpline, safe house accommodation, advocacy and outreach support. Call **0800 408 1552** or visit [refuge.org.uk](https://refuge.org.uk) and search Warwickshire.

## Child exploitation

Child exploitation is the manipulation and/or coercion of young people under the age of 18 and it does happen in Warwickshire. It's everyone's responsibility to spot the signs of child exploitation and protect children and young people in Warwickshire, for more information visit [sometringsnotright.co.uk/](https://sometringsnotright.co.uk/)

## Socialise safely

On nights out people are reminded to take steps to be safe on the streets and in bars. Always let someone know where you are, keep a close eye on your drinks and use reputable taxi services.



For more information and advice visit [safeinwarwickshire.com](https://safeinwarwickshire.com)

Drink safely and know your limits, visit [drinkaware.co.uk](https://drinkaware.co.uk) for guidance. Advice on what to do if your drink is spiked is also available at this site.

If you experience or witness a sexual assault call **0800 970 0370** or visit [blueskycentre.org.uk](https://blueskycentre.org.uk) for confidential support.

## Staying well together this winter

Services are here to help you but we can all play a part. Check in on neighbours and friends, particularly those more vulnerable to the effects of cold weather.

Those with long-term health conditions, older people, children under five, low income groups and pregnant women may need extra support at this time. It might help to have your own winter wellness plan - consider the things you can do to keep yourself and others safe and well.

## Fire safety in the winter

For advice around safe use of electric blankets, portable heaters and general information go to [warwickshire.gov.uk/electricblanket](https://warwickshire.gov.uk/electricblanket)

## Warwickshire libraries

Warwickshire libraries offer a warm and welcoming environment for all. You can join your local library in person (bring some ID with you that shows your name and address or photo ID), or online at [warwickshire.gov.uk/jointhelibrary](https://warwickshire.gov.uk/jointhelibrary).

We have a Home Library Service, which can deliver books to you in a range of formats including audio material, and a Mobile Library Service which makes almost 250 stops across Warwickshire. We also have Reading Well book collections curated by health practitioners to support you on topics such as dementia, loneliness, and mental wellbeing.

For more information visit [warwickshire.gov.uk/libraries](https://warwickshire.gov.uk/libraries)

## Helping the environment

Reducing our impact on the climate can also be good for our own health and wellbeing, our local environment - and saves money.

There are lots of small things that you can do this winter which can make a difference, such as using local shops, re-using packaging, recycling and planning menus ahead to reduce the amount of wasted food.

You could even try swapping one or two of your usual car journeys with a walk or a cycle instead. It will bring lots of health benefits, whilst also being good for the planet!

For more ideas, visit [warwickshireclimateemergency.org.uk](https://warwickshireclimateemergency.org.uk)



Warwickshire County Council works closely with partners in district and borough councils, health, police and community and voluntary sectors. We are working together to ensure that everyone can access the level of support they need.

**North Warwickshire Borough Council**  
[www.northwarks.gov.uk](http://www.northwarks.gov.uk) Tel: **01827 715341**

**Nuneaton and Bedworth Borough Council**  
[www.nuneatonandbedworth.gov.uk](http://www.nuneatonandbedworth.gov.uk)  
Tel: **02476 376376**

**Rugby Borough Council**  
[www.rugby.gov.uk](http://www.rugby.gov.uk) Tel: **01788 533533**

**Stratford-on-Avon District Council**  
[www.stratford.gov.uk](http://www.stratford.gov.uk) Tel: **01789 267575**

**Warwick District Council**  
[www.warwickdc.gov.uk](http://www.warwickdc.gov.uk) Tel: **01926 456111**

### Warwickshire Directory

Find information about local organisations, groups and agencies that provide activities, advice, services and support:

[warwickshire.gov.uk/searchout](http://warwickshire.gov.uk/searchout)



**Police** non-emergency number Tel: **101**

**Crime Stoppers** [crimestoppers-uk.org](http://crimestoppers-uk.org) Tel: **0800 555 111**

**NHS** [nhs.uk](http://nhs.uk) For medical assistance: **111.nhs.uk** Tel: **111**

**WCAVA** [wcava.org.uk](http://wcava.org.uk)

**EQulP** The Equality Inclusion Partnership Tel: **07377 431997**

**Age UK** Tel: **01926 458100**

**Samaritans** Tel: **116 123**

**RISE** [cwrise.com](http://cwrise.com) Children's mental health Tel: **0300 200 2021**

**Coventry and Warwickshire Mind** (mental health)  
Tel: **0300 123 3393** Text: **86463**

### Citizens Advice

For free, confidential, impartial and independent advice on a range of matters, visit:

[brancab.org.uk](http://brancab.org.uk) for Nuneaton, Bedworth, and Rugby

[nwcab.org.uk](http://nwcab.org.uk) for North Warwickshire

[casouthwarwickshire.org.uk](http://casouthwarwickshire.org.uk) for South Warwickshire

There is also an out of hours phone service on Monday evenings from 5-7pm. This is to enable access to the service for people who are unable to contact Citizens Advice during the day. The freephone number is **0800 995 6047**



 **@WarwickshireCountyCouncil**

 **@bestwarwickshire**

 **@warwickshire\_cc**

For the latest service news from the council subscribe at [warwickshire.gov.uk/keepmeposted](http://warwickshire.gov.uk/keepmeposted)

To have your say on council services and priorities you can take part in our ongoing consultation and engagement at [warwickshire.gov.uk/ask](http://warwickshire.gov.uk/ask)

**For help to understand this information please contact us on 01926 410410**

