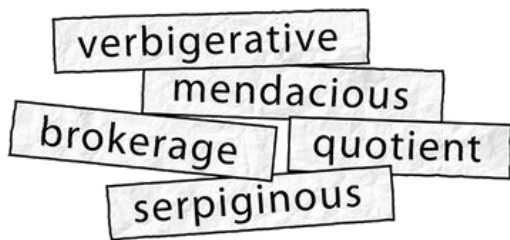


KEEPING WELL THIS WINTER

YOUR GUIDE TO A HEALTHY SEASON



About this guide



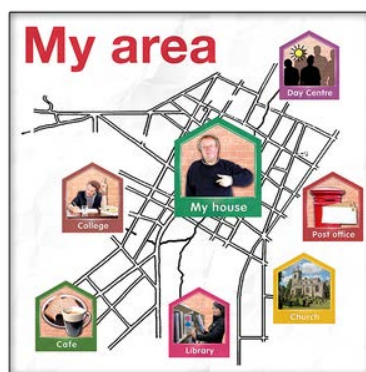
In this guide we have used some words that not everyone will understand. We have written these words in **bold** and included what they mean.



Cold weather can make people more likely to get ill. You are more likely to get ill if you are over 65 or have a health problem.



This guide will give you information and tips on how to look after yourself and others this winter.



It also gives you information about different places local to you that can help you.

Tips on staying well during winter

1 - Stay warm



Keeping warm in the winter can help stop you getting ill.

Some tips for keeping warm:

- Heat your home to at least 18 degrees Celsius in rooms that you use a lot like your living room or bedroom
- Wear lots of layers of thin clothes
- You can visit a warm space in Havering which are in different places like libraries and leisure centres. Some warm places offer hot drinks
- You can visit www.havering.gov.uk/warmspaces to find a warm space near you



Tips on staying well during winter

2 - Get your vaccinations (jabs)



Some people can get very ill if they get the flu or Covid-19.



Getting your flu and Covid-19 vaccines can protect you and others around you from getting ill.



You can get both vaccines for free if you are over 65 years old, have a health problem, have a learning disability or you are pregnant.



You may also be able to get the flu and Covid-19 vaccine for free if you care for someone who is older or disabled.



Children aged 2 to 16, or 6 months to 17 years old with health problems, can also get a free flu spray vaccination.



If you are aged 70 to 79 you can get a free shingles vaccine from your doctor. You may also be able to get this vaccine if you are 50 years or older and have a health problem.

Getting your vaccinations (jabs)



This is the NHS calling to make a Covid-19 vaccine appointment

You may get invited to get your flu or Covid-19 vaccines by text, email, letter or through the NHS App. If you do not get an invite you can still book an appointment to get your vaccines.

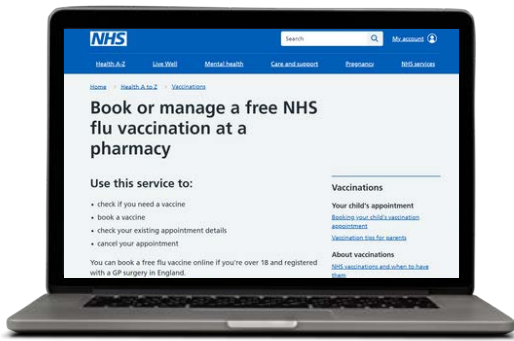


Pharmacy

You can book to have your Covid-19 vaccine at your pharmacy or your nearest vaccination centre. You can also go to a local vaccination event.



Find out how to book at www.northeastlondon.icb.nhs.uk/wintervaccinations.



You can book your flu vaccine at your doctor's surgery, your local pharmacy, through the NHS app or at www.nhs.uk/book-a-flu-vaccination.



Children will be given their flu spray at their school.



You can find out more about the flu vaccine in the easy read leaflet at www.gov.uk/government/publications/flu-leaflet-for-people-with-learning-disability.

Tips on staying well during winter

3 - Check your medicines



Make sure you have the medicines you need before your doctors' surgery or pharmacy close for the holidays.



Make sure the medicines you do have at home are not out of date.



Make sure you have enough medicine from the pharmacy to help you if you do get ill such as paracetamol.

Tips on staying well during winter

4 - Stay healthy



Try to keep active by moving around more.



It does not matter what you do, as long as you are moving and you enjoy it.



Try to eat food that is healthy such as fruit and vegetables.



Wear shoes that have a good grip at the bottom when you go outside so you don't slip or fall on ice when it's really cold.

Tips on staying well during winter

5 - Stay connected



Keep in touch with your friends, neighbours and family.



Speak to someone if you are not feeling well.



Do not be scared to ask if you need any help.

Where to go for advice and help



If you need help there are different places locally that you can contact depending on what you need. This part of the guide will give you information on these places.

NHS 111



If you or someone else needs urgent health advice you can go to www.111.nhs.uk or call 111.

Urgent means you need to be seen quickly.

NHS 111 can:

- Tell you where to get help
- Help you find more information
- Tell you where to get medicine from
- Give you advice
- Book you a doctor's or emergency dentist appointment
- May send you to a walk-in centre or hospital



Seeing a doctor on evening and weekends



Most doctor's surgeries are closed on evenings and weekends but you can still get an appointment to see a doctor at those times.

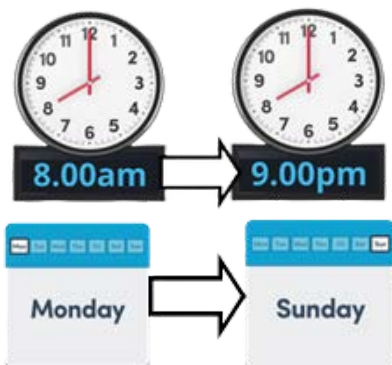


Call your doctor's surgery, or if it is closed, call NHS 111 to book these appointments.

Walk-in clinics



You can get help with minor injuries and illnesses at the Urgent Treatment Centre at Barking Community Hospital and Harold Wood Polyclinic.



These are open from 8am to 9pm seven days a week. You can call NHS 111 to book an appointment or walk in and wait to be seen. You do not need to be registered with a GP.

Pharmacy



Pharmacists are people who give you medicine and advice if you are not well.



They can help you with health worries such as coughs, colds, tummy troubles and aches and pains.



A lot of pharmacies are open until late and at weekends. You do not need an appointment.



You can find a pharmacy near you by visiting: www.nhs.uk/service-search/pharmacy/find-a-pharmacy

Mental Health



If you are feeling down and do not feel as good as normal you can speak to your doctor who can help you.



You can also get help by:

- Calling the mental health crisis line on 0800 995 1000. This number is free to call and open every day for 24 hours.
- Call Mind in Havering, Barking and Dagenham on 01708 457040 who can give you support.
- Call Havering Talking Therapies on 0300 300 1554 or visit www.talkingtherapies.nelft.nhs.uk/havering who can find you someone to talk to.

Loneliness and support



If you are feeling lonely there are lots of places in Havering who can help you.



You can find information about these places at www.havering.gov.uk/info/20015/adult_social_care/767/support_if_youre_lonely_or_anxious



You can call the Havering Volunteer Centre befriending service on 01708 922214 if you want to talk to someone friendly



Tapestry also have a service for people who are feeling lonely and want some company. You can call them on 01708 79660 or email hello@tapestry-uk.org

Money advice



If you are finding it hard to pay for things you can get information and advice to help at www.havering.gov.uk/costofliving



You can also get advice about different things including money worries from Citizens Advice. You can call them on 0808 1898273 or visit www.haveringcab.org



If you look after someone else and need support, you can call Havering Carers Hub on 01708 961111, email info@haveringcarershub.org.uk or visit their website www.haveringcarershub.org.uk

Help with NHS costs



NHS care is free but you may still need to pay for things like medicines and to see a dentist.



You may be able to get help with paying for these.

You can get more information at www.northeastlondon.icb.nhs.uk/nhs-costs

Food banks



Food banks can help people if they do not have enough money to pay for the food they need.



There are four food banks in Havering where you can get food if you have a voucher. These are in Collier Row, Romford, Harold Hill and Rainham.



You can contact the Help Through Hardship helpline on 0808 208 2138 for advice and to find out how to get a voucher.

You can also visit www.trusselltrust.org/get-help

Energy doctors

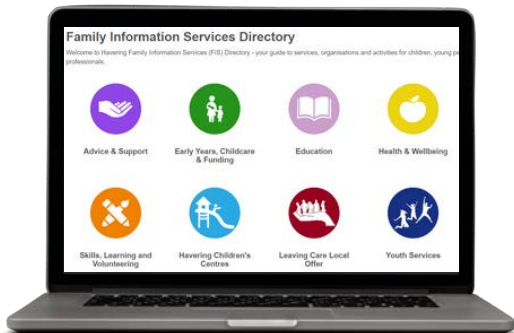


Energy doctors is a service by Havering Council and Age UK. They can help you save money on your energy bills and help you get your home ready for winter.



You can call them on 020 3011 1241 or email energydoctors@ageukeastlondon.org.uk

Family services



Families can get help and support from the family services hub - www.havering.gov.uk/fsd

People who can support you

Support from your doctor's surgery

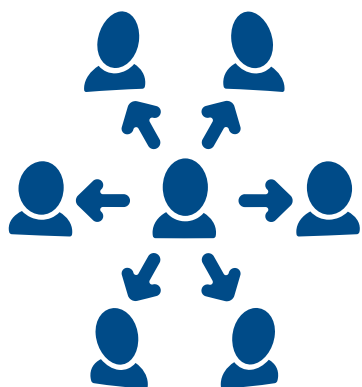


You can see different professionals through your doctor's surgery who can help with your care. This part of the guide will tell you about the different professionals you may be able to see.



Social Prescribers

They can connect you with local activities and services for advice and support.



Care Coordinators

They can help you manage your care and help connect you to the right services or professionals.



Dieticians

They can help you with your diet and to eat healthier.



Health and Wellbeing Coaches

They can help with your physical and mental health.



Occupational Therapists

They can help you with things that may be stopping you from doing everyday activities.



Clinical Pharmacists

They can have a look at your medicines, prescribe medicines, and help manage your health problems.



Pharmacy Technicians

They help Clinical Pharmacists by updating your medication records and can give you advice on your medicines.



Physician Associates

They work with doctors and the team to give care to people, arrange tests and read results.



First Contact Physiotherapists

They can help if you have problems with your muscles or joints.



Podiatrists

They help if you have problems with your feet and lower part of your legs.



Mental Health Practitioners

They can give advice and support if you have any mental health problems.



Ask your doctor's practice for more information about these roles and if you want to see someone.

Support in your community



There are also people who can help you in your community, including:

Local Area Coordinators

They work with the council and can help you improve your life by helping to solve problems you may be having and getting involved in groups and activities.

You can find out more at www.havering.gov.uk/localareacoordinators

Health champions

They can support you to become healthier and more active.

You can contact them on 07538 798478 or by email at myhealthmatters@ageukrbh.org.uk.