

# KEEPING WELL THIS WINTER

YOUR GUIDE TO A HEALTHY SEASON



**NHS**  
North East London

 **Havering  
Helps**

 **Havering**  
LONDON BOROUGH

# 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.

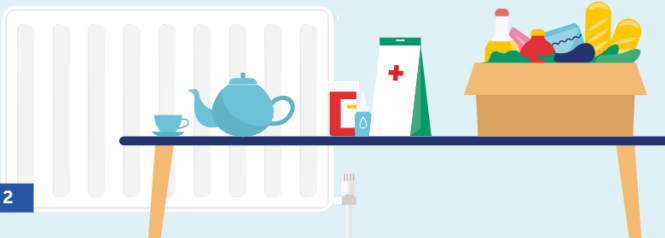
Keeping warm and well over the winter can help to prevent colds, Covid-19, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

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 WELLNES



### 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, visit a number of warm spaces in Havering, including libraries and leisure centres and some offer hot drinks and Wi-Fi.  
[www.havering.gov.uk/warmspaces](http://www.havering.gov.uk/warmspaces)



### 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.

# FIND ADVICE AND SUPPORT

## HEALTH AND WELLBEING



### NHS 111

If you need urgent medical attention, but it is not life-threatening, visit **NHS 111** online or call **111** first.

### Seeing a doctor out of hours

Urgent doctor's appointments are available seven days a week including in the evenings, weekends and on bank holidays. **Call your practice or NHS 111 to book.**

### 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.**



### Walk-in clinics

For help with minor injuries and illnesses visit the Urgent Treatment Centres at Barking Community Hospital and Harold Wood Polyclinic. These are open 8am-9pm, seven days a week. **Call NHS 111 to book an appointment or walk in and wait to be seen.**

### Mind in Havering, Barking and Dagenham

Can provide mental health support through a range of services available Monday to Friday, 9am to 4.30pm.

☎ 01708 457040

### 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 995 1000

### Havering Talking Therapies

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

☎ 0300 300 1554

🖱 [www.talkingtherapies.nelft.nhs.uk/havering](http://www.talkingtherapies.nelft.nhs.uk/havering)



## LONELINESS AND SUPPORT



### Support services in Havering

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.havering.gov.uk/loneliness](http://www.havering.gov.uk/loneliness)

### 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, seven days a week.

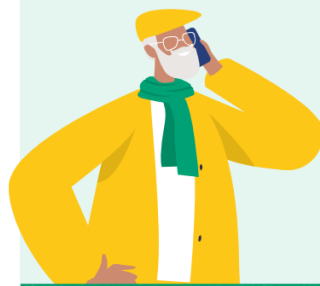
☎ 0800 4 70 80 90

### Age UK in Redbridge, Havering, Barking and Dagenham

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

☎ 020 8220 6000

🖱 [www.ageuk.org.uk/redbridgebarkinghavering](http://www.ageuk.org.uk/redbridgebarkinghavering)



## COST OF LIVING SUPPORT



### General information

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

 [www.havering.gov.uk/costofliving](http://www.havering.gov.uk/costofliving)

### 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](http://www.northeastlondon.icb.nhs.uk/nhs-costs)

### Warm hubs

There are a number of warm spaces in Havering that you can go to if you are struggling to heat your home. They include libraries and leisure centres and some offer hot drinks and Wi-Fi.

 [www.havering.gov.uk/warmspaces](http://www.havering.gov.uk/warmspaces)

### Energy Doctors

A joint service by Havering Council and Age UK to help you save money on energy bills and get your home ready for winter.

 020 3011 1241

 [energydoctors@ageukeastlondon.org.uk](mailto:energydoctors@ageukeastlondon.org.uk)

### Food banks

The Trussell Trust can provide food parcels to people who may be struggling to afford the essentials. There are three food banks you can access if you have a voucher which are located in Collier Row, Romford, Harold Hill and Rainham. Ask them about how to get a voucher, or call their Help Through Hardship helpline for advice.

 0808 208 2138

 [www.trusselltrust.org/get-help](http://www.trusselltrust.org/get-help)

## FAMILY SERVICES



### Family Services Hub

Families can get help and support via the family services hub.

 [www.havering.gov.uk/fsd](http://www.havering.gov.uk/fsd)



## WINTER VACCINA

Millions of people will be eligible for free Covid-19 vaccines this winter, including **aged 65 and over, pregnant women, carer 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](http://www.nhs.uk/flu vaccine)

## 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.

Find out more:

📍 [www.nhs.uk/book-a-flu-vaccination](https://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.nhs.uk/covid-vaccination](https://www.nhs.uk/covid-vaccination)
- Calling 119

Find out more:

📍 [www.nhs.uk/covid-vaccination](https://www.nhs.uk/covid-vaccination)

## 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 IN YOUR COMMUNITY


### Support from your doctor's surgery

Through your GP surgery you can access help with your care. Ask your practice for

- ✓ **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.
- ✓ **Dietitians** 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.

## Support in your community

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

 **Local Area Coordinators** work with the council and can help you build your own vision for a good life, help you find solutions to problems you may be facing and connect with local resources.

 [www.havering.gov.uk/localareacoordinators](http://www.havering.gov.uk/localareacoordinators)

 **Health champions** can support you to become healthier and more active. Run by Age UK in partnership with Havering Council, the champions volunteer at their places of work and also host community events. Anyone needing support and motivation to make lifestyle changes can contact them via email at

 [myhealthmatters@ageukrbh.org.uk](mailto:myhealthmatters@ageukrbh.org.uk) or by calling

 07538 798478

## FURTHER INFORMATION

### Translations and alternative formats

This booklet is available to download in a range of community languages and in Easy Read format from our website. Visit [www.northeastlondon.icb.nhs.uk/winter](http://www.northeastlondon.icb.nhs.uk/winter)

### Tłumaczenia i alternatywne formaty

Niniejszą broszurę można pobrać z naszej strony internetowej w wielu językach oraz w formie do łatwej lektury (Easy Read). Odwiedź [www.northeastlondon.icb.nhs.uk/winter](http://www.northeastlondon.icb.nhs.uk/winter)

### Traduceri și alte formate

Această broșură este disponibilă pentru descărcare de pe site-ul nostru într-o varietate de limbi ale comunității, precum și în limbaj facil. Accesați [www.northeastlondon.icb.nhs.uk/winter](http://www.northeastlondon.icb.nhs.uk/winter)

### Vertimai ir kiti formatai

Šį lankstinuką galite atsisiųsti įvairiomis bendruomenės kalbomis ir lengvai skaitomu formatu iš mūsų interneto svetainės. Apsilankykite [www.northeastlondon.icb.nhs.uk/winter](http://www.northeastlondon.icb.nhs.uk/winter)

### অনুবাদ ও বিকল্প ফর্ম্যাট

এই বুকলেট আমাদের ওয়েবসাইটে কমিউনিটির বেশ কয়েকটি ভাষায় এবং সহজপাঠ্য ফর্ম্যাটে পাওয়া যায়।  
[[www.northeastlondon.icb.nhs.uk/winter](http://www.northeastlondon.icb.nhs.uk/winter)] ঠিকানায় ভিজিট করুন

### ਅਨੁਵਾਦ ਅਤੇ ਵਿਕਲਿਪਕ ਫਾਰਮੈਟ

ਭਿਹ ਕਿਤਾਬਕੀ ਸਾਡੀ ਵੈਬਸਾਈਟ ਤੋਂ ਕਈ ਕਮਿਊਨਿਟੀ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਡਾਊਨਲੋਡ ਕਰਨ ਲਈ ਅਤੇ ਅਸਾਨੀ ਨਾਲ ਪੜ੍ਹੇ ਜਾਣ ਵਾਲੇ ਫਾਰਮੈਟ ਵਿੱਚ ਟ੍ਰਾਈਲਾਈਟ ਹੈ। [www.northeastlondon.icb.nhs.uk/winter](http://www.northeastlondon.icb.nhs.uk/winter) ਤੇ ਜਾਓ

### ترجمے کے دوچے فارمیٹ

ایہ کتابچہ کمیونٹی دیان کئی زبانوں وچ تے ایزی ریڈ (Easy Read) وچ ڈاؤن لوڈ لئی موجود اے۔  
[www.northeastlondon.icb.nhs.uk/winter](http://www.northeastlondon.icb.nhs.uk/winter)

## YOUR FEEDBACK

We would like to hear your views on how we can improve our services. Please complete the following survey and return it to Freepost NHS North East London



Alternatively, you can also complete the survey online by visiting [www.surveymonkey.co.uk/](http://www.surveymonkey.co.uk/)

**1** Please tell us how useful you found this booklet

	<b>1</b>  Extremely unhelpful	<b>2</b>  Not very 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)		

**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?