

**STAY SAFE,**

*Warm and Well*

*2021/22*

**A HELPFUL GUIDE TO SUPPORT  
YOU IN THE COLDER MONTHS**

Supported by:

**Yakult**

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# STAY SAFE,

# Warm and Well

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 friendly advice, practical information and fun activities.



## SAFE



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

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## WARM

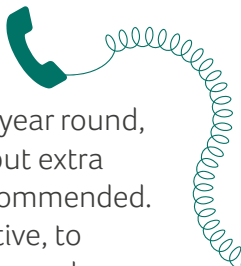


As temperatures drop, staying warm is key to health and happiness. Discover what you can do to help keep your home warm, and energy bills as low as possible.

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## WELL



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, and looking after your mental health.



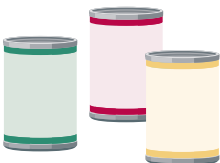
# STAY SAFE

## PREPARING FOR BAD WEATHER

When the weather turns colder, it's important to take the necessary precautions to make your home a safe environment.



- **Stock up on the essentials:** to avoid unnecessary trips. This includes making sure you have prescriptions in before Christmas
- **Nominate 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 booklet, should you need them
- **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
- **Gas safety:** know where your stopcock and gas meter are located





- **Smart Meter:** switching to a smart meter can help you see exactly how much energy you're using, so on those chilly winter nights, when you might be concerned about the cost of turning the heating up, you can keep warm knowing exactly what it's costing
- **Emergency supplies:** keep torches, a battery powered radio and spare batteries where they're easy to find, in case of a power cut
- **Support:** if eligible, join the Priority Services Register for support during power outages
- **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 if you've been asked to provide a password or personal information.

If you are not sure, don't click, download or act on anything you don't trust. You can get advice from a Citizens Advice Scams Action adviser by calling **0808 250 5050**. The service is open from Monday to Friday, 9am to 5pm.



## GAS SAFETY

### Ensure your boiler, stove and any gas appliances are safe to use before the cold weather hits:

- Ensure that only Gas Safe registered engineers work on your appliances (always check the engineer's Gas Safe Register ID card and ask that they wear a face covering and respect social distancing guidelines)
- Gas appliances require a regular service and a gas safety check every 12 months. Poorly maintained equipment can put you at risk of gas leaks, fires and carbon monoxide poisoning
- Install an audible carbon monoxide alarm
- Unsafe gas appliances can produce a highly poisonous gas called carbon monoxide, which has no taste, colour or smell and can cause headaches, nausea, dizziness, breathlessness, and/or loss of consciousness



If you have any of these symptoms, contact your GP, ring **111**, or ask your neighbours for help.

For more information, contact the Gas Safe Register on the free helpline **0800 408 5500** or visit [GasSafeRegister.co.uk](https://www.gas saferegister.co.uk)



# STAY WARM

**Staying warm is important to help your body keep strong and 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 the rooms you spend more time in
- Keep windows closed at night to reduce the risk of chest infections
- Have your heating system checked annually and consider installing thermostatic valves on radiators in the rooms you use the most
- Wear layers of cosy clothes to trap warmth
- Check your pipes are adequately lagged and your roof is properly insulated



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/information-consumers/energy-advice-households/find-schemes-grants-and-benefits-help-home-energy](https://www.ofgem.gov.uk/information-consumers/energy-advice-households/find-schemes-grants-and-benefits-help-home-energy)



If you have any concerns about your energy provider, Citizens Advice (in England and Wales) can offer further advice. Call 0808 223 1133 or visit [citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service](https://citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service)

In Scotland, Advice Direct Scotland can help. Visit [energyadvice.scot](https://energyadvice.scot) or call 0808 196 8660

If you have any concerns about paying your energy bill, contact your provider or visit, [citizensadvice.org.uk/consumer/energy/energy-supply](https://citizensadvice.org.uk/consumer/energy/energy-supply)





# STAY WELL

## TIPS TO STAY WELL

- Eat a balanced diet in small portions at regular intervals throughout the day
- Take a vitamin D supplement or consume vitamin D-rich foods such as oily fish, eggs and some mushrooms
- Include a wide variety of nutrient-rich foods, such as:
  - Fruits and vegetables (e.g. cauliflower, parsnips, spinach and apples)
  - Nuts, seeds, wholegrains and legumes
  - Dairy products
  - Lean protein sources, like poultry and oily fish, rich in Omega 3

## TOP TIPS



- ✓ Cook up hearty, warming meals, such as stews and soups
- ✓ Reduce your salt intake by using flavourful herbs and spices
- ✓ Cook in batches to keep extra portions in the freezer
- ✓ Drink plenty of fluids to stay hydrated

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## COVID-19



The symptoms can vary for each person; some might have stronger symptoms and others might not have any symptoms at all.

### If you have any of the main symptoms of COVID-19, it's important you get tested as soon as possible:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

### What to do if I have COVID-19 symptoms, even if they're mild?

Do not wait. You need to get a test as soon as you recognise the symptoms. Get a PCR test (test that is sent to a lab) as soon as possible to check if you have COVID-19.

You can apply for a test online via [nhs.uk/coronavirus](https://nhs.uk/coronavirus), or by calling **119**.



If you have difficulties communicating or hearing, the service is available by textphone on **18001 119** and the NHS 119 British Sign Language (BSL) interpreter service at: [signvideo.co.uk/nhs119](https://signvideo.co.uk/nhs119)

If you are getting a test because you have symptoms, you must stay at home until you get your result. Anyone in your support bubble who hasn't received both vaccinations must also stay at home.

If you need medical advice about your symptoms, use the NHS 111 online COVID-19 service [111.nhs.uk/covid-19](https://111.nhs.uk/covid-19), or call **111** if you can't get online.



## Feeling unwell and it's not COVID-19 symptoms?



Don't delay. The sooner you get advice, the better. Depending on your symptoms, you can get advice from your local pharmacy, GP practice or NHS 111.

For minor health concerns, your local pharmacist can help. If you can't get to a pharmacy yourself, ask someone to go for you or call them. GP practices offer remote consultations online or by phone. If you need a face-to-face appointment, they will tell you what to do.

If you need medical help fast or think you need to go to an Emergency Department (A&E), are worried about your symptoms or you're not sure what to do, go straight to NHS 111, call or go online – **111.nhs.uk**

## COVID-19 booster vaccinations

The COVID-19 booster programme is the roll-out of an additional vaccine dose to people who have previously received two doses of a COVID-19 vaccine. It will ensure continued protection for those most at risk.

Booster vaccinations will be given no earlier than six months after completion of the first course of vaccination. We strongly recommend you have the booster to ensure you have maximum protection ahead of the winter months.

The NHS will invite eligible people to book their booster vaccine when it is their turn. For more information visit: [\*\*nhs.uk/covid-vaccination\*\*](https://nhs.uk/covid-vaccination)

**Washing your hands with soap and water is one of the easiest ways to protect yourself and others from illnesses such as food poisoning, diarrhoea, flu and COVID-19.**

**Wash your hands thoroughly for the amount of time it takes to sing “Happy Birthday” twice (around 20 seconds):**

- **when getting home or into work**
- **after using the toilet or changing a nappy**
- **before and after handling food**
- **after blowing your nose, sneezing or coughing**
- **before and after treating a cut or wound**
- **after touching animals, their food and after cleaning their cages**

**If you do not have immediate access to soap and water, then use an alcohol-based handrub. For more information go to [\*\*nhs.uk/handwashing\*\*](https://nhs.uk/handwashing)**

## FLU VACCINE



The flu virus should be taken seriously. Flu can lead to serious complications such as bronchitis and pneumonia and kills thousands of people every year. If you are 50 or over, or if you have a long-term health condition, you are eligible to get the flu jab for free. Pregnant women and children aged 2 to 16 are also eligible, so tell anyone in your immediate family.

If you are the main carer of an older or disabled person, you may also be eligible for the free flu jab.

### Frequently Asked Questions

#### Can I get flu from the vaccine?

No, the vaccine given to adults does not contain live viruses so it cannot give you flu. If you feel unwell, you might have some other winter illness or have contracted the flu before getting vaccinated.



#### Where can I get the vaccine?

You can get the vaccine from your GP or local pharmacy and some people visiting hospitals, either as in- or out-patients, may also be offered the flu vaccine there.

2-3 year olds can get their vaccine from your GP, school children aged 4-16 will get it at school and if you are pregnant you are eligible for a free flu vaccine at any time in your pregnancy, just ask your GP, pharmacist or midwife. Find out more by contacting your GP or pharmacy directly or at [nhs.uk/flu-vaccine](https://www.nhs.uk/flu-vaccine)





## Will there be side effects?

There are possible short-term and mostly mild side effects to the vaccine:

- Slightly higher temperature
- Sore muscles and sore arm around the area you received the vaccine

## Is it effective?

The vaccine can take around 10-14 days to work, so it's important to get it as soon as possible. If you do get the flu after having the vaccine, it will likely be milder and not last as long. You will also avoid spreading it to other people.

## Who shouldn't get the vaccine?

You should avoid it if you have had an allergic reaction to a flu vaccine in the past. If you have an egg allergy, you can ask for a low-egg or egg-free vaccine.

## Will the flu jab protect me from COVID-19?

No. But contracting both viruses could lead to serious complications. Help protect yourself from flu, eliminating any unnecessary risk.

**People who are most at risk from the complications of flu are recommended to get a flu vaccine every year. This is especially important with both flu and COVID-19 in circulation this winter. Research shows that if you get both viruses at the same time, you may be more seriously ill.**

## MENTAL HEALTH

During winter we can feel more isolated, as fewer people are out and about. It's important to look after your mental health and stay connected with others as much as possible.



### Staying in touch

- 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](https://www.mind.org.uk)

### Staying focussed

We know it can be a challenge but focussing on a task can help increase general happiness levels. Why not try...

- Challenging yourself to finish a Sudoku
- Reciting the alphabet backwards in your head
- Solving riddles... What word becomes shorter when you add two letters to it?
- Reading, painting, knitting and crossword puzzles are all great activities too. Find what interests you – it's never too late to learn something new!





## KEEPING ACTIVE

Avoid sitting for long periods of time. Try to move regularly, getting in and out of your chair has great health benefits! 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 more circulation exercises, as well as strengthening and stretches, visit: [royalvoluntaryservice.org.uk](https://royalvoluntaryservice.org.uk) and search for 'easy exercises'.

For tips to improve strength, balance and flexibility, visit: [nhs.uk/keepactive](https://nhs.uk/keepactive)

We are here for you. Our volunteers are ready to help in communities across Britain. We also have hundreds of virtual wellbeing activities available in our Virtual Village Hall.



Go to [royalvoluntaryservice.org.uk/vvh](https://royalvoluntaryservice.org.uk/vvh) to join free classes on crafts, cooking and wellness.

## 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

**0330 555 0310** (9am to 5pm,  
Monday to Friday)

### NHS Volunteer Responders

**0808 196 3646**

(8am to 8pm, 7 days a week)

**nhsvolunteerresponders.org.uk**

### NHS 111 advice – non-emergency

**111**

**111.nhs.uk**

### NHS COVID-19 testing and advice

Advice – **111** (Text phone **18001 111**)

Testing – **119** (Text phone **18001 119**)

**0300 303 2713** (Scotland)

Advice – **111.nhs.uk/covid-19**

**nhs.uk/coronavirus** (England)

### Mind Infoline

**0300 123 3393**

### Non-emergency services

**101**

## Emergency services

**999** – the ambulance, police and fire services (available 24 hours)

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## Power cut emergency

**105**

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## Citizens Advice

**0800 144 8848** (England and Wales)

**0800 028 1456** (Scotland)

Textphone: **18001 0800 144 8884**

**citizensadvice.org.uk** (England and Wales)

**cas.org.uk** (Scotland)

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## Solid fuel appliances safety - Hetas

**01684 278 170**

**hetas.co.uk**

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## Oil fuel appliances safety - Oftec

**01473 626 298**

**oftec.co.uk**

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## Water emergency

Contact your supplier. Details can be found on your water bill.

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## National gas emergency

**0800 111 999**

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## Fuel poverty support

**0191 261 5677**

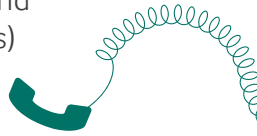
**fuelpovertyresource.org.uk/focus-on/fuel-debt-and-trust-funds/**

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## Trussell Trust (England and Wales)

**0808 208 2138** (freephone)

Speak confidentially to an independent Citizens Advice agent about a food bank voucher.





Yakult is proud to partner with Royal Voluntary Service to help people Stay Safe, Warm and Well this winter. For more information visit [yakult.co.uk](http://yakult.co.uk)

**Royal Voluntary Service was set up over 80 years ago and since then has inspired and enabled more than 3 million people to give their time to help address the needs of the day in their local communities and in the NHS.**

**For more information, visit:**  
***[royalvoluntaryservice.org.uk/safe-warm-well](http://royalvoluntaryservice.org.uk/safe-warm-well)***



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