

Winter Wellness

HELPING THE VULNERABLE TO STAY SAFE AND WELL



Stay safe and well this winter....

This year has been like no other. Normally, many of us would take time to visit our older relatives, friends and neighbours as winter approaches to ensure they are safe and well. However, under the current COVID-19 restrictions we now have to do things a little differently. Even though we may not always be able to pop round for a cuppa at the moment, it is really important that we still check in with vulnerable people by phone, text or online chat.

When you are talking to people, please let them know about the **winter warmth advice** available online. There is also a section about staying steady which includes top tips on preventing a fall:

www.nottinghamshire.gov.uk/falls



We also recommend reading the informative 'Get Up and Go' guides, which are packed with lots of useful information including how to reduce the risk of trips and falls in the home and what to do if someone else has a fall.

Contact **Nottinghamshire County Council** on **0300 500 80 80** if you would like to get a free copy of the guide. If you are unable to check the risks in your own home, **Nottinghamshire Fire and Rescue Service** may be able to

organise a safe and well visit. This includes a discussion about falls and other potential risks. Find out how to make a referral or phone **0115 838 8100**.

You may also be concerned about your own health. Unfortunately, getting older can affect our balance, muscle strength and bones – it's the same for everyone, particularly if you are over 75. But we

can all protect our independence for longer by taking some simple steps. The fear of falling may mean that you would rather stay inactive in case you hurt yourself.

However, the evidence shows that long periods of sitting down can do more damage. By doing regular exercise and stepping up your daily activity, you can help to improve your balance and muscle strength. The recommended amount is 30 minutes five times a week. Gardening, housework, cycling and walking all count towards this total. Experts also advise two muscle strengthening sessions a week for the over 65s.

If you're struggling to get out to exercise during the winter months, you can sign up to free virtual strength and balance classes for the over 55s by visiting [Your Health Your Way](#) and clicking 'refer today' or phone **0115 772 2515**.

There are also other virtual groups and classes continuing across the county so there are opportunities to stay active and connected to others during these challenging times. If you are feeling lonely and would like support getting in touch with local groups and networks, the Connect service can help. If you want information about this service, other ways to stay independent or what types of support are available, then please visit Nottinghamshire County Council's website or phone **0300 500 80 80**.

So, although we can't do all the things we normally love, it's important to try to stay positive, stay active, get support when you need it and look out for each other.

Stay safe and well this winter.

Tips for staying safe and steady

Here are some simple actions you can take to keep steady on your feet:

- ▶ **Exercise regularly** – focus on activities that challenge your balance and strengthen your legs and upper body, such as gardening, dancing or tai chi. You could sign up to one of our strength and balance classes around the county. www.yourhealthnotts.co.uk **0115 772 2515** email: yourhealth.notts@nhs.net to book your place.
- ▶ **Check your eyes and hearing** – go for regular sight tests and report difficulties you have with hearing in order to identify problems affecting your balance
- ▶ **Look after your feet** – wear well-fitted shoes and slippers, and report any foot problems to your GP or chiropodist
- ▶ **Review your medication** – certain medicines can make you feel faint or affect your balance. Please let your GP or pharmacist know if you ever feel like this
- ▶ **Get enough vitamin D intake** – vitamin D is essential for keeping bones strong – the best source is sunshine
- ▶ **Eat a diet rich in calcium** – calcium also helps to keep your bones strong. Good sources are dairy foods, fortified soya products and canned fish with bones
- ▶ **Check your home for hazards** – make sure your home is hazard-free, well-lit, warm and don't climb up to reach things out of cupboards
- ▶ **Contact your GP** – if you've had a fall or are worried about falling, tell your GP. There are many ways to help you feel confident again
- ▶ **Remove clutter** – mop up any spillages quickly
- ▶ **Get a free home safety check** – contact us on **0300 500 80 80** to find out more. Our Handy Person Adaption Service can provide help with essential minor adaptations and small practical jobs.

10 Top tips for staying safe and steady.

Let's #StaySteadyNotts, for more advice visit: nottscc.gov.uk/falls



Slow and steady

Allow yourself extra time to reach your destination to avoid rushing, and remember to keep a fully charged mobile phone handy.



Wear sturdy, well fitting footwear

Wear boots, shoes and slippers with non-slip soles and a sturdy back. Consider fitting a grab rail if you have steps at the front or back door. **Call HPAS on 0300 500 8080** who can arrange a free home safety check.



Focus on fitness

Staying active not only keeps you fit and healthy, it also helps you stay steady and balanced. Why not try one of our strength and balance exercises - there are quite a few to choose from.



Take care of your eyes

Get your eyesight and glasses checked annually. Free eye tests are available to all aged over 60.



Think bright

Keep a torch by your bed or a landing light on at night so you can see clearly. Also consider fitting higher watt light bulbs or a night light that will activate automatically.



Be alert

Watch your footing when out and about, stay on designated, well lit walkways and use handrails.



Walking aids

Check the rubber ferrule has plenty of grip left on your walking stick. If you don't use a walking stick why not use a mountaineering pole instead.



Drink responsibly

Keep health risks from alcohol at a low level by following advice about limits.



Take Care of your feet

Keep your feet in good condition, get your toenails trimmed regularly and arrange a visit to a podiatrist or your GP about any foot problems you may have.

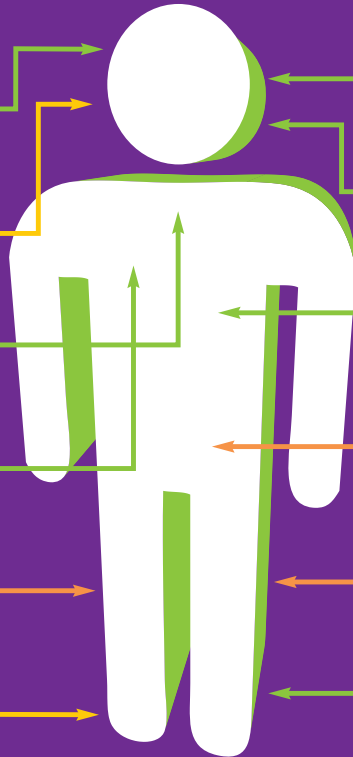


Get organised

Organise your home so that climbing, stretching and bending are kept to a minimum, and to avoid bumping into things. Remove clutter especially in passageways and fasten down carpet rugs.

More than one fall?

Consider:



Do you feel dizzy on standing?

Do you have a sight problem or need an eyesight test?

Do you take more than four different types of tablets?

Are you feeling unwell with breathing difficulties?

Do you have difficulty walking or need walking aids?

Do you have poorly fitting shoes or slippers?

Are you unusually confused or muddled?

Have you lost your appetite or are you drinking much less?

Are you feeling unwell or have bladder problems?

Are you having difficulty getting on and off your bed, chair or toilet?

Do you feel unsteady when walking or have weak legs?

Are your ankles unusually swollen?

Take action – call now:

Contact your GP Practice

Discuss with Health Professionals

You, your family or friends to change or arrange

Energy Advice



**WARM AND
SAFE HOMES
ADVICE**

Energy Advice
0800 304 7159

Benefits Advice
0800 138 8218

National Energy Action's WASH Advice Service is a free support service providing advice to householders in England and Wales on their energy bills and keeping warm and safe in their home. We can also help with benefits advice and income maximisation.

We can help you with:

- Support with gas and electricity accounts including fuel debt
- Switching suppliers
- Energy efficiency
- Trust fund applications
- Help with water bills
- Warm Home Discount and Priority Services Register
- Benefits advice and income maximisation

Ways to contact the advice service



Speak to an adviser
Call **0800 304 7159**
or use [SignVideo](#)



Text chat to an adviser
on [Facebook](#)



Make a Referral

Visit <https://www.nea.org.uk/advice/wash-advice/> for more information



Keep Warm Keep Well

Coping with cold weather and COVID-19

Keep Warm



Heat your home to at least 18°C



Ensure you have adequate food, medication and warm clothes



Check if you are eligible for help to keep your home warm

Keep Well



Stay as active as you can, any exercise can bring health benefits



Make sure you get your flu vaccine



Follow COVID-19 guidance

Keep Connected Safely



Get help if you need it. Speak to your GP, pharmacist, carer or key worker for advice



Keep in touch with friends, family and your community



Look out for others. Ask how they are keeping warm during cold weather

Further Information



Simple Energy Advice provides free advice on energy efficiency and National grants to help with energy bills: 0800 444202



Plan ahead. Stay up to date with the weather forecast



If you're worried about your health, visit the **NHS Website**, call **NHS 111** or in an emergency call 999

Helpful Resources

For members of the public

Health Advice

- [NHS How to stay well in winter](#)
- Get the latest [NHS information and advice about coronavirus \(COVID-19\)](#). COVID-19 information is available in British Sign Language via the [SignHealth](#) website
- [NHS information on the Flu Vaccine](#)

Other Support and Advice

- Register for support from the [NHS Volunteer Responders](#)
To arrange support for yourself or someone you know, call:
0808 196 3646 (8am to 8pm, 7 days a week)
- [AgeUK: Keep well this winter](#)
- [Citizens Advice](#) offers free and confidential advice online, over the phone and in person
- For additional support, check if you're eligible to register on your energy company's Priority Service Register. For more information visit the [Ofgem website](#)

Please visit the NHS website for more information: [assets.nhs.uk/prod/documents/Stay_well_this_winter_-_large_print.pdf](#)



Citizens Advice Bassetlaw's Energy Team

Our energy team can support you with saving money on your energy bills. We can support with

- ▶ Switching tariffs / supplier to save you money on your energy bills
- ▶ Checking if you are eligible for benefits such as the warm home discount or a winter fuel payment
- ▶ Registering you for the priority services register if you need more support from your energy supplier
- ▶ Helping you to manage energy debt
- ▶ Supporting you to make your home more energy efficient
- ▶ Assisting you to make complaints or resolve problems with your energy supplier



Bassetlaw

For a free energy advice appointment call us on **01909 498 892** or email us at energy@bassetlawca.org.uk



Nottinghamshire Mind offers a range of services and support to meet individual needs, ... and one to one support from trained Volunteer Mentors and professional Mind Recovery Coaches. For more information please contact us:

Telephone: **0800 470 0203**

Email: admin@nottinghamshiremind.org.uk

www.nottinghamshiremind.org.uk

IN A CRISIS?

talk to
people



you can
trust

Call our 24/7 Mental
Health Crisis Line on:
0808 196 3779

We want everyone to be able to access help when they need to. If you are deaf or hard of hearing and in a crisis, find out how to get help at [nottinghamshirehealthcare.nhs.uk/help-in-a-crisis](https://www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis)

The service is available to anyone in mental health crisis at anytime, anywhere across Nottingham and Nottinghamshire and is available 24 hours a day, seven-days a week, the Freephone number, **0808 196 3779** is the number to call if you are experiencing a mental health crisis and need immediate help. It's open to people of all ages who need urgent mental health support.

For more information about mental health support in Nottinghamshire and in a crisis: please visit:

www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis

Need someone to talk to?

Turning Point Nottinghamshire
Mental Health Helpline

0300 555 0730
9am-11pm 7 days/week



Bassetlaw

ACTION

Centre

Energy Advice

Our energy advisor is able to visit you at home to give advice on keeping warm and well.

This can include:

- ▶ Energy tariff switches to ensure you aren't overspending on your gas and electricity
- ▶ Identifying and assisting you to apply for funding for energy saving measures or to replace faulty equipment where applicable
- ▶ Registration on to the priority services register
- ▶ Benefit check to ensure you are in receipt of correct benefits
- ▶ Help and advice with fuel debt
- ▶ Promotion of energy awareness to the residents of Bassetlaw



For more information or to make a referral contact case worker on:

Telephone: **01777 709 650**

Monday to Friday 9:00am to 1:00pm

www.bassetlawactioncentre.org.uk



Is your..

Home feeling too cold?



Help is at hand!



Heating help

If your boiler is broken or faulty, we can help you with urgent replacements or repairs. First time gas central heating is available too, as is boiler servicing.



Financial support

We can help you to increase your income with benefit checks, fuel vouchers, bill discounts as well as hardship grants.

Get in touch, call **0115 985 3000**,
or visit warmhomeshub.com.

High bills becoming unbearable?

Join our collective switch!

BIG NOTTS SWITCH
#BigNottsSwitch

nep nottingham energy partnership
Not for profit climate change charity



SIGN UP TODAY!

There's no obligation to switch.

 [nottenergy.com/
bignottsswitch](http://nottenergy.com/bignottsswitch)

 **0115 784 6696**

Big Community
Switch

Who can help?

Type of help	Who is it for?
Good Neighbour 	For people who are self-isolating but have a good network of trusted friends and neighbours who can help
Bassetlaw Community Support & Food Hub 	For people who need help for a variety of things, such as picking up prescriptions, help with shopping, arranging food parcels for those in need, a weekly keep in touch call to ensure people are safe and well
Customer Hub Golden Number 	For people who are self-isolating but do NOT have friends or neighbours who can help with picking up and delivering medicine, food and household supplies
Shielding Measures 	For extremely vulnerable people identified by the NHS as being at high risk of Covid-19
Citizens Advice Bassetlaw (CAB) 	Citizens Advice Bassetlaw (CAB) is a valuable resource for local people to access free, confidential, independent and impartial advice and support with any problems that they may face.

What support is offered?

Friends and neighbours can help you by picking up and delivering medicine, food and household supplies, but please follow social distancing guidelines

Bassetlaw Community Voluntary Service (BCVS) and Bassetlaw District Council are working together to provide support and foodbank provision to residents across the District, during the coronavirus pandemic. Call Bassetlaw District Council on **01909 533 533**, 9am – 5pm, seven days a week, or email us at customer.services@bassetlaw.gov.uk
www.bassetlaw.gov.uk/coronavirus-covid-19/
www.bcvs.org.uk/

Call Nottinghamshire County Council Golden Number on **0300 500 80 80** or visit www.nottinghamshire.gov.uk/care/coronavirus/nottinghamshire-coronavirus-community-support-hub. Please note, this number is monitored Monday to Friday 8am to 6pm.

You will be contacted by the NHS about the support available for you. If you are not sure whether your medical condition makes you extremely vulnerable, register at www.gov.uk/coronavirus-extremely-vulnerable

Citizens Advice Bassetlaw (CAB) can be contacted for general advice on **0300 456 8369**, Monday - Friday 9am - 4pm.
For debt queries - contact **01909 498 890**
For cancer related benefit queries - contact **01909 498 889**
www.bassetlawcab.org.uk

Mental Health

SAMARITANS

Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts.

Call **116 123** from any phone OR email jo@samaritans.org
Website: www.samaritans.org/



Insight Healthcare Talking Therapies (Bassetlaw)

Most of us will at some point experience common mental health issues such as low mood, depression, anxiety, stress, phobias, anger, panic, trauma, bereavement, loss, relationship difficulties and family problems. If these affect your day-to-day life or how you cope, talking therapies may be able to help, if you are 18 and above, and are registered with a Bassetlaw GP.

We cover the Bassetlaw area.

www.insighthealthcare.org/our-services/talking-therapies/find-a-service/bassetlaw/

Contact us for an appointment on **0300 300 0033** or you could ask your GP for a referral. You can also fill out an online form.



A Health and Wellbeing booklet can be found on the Notts County Council at website: www.nottinghamshire.gov.uk/care/coronavirus/mental-health-and-physical-wellbeing

Bassetlaw Bereavement Care at Bassetlaw Hospital



Support is accessible

Doncaster and Bassetlaw
Teaching Hospitals
NHS Foundation Trust

Monday - Friday 09.00 - 5.00pm

based at Bassetlaw Hospital COVID19 - currently offering counselling
by telephone or email support.

Contact: Bassetlaw Hospital Address Kilton Hill Worksop

Nottinghamshire Postcode

Email:

Phone: **01909 572 779**

www.dbth.nhs.uk/



The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Need help? Call us ANYTIME on: **0800 470 80 90**



Provides information and support for those with dementia.

Telephone: **0300 222 1122**

(Monday to Friday, 9am to 5pm and 10am to 4pm on weekends) www.alzheimers.org.uk



The Admiral Nurse Dementia Helpline is for anyone with a question or concern about dementia, including Alzheimer's disease. This includes providing critical emotional and practical support to carers affected by the coronavirus (COVID-19).

Call our Dementia Helpline for free on **0800 888 6678** or send an email to helpline@dementiauk.org. For more information visit the www.dementiauk.org/



AURORA

WE ARE A LOCAL CANCER CHARITY WORKING TO IMPROVE THE LIVES OF LOCAL PEOPLE AND THEIR FAMILIES WHO ARE LIVING WITH CANCER OR A LONG TERM ILLNESS

We can help to support you during and after treatment for cancer.

WE ARE HERE FOR THE PEOPLE OF BASSETLAW TO PROVIDE:

- A listening ear with a Wellbeing Practitioner
- Emotional Support from a specialist counsellor
- Practical Support
- Social Support
- Physical support
- Education and Workshops
- Online Resources Advice and Information
- Signpost to financial Advice and Information

CONTACT US ON 01909 470985 FOR MORE INFORMATION OR visit our website www.aurorawellbeing.org.uk
Email us on admin@aurorawellbeing.org.uk

**OUR CENTRE IS CURRENTLY CLOSED DUE TO COVID RESTRICTIONS BUT WE ARE HERE FOR YOU ONLINE & BY PHONE
MON to FRI 10am—
4pm 01909 470985**

**“I found it useful to have some time set aside to focus on me. Time I didn’t have to feel guilty about”
AURORA CLIENT**



SOCIAL PRESCRIBING LINK WORKERS

Your Social Prescribing Link Workers are specialists with a wealth of knowledge and experience about support services in Bassetlaw. Anyone over the age of 16 who is registered with a Bassetlaw surgery can access this service.



The Social Prescribing Link Workers can help to:

- Identify Groups which may offer additional support to help patients understand and manage their medical condition
- Access community social groups by giving a patient a named contact and specific group information
- Access benefits, debt and welfare advice
- Address loneliness and isolation issues by encouraging participation with local activity groups
- Access information and advice on a wide range of services for the whole family

To get the help and support you need please ask at your GP surgery or contact Bassetlaw Community and Voluntary Service on 01909 476118 for more information.



BCVS

Bassetlaw Community and Voluntary Service

An empowered and enabled community

Contact us



01909 533 533



www.bassetlaw.gov.uk



customer.services@bassetlaw.gov.uk



Text us on 07797 800 573



Find us on Facebook - BassetlawDC



Twitter @BassetlawDC



Visit us at:

Retford Office

17B The Square, Retford DN22 6DB

Worksop Office

Queen's Buildings, Potter Street, Worksop S80 2AH

All offices are open: Monday to Friday 9:00am to 5:00pm

If you need any help communicating with us or understanding any of our documents, please contact us on **01909 533 533**.



Bassetlaw
DISTRICT COUNCIL
— North Nottinghamshire —