

KEEPING WELL THIS WINTER

YOUR GUIDE TO A HEALTHY SEASON



North East London



INTRODUCTION

As the days get colder, it is important to think about ways you can keep well over the winter months.

Cold weather can make some health problems worse and even lead to serious complications. It also means diseases spread more easily as we spend more time indoors.

Keeping warm and well over the winter can help to prevent colds, Covid-19, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

This is especially important for people who may need a little more support over the winter months due to the effects of the cold weather, such as people who are 65 or older, or those who have an ongoing health condition such as heart or kidney disease, COPD, bronchitis, emphysema, asthma or diabetes.

We know that the cost of living crisis is making it harder for people to stay healthy as things like heating, food and everyday essentials have become more expensive.

The good news is there are lots of ways you can keep well over winter, and lots of support out there to help you do this.

In this booklet you will find information and advice on how to look after yourself and others this winter, and details of some of the services that are there to support you.



WINTER WELLNESS TIPS



STAY WARM

- Heat your home to a temperature that's comfortable for you, at least 18°C in the rooms that you regularly use, such as your living room and bedroom.
- Wearing several layers of clothing will keep you warmer than one thicker layer.
- If you are struggling to heat your home, you can visit a number of local warm spaces.

www.hackney.gov.uk/keepingwarm



STAY HEALTHY

- Reduce the amount of time you spend sitting down. It doesn't matter what you do, as long as it's something you enjoy and keeps you moving.
- Eating a healthy balanced diet can help you feel your best and keep your energy levels up.
- Wear shoes with good grip when you go outside to avoid slips and falls on slippery or icy surfaces.



STAY CONNECTED

- Keep in touch with your friends, neighbours and family.
- Speak to someone if you're feeling under the weather, and don't be afraid to ask if you or they need any help.



CHECK YOUR MEDICINE CABINET

- Stock up early on prescription medicines as your pharmacy or GP practice may be closed for the holidays.
- Make sure the medication that you do have is still in date.
- Stock up on essential over-the-counter medications for common winter illnesses like coughs, colds, sore throats and general aches and pains. Ask your pharmacist for advice.



GET VACCINATED

- Getting the flu and COVID-19 vaccines ahead of winter are two of the most important things you can do to keep yourself and others around you safe. Both are free if you are aged 65 and over, are pregnant or have a long-term health condition.
- Children aged 2 to 16 or aged 6 months to 17 years old with certain health conditions can get a flu vaccine. Make sure they are also up to date with their MMR, polio and other childhood vaccinations.
- Get a free shingles vaccination from your GP if you are aged 70 to 79, or 50 or above and have a weakened immune system. The shingles vaccine is also being offered to people turning 65 on or after 1 September 2023.

FIND ADVICE AND SUPPORT

HEALTH AND WELLBEING



Urgent GP appointments

If you have an urgent but not life-threatening medical problem speak to your GP practice first. They have a Duty Doctor Service, available 8.00am to 6.30pm, Monday to Friday (excluding bank holidays).

Phone your surgery and explain that you have an urgent problem. Reception will ask the nature of your problem and even if routine appointments are full can put you on the Duty Doctor list. The Duty Doctor will ring you back within 2 hours.

Outside of these hours, if you need urgent medical attention, but it is not life threatening, visit **NHS 111 online or call 111 first.**

Pharmacy

Your local pharmacist can offer advice as well as medication. Many pharmacies are open late and over the weekends and you do not need an appointment to see a professional.

Some offer free delivery services, so check with your local pharmacy.

Mental health crisis support

If you are feeling overwhelmed or you are struggling with your mental health, you can call the mental health crisis line for free 24 hours a day, 365 days a year.

 0800 073 0006

Mind in City & Hackney

Can provide mental health support through a range of services.

 020 8985 423

 www.mindchwf.org.uk

City and Hackney Walk-in Crisis Café

Offers a welcome cuppa and a safe, supportive place for anyone struggling to cope. The café is open at The Raybould Centre in Homerton Row from 6pm to 9pm Monday to Friday, and 12pm to 4pm on weekends. Call the number below for more details.

 07393 762 366

Your nearest Samaritans

If you're struggling speak to the Samaritans. Visit their walk-in centre at 46 Marshall Street, London open every day from 9am to 9pm, or ring 116 123 for free, 24/7, 365 days a year.

 116 123

Talk Changes

Provides support for many common mental health concerns such as anxiety, stress, phobias, bereavement and depression.

 020 7683 4278

 huh-tr.talkingtherapy@nhs.net

LONELINESS AND SUPPORT



Support services


If you're feeling lonely and would like to get involved locally or just have someone to talk to there are lots of organisations who can help.

 www.hackney.gov.uk/being-sociable

Befriending service

Community Befrienders volunteers offer a crucial lifeline and confidence boost to people who are lonely or socially isolated in Hackney and the City.

 0207 241 4443

 www.vchackney.org/community-supporters

The Silver Line run by Age UK

Is a free telephone support line for older people offering confidential support and friendly conversation 24 hours a day, 7 days a week.

 0800 4 70 80 90

Age UK in East London

Provides a range of support and advice for older people as well as befriending services, activities and events.

 020 898 17124


 info@ageukeastlondon.org.uk

MONEY AND ADVICE



Finance advice

General information and advice to help you through the cost of living crisis can be found at

 www.hackney.gov.uk/hackney-money-help

Hackney Citizens Advice

Provides free, independent, confidential and impartial advice on a wide range of subjects. Appointments are available at their office in Mare Street Hackney.

 020 3880 2023

 www.eastendcab.org.uk

Support for carers

If you're a carer and would like to find out what support is available to you visit the Hackney Council website at

 www.hackney.gov.uk/carers



COST OF LIVING SUPPORT



Support with NHS costs

While NHS care is free, there are some things you need to pay for like prescriptions and dental costs. A range of financial support is available to eligible people to help with these costs. Even if you are not eligible for free prescriptions there are ways to save money on them and you can talk to your local pharmacist about this.

🖱️ www.northeastlondon.icb.nhs.uk/nhs-costs

Warm hubs

There are a number of warm spaces that you can go to if you are struggling to heat your home.

☎️ 020 8356 3000

🖱️ www.hackney.gov.uk/keepingwarm

Food banks

Hackney Foodbank provides emergency food parcels to anyone going through a temporary crisis or those trapped in poverty. They offer practical, immediate relief and can connect you with local organisations who can help with any wider issues you are facing. Contact them Monday to Friday 10am to 2pm.

☎️ 0207 254 2464

🖱️ www.hackney.foodbank.org.uk

FAMILY SERVICES



Family Services Unit

Families can get a range of help and support via the family services unit.

🖱️ www.hackney.gov.uk/support-for-families



WINTER VACCINATIONS

Millions of people will be eligible for free flu and Covid-19 vaccines this winter, including everyone **aged 65 and over, pregnant women, care home residents, people with certain health conditions, frontline health and care staff, unpaid carers** and people **living with those at higher risk**. Children aged **2 to 16**, or aged **6 months to 17 years** old with **certain health conditions**, can get a free flu jab.



Who is eligible

FLU VACCINE

- All adults aged **65 and over**
- People aged **6 months to 64** in a **clinical risk group**
- People who are **pregnant**
- People who are in **long-stay residential care**
- People who 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
- People who live with someone who has a **weakened immune system**
- Children aged **2 to 16**, or aged **6 months to 17 years** old with **certain health conditions**.

Find out more:

🖱️ www.nhs.uk/flu vaccine

COVID-19 VACCINE

- All adults aged **65 and over**
- Residents living in a **care home for older adults**
- People aged **6 months to 64 years** in a **clinical risk group**, including people who are **pregnant**
- People aged **12 to 64 years** who live with someone who has a **weakened immune system**
- People aged **16 to 64 years** who are **carers**
- **Frontline** health and social care workers
- Staff working in **care homes for older adults**

Find out more:

🖱️ www.northeastlondon.icb.nhs.uk/wintervaccinations

How to book

FLU VACCINE

If you are eligible you can book a flu vaccine through:

- Your doctor's surgery
- Your local pharmacy
- The NHS App
- Children from reception to year 11 will be offered vaccinations at school. 2 to 3 year olds can get one from your GP.
- Visiting

🖱️ www.nhs.uk/book-a-flu-vaccination

COVID-19 VACCINE

If you are eligible you can book a Covid-19 vaccine through:

- The NHS App
- Visiting www.northeastlondon.icb.nhs.uk/wintervaccinations
- Calling **119**

Shingles

If you are aged 70 to 79, or aged 50 or above and have a weakened immune system (for example from cancer treatment), you can get a **free shingles vaccination from your GP**. The shingles vaccine is now also being offered to people turning 65 **on or after 1 September 2023**.



PEOPLE WHO CAN SUPPORT YOU IN YOUR COMMUNITY

Support from your doctor's surgery

Through your GP surgery you can access a wide range of professionals who can help with your care. Ask your practice for more details.

- ✓ **Social Prescribers** can connect you with local activities and services for advice and support to help improve your health and wellbeing.
- ✓ **Care Coordinators** can help you manage your care and provide extra support with using the health and care system, connecting you to the right services or professionals at the right time.
- ✓ **Dieticians** are experts in diagnosing and treating diet and nutritional problems and can support people with long term conditions such as diabetes, food allergies, coeliac disease, and stomach issues.
- ✓ **Health and Wellbeing Coaches** can work with you to improve your physical and mental health based on what matters most to you.
- ✓ **Occupational Therapists** can support you with things that may be stopping you from doing everyday activities. This can include making changes to your environment to make things easier for you or learning new ways to do things.
- ✓ **Clinical Pharmacists** are experts in medicines. They can review your medications, prescribe medicines, and help with managing long-term conditions.
- ✓ **Pharmacy Technicians** support Clinical Pharmacists by updating medication records and can offer you advice on how to use and get the most out of your medicines.
- ✓ **Physician Associates** can diagnose and treat a wide range of health conditions. They work with GPs and the wider team to provide care to people, arrange tests and analyse results.
- ✓ **First Contact Physiotherapists** are there to help if you have a condition which affects your muscles or joints. They can assess, diagnose and advise you on how to manage your condition.
- ✓ **Podiatrists** are there to help diagnose and treat conditions which affect your feet and lower limbs.
- ✓ **Mental Health Practitioners** can provide advice and support to help with a range of mental health conditions from anxiety and depression to eating disorders, bipolar disorder, and psychosis.

FURTHER INFORMATION

Translations and alternative formats

This booklet is available to download from our website.
Visit www.northeastlondon.icb.nhs.uk/winter

If you would like to receive this booklet in a language
other than English please contact press@hackney.gov.uk

YOUR FEEDBACK

We would like to hear your views on how useful you found this booklet.
Please complete the following survey and post to
Winter Wellness City & Hackney, Freepost NHS North East London



Alternatively, you can also complete
the survey online by visiting
www.surveymonkey.com/r/JQ9YJ7S

1 Please tell us how useful you found the information in this booklet:

	1 Extremely unhelpful	2 Not very helpful	3 Somewhat helpful	4 Very helpful	5 Extremely helpful
Winter wellness advice (page 3)					
Finding advice and support (pages 4–6)					
Winter vaccinations (page 7–8)					
People who can support you in your community (page 9–10)					

continued overleaf

2 If you found any of the information in this booklet unhelpful, please explain why it was not useful to you:

3 Is there any additional information you would find helpful to be included in this booklet and why?

4 Is there anything you think could be improved about this booklet and why?