

**STAY SAFE,**

*Warm and Well*



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

Supported by:

**Yakult**

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# STAY SAFE, Warm and Well

We're heading into the colder months, so to help make sure you're looking after yourself, we've put together this helpful guide – all geared towards helping keep you safe, warm and well.



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



As temperatures drop, staying warm is paramount to your health and happiness.



It's important to stay as healthy as you can 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 friends and relatives, 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 venturing out as much. This includes making sure you have prescriptions in before Christmas
- **Nominate a friend, volunteer or neighbour:** someone you trust, who can help with shopping, medications or anything else you might need
- **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 accessible should you need it
- **Gas safety:** know where your stopcock and gas meter are located
- **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



## 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 that they are wearing a face covering and respecting 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 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 doctor 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: [simpleenergyadvice.org.uk](https://www.simpleenergyadvice.org.uk) and [gov.uk/browse/benefits/heating](https://www.gov.uk/browse/benefits/heating)





# 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
- Include food rich in nutrients, vitamins, fibre and minerals in your diet, such as:
  - Fruits and vegetables (i.e. cauliflower, parsnips, spinach and Bramley apples)
  - Nuts, seeds, wholegrains and grains (i.e. beans and lentils)
  - 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 more of other seasonings
- ✓ 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.

### The main signs to look out for are:

- **High temperature:** feeling hot to touch on your chest or back
- **Cough:** a new, continuous cough that lasts over an hour, or several coughing episodes in 24 hours
- **Loss of smell or taste:** this could be either total loss, or a change in smell or taste compared to normal

### What to do if I have COVID-19 symptoms

You should self-isolate and get a test if you have any symptoms of COVID-19.

If you live with someone who has COVID-19 you should only get a test if you have symptoms yourself. Please check current guidelines regularly for updates, at [nhs.uk/coronavirus](https://nhs.uk/coronavirus)



To protect others, if you have shown symptoms, you and anyone in your household or support bubble need to self-isolate at home for the required time as set out in Government guidelines.

You can book a test at a test site or order a home test online at [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

or by calling **119** (textphone on **18001 119** for those with hearing impairments or speech difficulties).

If you need medical advice about your COVID-19 symptoms, call **NHS 111** or use the [111.nhs.uk/covid-19](https://111.nhs.uk/covid-19) online service for advice. For emergencies, always call **999**.

You can also contact your GP or pharmacy via phone.

### If you don't have COVID-19 symptoms

If you have symptoms of cold or flu, your GP or local pharmacy can help, or you can also contact the free NHS lines. **111** is available for non-COVID-19, routine advice. You may consider using these services prior to contacting your local GP or pharmacy for advice.





**Wash your hands to reduce the chances of contracting a virus. Use warm water and soap for at least 20 seconds:**

- **When you get home and after using the toilet**
- **Before and after eating or handling food (cooked or raw)**
- **After blowing your nose, sneezing or coughing**
- **Before and after treating a cut or wound**
- **After touching animals and their food**

## 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 65 or over, or if you have a long-term condition, you are eligible to get the flu jab for free. Pregnant women and children aged 2 to 11 are also eligible, so tell anyone in your immediate family.

If you are the main carer of an older or disabled person, or if you live with someone who is on the NHS shielded patient list for COVID-19, 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. 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 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 winter it is especially important with flu and coronavirus both in circulation. Research shows that if you get both 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

- Keep your neighbours, family and friends' phone numbers handy. For extra help, go to [royalvoluntaryservice.org.uk](https://www.royalvoluntaryservice.org.uk) or [nhsvolunteerresponders.org.uk](https://www.nhsvolunteerresponders.org.uk)
- Continue to go to social activities with friends, always following the current social distancing measures, and respecting local restrictions and lockdown measures
- If you can, get a mobile phone (as it does not fully rely on your electricity supply) and keep it charged
- 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!





## 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)

Things might be a little different right now, but we are here for you. Our volunteers are ready to help, and we have virtual activities in our Virtual Village Hall whilst community centres can't operate normally.



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](https://www.nhsvolunteerresponders.org.uk)

### NHS 111 advice – non-emergency

**111**  
[111.nhs.uk](https://www.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](https://www.111.nhs.uk/covid-19)  
[nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) (England)

### Mind Infoline

**0300 123 3393**

### Non-emergency services

**101**

### Emergency services

**999**

### Power cut emergency

**105**

### Citizens Advice Bureau

**0800 144 8848** (England)  
**03444 77 20 20** (Wales)  
**0800 028 1456** (Scotland)  
Textphone: **18001 0800 144 8884**  
[citizensadvice.org.uk](https://www.citizensadvice.org.uk) (England and Wales)  
[cas.org.uk](https://www.cas.org.uk) (Scotland)

### Solid fuel appliances safety – Hetas

**01684 278 170**  
[hetas.co.uk](https://www.hetas.co.uk)

### Oil fuel appliances safety – Oftec

**01473 626 298**  
[oftec.co.uk](https://www.oftec.co.uk)

### Water emergency

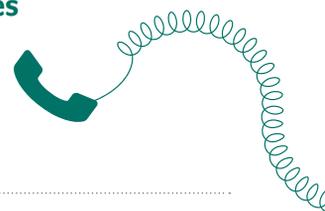
Contact your supplier. Details can be found on your water bill.

### National gas emergency

**0800 111 999**

### 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 is one of the largest voluntary service organisations in the country. We inspire and enable thousands of volunteers to give their skills, experience, energy and time to support vulnerable people in communities and in the NHS across Britain.**

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



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