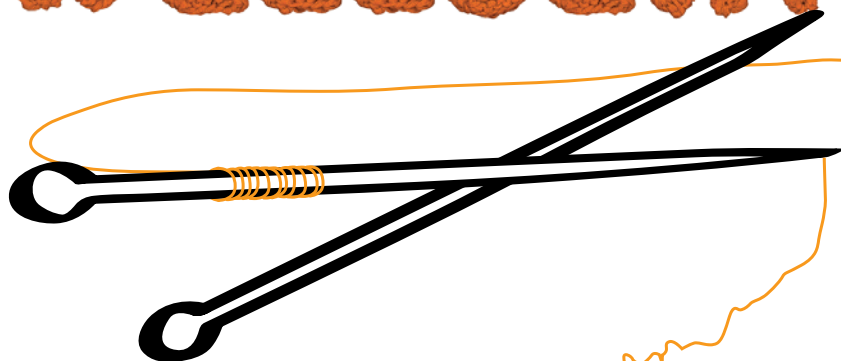


Your guide to

WINTER WELLBEING



A partnership between
NHS Cornwall and Isles of Scilly, Cornwall
Council, Council of the Isles of Scilly,
Community Energy Plus, Age UK Cornwall
and the Isles of Scilly, Cornwall Works and
Volunteer Cornwall

What's inside



Well

Advice and help to prevent the cold weather causing serious health problems.



Warm

Simple things to keep you warm and make the most of your home.



Safe

Protecting yourself and staying safe in snow, ice and bad weather.



Happy

Contacts and advice if you need to talk to someone or want somewhere to go.



Informed

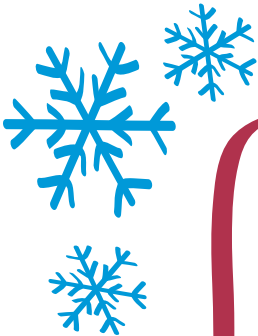
A list of agencies and contacts who can provide help and support.



WELCOME!

Welcome to your guide to Winter Wellbeing, to help you stay, well, warm, happy and safe this winter.

This guide can help you and those around you to make health, wellbeing and safety choices in winter. You will find contact details in the 'Informed' directory on page 30 for the services and providers we talk about.



"Keeping warm is vital to staying healthy, particularly for those who are more vulnerable to the cold; people over 60, on a low income or with a long-term health condition. One of our top priorities is to prevent illness and unnecessary deaths from cold weather."

Felicity Owen, Director of Public Health for NHS Cornwall and Isles of Scilly / Cornwall Council / Council of the Isles of Scilly



WELL

We all feel the cold in winter, but for some people, cold weather causes really serious health problems; especially if you are:

- over 60
- on a low income
- living with a long-term health condition
- disabled
- caring for someone



Exercise can be really helpful for keeping well in winter. The more you keep moving the better your circulation and heart health can be. Gentle walks can be organised through your local Health Promotion Service (page 31).

In Cornwall, a project called **At My Age** uses venues in local communities to give people over 50 access to events and classes. These can be anything from healthy eating courses, dance classes, memory clinics and even Tai Chi. It's about inspiring over 50s to improve their health and well-being, and all participants work at their own pace. For example, some of the exercise classes can be taken from a chair - it depends entirely how energetic you're feeling. To find out what's on in your area contact **Age Uk Cornwall and the Isles of Scilly** (page 30).

Cornwall Council's Adult Care and Support provide mobility assessments to check you have the most suitable walking aid, helping to prevent falls. We can also provide adaptations to your home, such as hand rails, ramps, (outside lighting in some cases), either from **Adult Care and Support** or through the **Handyperson's Scheme**. (page 30).

AskSARA provides a quick and easy to use advice service, which can assist anyone who finds that they have difficulties with everyday tasks. You choose a topic relating to your health, your home or daily living activities, and are asked some questions. You are then given a personalised report with advice and suggestions of small items of equipment that could help (page 30).



www.cornwall.gov.uk

LifeCheck

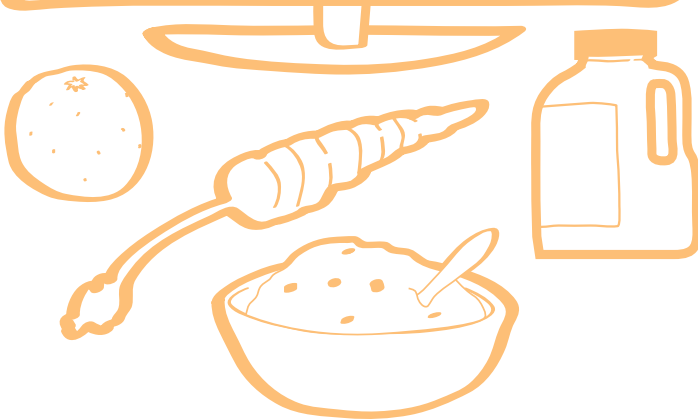
This NHS service can help you and your family improve your health. It takes just a few minutes to complete. Just answer a few simple questions and you will be given you results tailored to your age, gender and lifestyle. Visit www.nhs.uk/tools/pages/lifecheck.aspx to take part.

The [Get Well and Stay Well service](#) (page 31) is run by [NHS Cornwall and Isles of Scilly](#), [Age UK Cornwall](#) and the [Isles of Scilly and Volunteer Cornwall](#) to support and assist anyone who has left hospital recently and may need a bit more help when they get home to allow them to get well and stay well.

Look after yourself

Our health is our most important asset and learning how to take care of ourselves can help us to prevent illness, take medicines properly, and seek the right advice and treatment to help us stay fit and healthy.

If you have a long-term condition, the first step to looking after yourself is to understand your own health needs and decide what is right for you. This is where a personalised support plan can help. There is more information available on the 'Self Care' pages of the [Cornwall and Isles of Scilly NHS website](http://www.cornwallandislesofscilly.nhs.uk), www.cornwallandislesofscilly.nhs.uk or talk to your GP.



Eat well

Eating well can help to prevent and aid recovery from illness. Eating regular hot meals will keep your energy levels up and drinking hot drinks will help you to feel warmer for longer. It's a good idea to stock up on food cupboard essentials to ensure you do not have to go out when it's icy.

Eat well continued

www.healthystart.nhs.uk

You're more likely to get a cold in winter so making sure your immune system is in tip-top condition is important. To keep your diet healthy, always try to eat freshly prepared foods with as many fruit and vegetable portions as possible (aim for at least five portions of a variety of fruit and veg per day).

Stay healthy tip

Vitamin C and garlic can give your immune system a boost, while winter vegetables can be made into soup for a comforting winter meal.

A hearty healthy breakfast like porridge on a cold morning can help to give you energy and help you to feel fuller for longer. For more information on healthy eating, Eatsome (page 31) works with people of all ages throughout Cornwall and the Isles of Scilly to promote healthy eating. They offer helpful and realistic advice and run practical and fun sessions aimed at improving your diet.

Healthy Start vouchers

If you are pregnant or have a child under four years old you could get Healthy Start vouchers to help buy milk, formula milk, fruit or vegetables, or swap for vitamins. Pregnant women and children over one and under four years old can get one £3.10 voucher per week. Children under one year old can get two £3.10 vouchers (£6.20) per week. Your midwife or health visitor will be able to tell you where you can swap your coupon for vitamins in your area.

Keep a well-stocked medicine cabinet

Keeping a good stock of prescription medicines and over the counter treatments or medicines for common winter ailments such as coughs, colds, diarrhoea and sickness is important. If you are ill with minor ailments, get plenty of rest, and drink plenty of water.

Contact your local pharmacist for expert advice and treatment of a wide range of minor illnesses and the best medicines to treat them.



Common winter illness

Norovirus is an unpleasant sickness and diarrhoea bug more common in the winter months. If you, or anyone else around you has the symptoms of norovirus, stay away from work or school and don't visit hospitals or other healthcare places for a minimum of 48 hours after the symptoms have stopped. You should wash your hands frequently in warm water and liquid soap (antibacterial gel will not kill the virus) especially after using the toilet or before preparing food.

Anyone concerned about the health of someone they know should contact their GP.



Wash your hands frequently with warm water and liquid soap

Winter flu

Seasonal flu occurs every year, usually in the winter. It's a highly infectious disease caused by a virus. People sometimes think a bad cold is flu, but having flu is often much worse than a cold – you may need to stay in bed for a few days if you have flu. For some people it can increase the risk of developing more serious illnesses such as bronchitis and pneumonia, or can make existing conditions worse. Even if you feel healthy, you should definitely consider having the free seasonal flu vaccination if you:

- * are aged 65 years or over;
- * live in a residential or nursing home;
- * are the main carer of an older or disabled person;
- * are pregnant or;
- * have a long term health condition.

The flu vaccine is usually available between October and February. Check with your GP for details.



If you're housebound in winter:

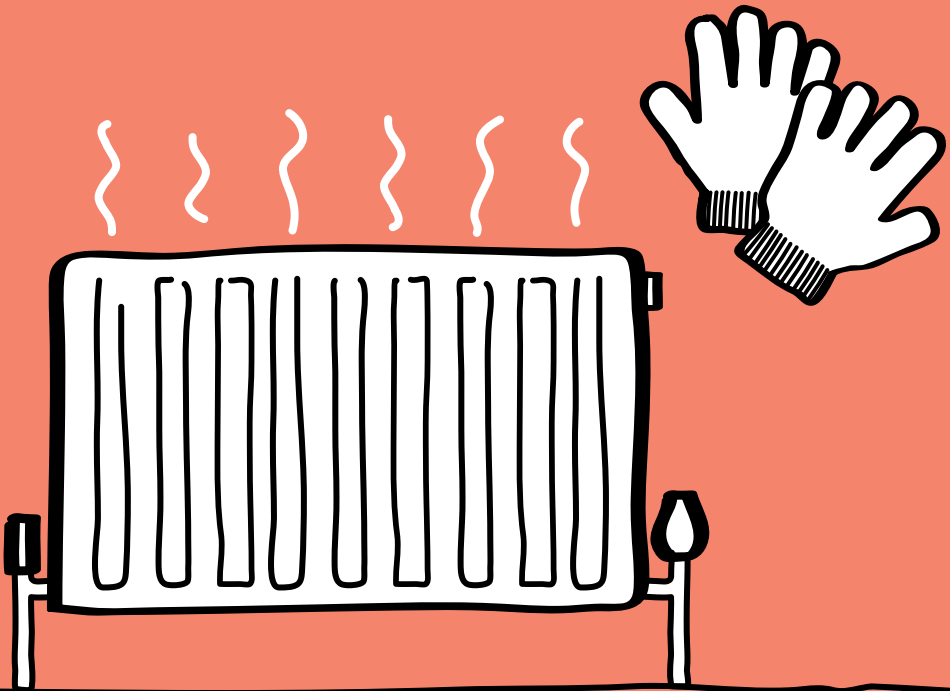
There may be healthcare services available to you at home such as dental checks and eye tests. Please contact the PALS team in our directory to find out more. (page 32)

A number of projects have also been set up which provide additional support for people newly discharged from hospital, those at risk from falls or worried about a friend or relative with early signs of dementia. Contact the [Age Uk Changing Lives Helpline](#) (page 30) to see what help is available to you.



WARM

One of the best ways of keeping yourself well during winter is to stay warm. Here are some simple things you can do to keep warm and make the best use of your home this winter.

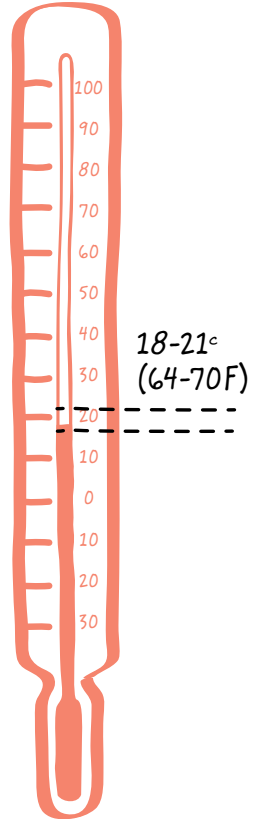


Keep your home warm. Your main living room should be between 18-21C (64-70F) and the rest of the house at a minimum of 16C (61F) Use a hot-water bottle or electric blanket (but not both at the same time) to keep warm while you're in bed.

Wrap up warm. Remember to wear hats, gloves and scarves. If possible, stay inside during a cold period. Wear several thin layers of clothes in order to keep the warm air trapped between them. If you get wet, change into dry clothing as soon as you get indoors.

Keep active. Move around at least once an hour and don't sit down for long periods of time. Even light exercise will help keep you warm.

Look out for elderly friends and neighbours. Check they're safe and well through the winter. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather. If you are worried about a relative or an elderly neighbour, contact **Cornwall Council, Council of the Isles of Scilly** (see Page 31) or ring the local **Age UK Cornwall and Isles of Scilly** (page 30).



Help with heating costs

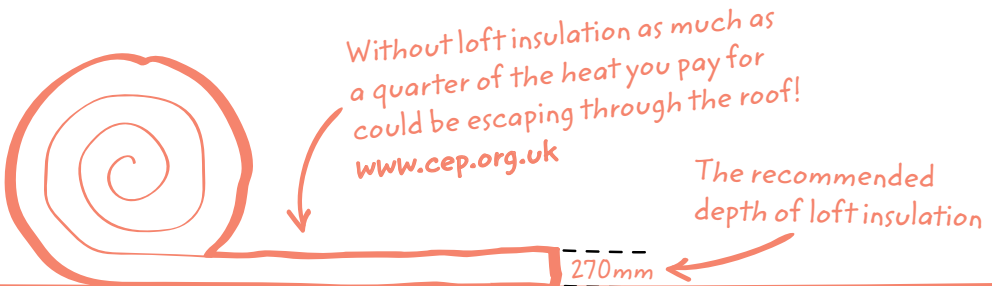
One in four households in Cornwall and the Isles of Scilly are in fuel poverty. This is when a household spends more than a tenth of its income to keep warm.

The Warm Front Scheme offers grants for heating and insulation improvements up to £3,500 or up to £6,000 if your home needs oil central heating. To find out if you qualify, call **Community Energy Plus** (page 30).

Winter Fuel Payments of up to £300 are available depending on the date you were born. (For 2012 payments - you must have been born on or before 5 July 1951, for 2013 payments born on or before 5 January 1952). See page 32.

Cold Weather Payments may be available to you if you receive certain benefits or have a child who is disabled or under the age of five. To find out more about Cold Weather Payments contact **Jobcentre Plus Cornwall and Isles of Scilly** or visit www.direct.gov.uk/coldweatherpayment.

Get help



Insulating your home

If you are a homeowner, or renting privately, and are over 18, you can get loft and cavity wall insulation at £99 for each type of insulation installed. You may even be able to apply for free insulation if your household includes one person over the age of 70 or is on certain benefits.

Insulation can provide landlords and their tenants with warmer homes which are more energy efficient, cheaper to run and easier to maintain (less damp and mould). Tenants can apply as long as they have written permission from their landlord. Please contact **Community Energy Plus** (page 30) for more details.

*www.cep.org.uk
0800 954 1956*

Join an energy buying club

Just under half the homes in Cornwall are not served by the mains gas network and rely on more expensive forms of heating for their homes and hot water. By bringing together the collective buying power of users of oil fuelled heating in Cornwall, the **Community Energy Club**, run by **Community Energy Plus**, is working to help householders and community buildings across the county to access more competitive prices for heating oil to reduce their heating bills.

www.communityenergyclub.org.uk

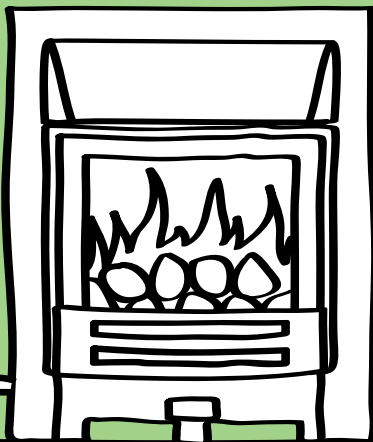
Age UK Energy is a tailor-made gas and electricity package developed with, and provided by **E-on**, combining great value and excellent customer service. Contact **Age Uk Cornwall and the Isles of Scilly** for more details (page 30).

*www.ageuk.org.uk/buy/
gas-and-electricity/
age-uk-energy/*

SAFE

Snow and Ice

Cornwall Council warns about any disruption owing to severe cold weather – such as school and road closures – on their website. This page will be updated frequently in the event of severe cold weather in Cornwall. If you use Twitter, you can follow updates using the tag **#CCsnow**



*please get me
serviced every year!*



There is also a comprehensive [Snow Advice Pack](#) you can download from the Cornwall Council website (page 31), which has plenty of useful tips and information to help you prepare for and deal with extreme weather. If you do not have access to the internet, you can call the [Met office](#) (page 32) for up-to-date local weather forecasts.

[Cornwall Fire and Rescue Service](#) (page 31) also provides advice on how to cope with the consequences of severe cold weather, such as burst pipes. Isles of Scilly Fire and Rescue Service offer advice on home fire safety for residents on the islands (page 31).

[Flashpoint life skills centre](#) (page 31) provides training on identifying hazards in people's homes. They also offer sessions for the elderly on home safety, fire safety and crime prevention:

[Carbon monoxide](#)

If the things you use to cook and heat your home that burn fossil fuels such as oil, wood and coal are not put in properly they may make a gas called carbon monoxide. Carbon monoxide can make you ill and it can kill.

- * Make sure your cooker, fires and boiler have a service every year.
 - * Make sure air can get in and out of rooms where you use a cooker, fires or a boiler.
 - * If you have a gas fire on in the bedroom, make sure you leave a door and window open.
-

Gas safety checks

Your gas supplier may be able to provide you with a free gas safety check. Please contact your energy supplier for more information.

Trips and falls

In winter you need to be particularly careful to avoid trips and falls. Some 50,000 people in Cornwall and the Isles of Scilly fall each year, many of which will be in the winter period. Ice, snow, high winds and wet leaves can make walking outside hazardous. Please avoid going out in severe weather unless it is absolutely necessary.

*Wear sturdy
footwear*

- * Wear sturdy footwear. Hallways can become slippery when wet weather arrives, but strong, supportive shoes with non-slip soles will help you stay on your feet. While a good pair of slippers is fine for short periods, try to wear shoes around the house instead.
- * Dress warmly, but be careful to make sure clothing doesn't trail.
- * Make sure any walking aids you use are checked for wear and tear and have fresh grips. If you use a walker or wheelchair, get the brakes checked.
- * Keep food and medicine cabinets stocked up so that you can stay in.



Driving in winter

It's worth making these checks regularly - and particularly before a long winter journey:

- * Check and replace the anti-freeze in the radiator.
- * Make sure your lights are clean and check the bulbs.
- * Ensure your windscreen is clean.
- * Replace the battery if it's not reliable.
- * Ensure your tyres are correctly inflated and replace them before the tread has reached the legal minimum.

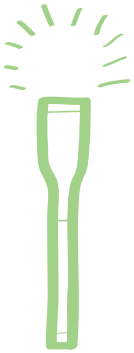
Always avoid driving in ice and wintry conditions unless absolutely necessary. If you have to drive,

- * Use dipped headlights in fog so other drivers can see you. If it's really foggy (less than 100m visibility) and you can't see much, then switch on your fog lights and rear high intensity lights.
- * Don't brake harshly – you risk locking up your wheels and you could skid further.
- * Don't overtake unless it is safe to do so – there may be un-cleared snow or previously untreated surfaces on the road ahead.
- * Make sure your car is safe.

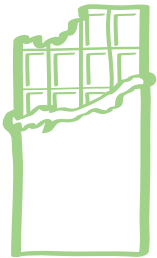
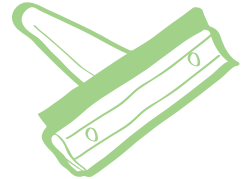




It's a good idea to have an emergency kit in your car. This should include:

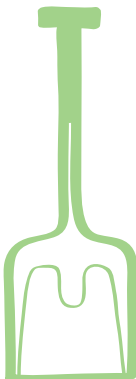
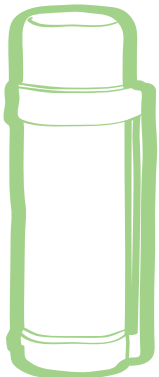


- * Ice scraper and de-icer,
- * Chocolate or high-energy food and thermos flask with warm drink,
- * Torch and spare batteries – or a wind-up torch,
- * Warm clothes and blankets - for you and all passengers,
- * Boots,
- * First aid kit,
- * Jump leads,
- * A shovel,
- * Road atlas,
- * Sunglasses (the glare off snow can be dazzling).



You can view current travel conditions in Cornwall on the [BBC Cornwall](#) website (page 30) or contact the [Highways agency](#) (page 31). Latest severe weather warnings for Cornwall and the Southwest are available from the [Met Office](#).

← www.metoffice.gov.uk



Getting from A to B

Sometimes in ice and snow, you have to make a journey – such as to a hospital appointment. There are 4x4 drivers who may be able help. Contact **Volunteer Cornwall** Transport Line on page 32 for bookings (There will be a charge to cover the driver's expenses)

If you need transport to get to your hospital appointment **TAP** (Transport Access Patients) (page 32) also have a fleet of car drivers across Cornwall who will organise transport for you. TAP can take wheelchair and walking frame users. There is a charge for this service, payable per mile.

Volunteer Cornwall (page 32) provide a similar car service, again a charge per mile is payable.

If the weather is particularly bad and you can't get out of the house, Volunteer Cornwall's 'Winter Friends' may be able to help you with things like delivering essential supplies and prescriptions. Contact Volunteer Cornwall to discuss your needs.



get help
with travel

On the Isles of Scilly you can use **Buzza Bus** for subsidized transport around St Mary's (page 30). There is also a volunteer service provided by the Isles of Scilly League of Friends who provide a hospital car service which you can book through the health centre (page 32). There are concessionary boat tickets available to those aged over 60 which you can apply for through the Council of the Isles of Scilly as well as the Medical Launch to take you to medical appointments at subsidised rates which can also be booked through St Mary's Health Centre.

www.cornwall.gov.uk



Emergency housing and homelessness


There is help available for people who are homeless or at risk of becoming homeless to make informed choices about their housing solutions. It is very important that if you feel that you may be threatened with homelessness that you contact [Cornwall Council](#) or [the Council of the Isles of Scilly](#) (page 30) as soon as possible.

[Shelter Cornwall and Isles of Scilly](#) (page 32) offer advice on homelessness, mortgage or rent problems, disrepair, security of tenure, landlord/tenant disputes, illegal evictions, housing benefit and tenancy problems. Appointments are held at either Bodmin, Liskeard or Truro on a weekly basis.

Mould and damp

[Damp housing](#) can lead to the growth of mould (and mould feeding mites) on walls and furniture which can increase the risk of respiratory illness.

[Condensation](#) is a common source of damp and may be caused by a lack of adequate heating and/or suitable ventilation and excessive moisture in the air.



Insulation and draught proofing will help to keep your home warm so that it is less prone to condensation and mould but ventilation is equally important. Open windows or use extractor fans in the kitchen or bathroom when needed. Dehumidifiers are also effective in removing moisture from the air before it has a chance to condense on cold surfaces and lead to mould growth.

For advice on damp and mould contact **Community Energy Plus** on page 30.



www.cep.org.uk

Domestic violence

Both women and men can be victims of domestic violence, although women are the victims in three out of four incidents reported to the police. It isn't just the victim who is harmed but their families and all who are close to them. An average of 35 violent episodes are experienced before police are called and many incidents remain unseen and unreported.

Victim Support in Cornwall and Isles of Scilly (page 32) provides free, confidential support to victims and witnesses of crime. This support includes practical advice (insurance claims, seeking medical help, home and personal security advice) and emotional support.



HAPPY

Winter can be a time of festive joy, celebrations and time with family and friends. But for some people it can bring stress, sadness and anxiety.

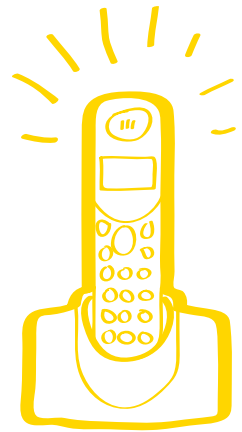


With one in four people in Cornwall affected by mental illness at some point in their lives, we probably all know someone affected; whether they are a family member, friend or colleague. Being aware of those around us and their thoughts and feelings can make a huge difference. Do you know someone who is on their own this winter? Perhaps you could give them a call, visit or invite them to see you.

If you're worried about someone this winter or you notice a change in their mood or behaviour, encourage them to seek professional help.

Although GP surgeries close over public holidays in winter, the **out-of-hours GP service** will be available and can be contacted by ringing your local surgery number.

For people who have more serious mental health problems, access to **Cornwall Partnership NHS Foundation Trust's community and hospital services** continues over public holidays. Their switchboard is open 24 hours a day, every day and can put you in touch with someone who can help. Their telephone number is **01208 251300**.



Feeling SAD in winter

SAD (Seasonal Affective Disorder) is a type of winter depression that affects around seven percent of the population every winter; in particular during December, January and February.

The **SAD Association (SADA)** (page 32) is a voluntary organisation and registered charity which informs, supports and advises sufferers of the condition.

Money worries

Managing money affects many people in Cornwall and the Isles of Scilly each year who feel anxious about debt, unemployment, job security or the risk of losing their home. If you are feeling very worried about any of these things, try talking to someone.

Cornwall Citizens Advice Bureau (CAB) (page 30) can offer independent debt and money advice. You can make an appointment to see someone and the service is free and confidential. You can find out what benefits you might be entitled to by contacting **Job Centre Plus Cornwall** (page 31).

The **Cornwall Works Hub** makes it easier for workless people and the organisations who can support them to find the right help in the right place at the right time. **Cornwall Works** (page 31) makes a difference by helping more people to start work, stay in work and progress in work.

stay in touch

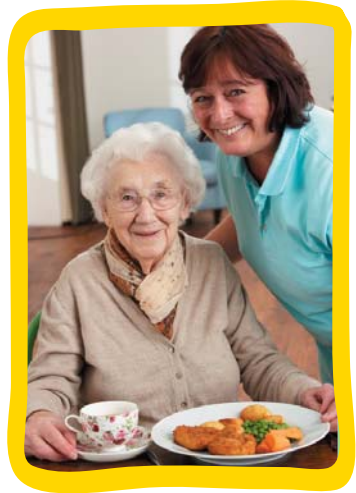


Keep in touch

Remember to keep in touch with those around you, whether family, friends, community or carers. In a rural county it is possible to be isolated, especially during winter. There is a befriending service available

to the elderly through **Age UK Cornwall and Isles of Scilly** (page 30) which is a vital service for older people, especially those in isolated areas. If you are housebound, or if your circumstances have recently changed through bereavement, they can visit you in your home or telephone you on a regular basis.

Winter can be a lonely time and if you feel you might benefit from a friendly face popping in to say hello on a regular basis, contact **01872 265307** to see what Befriending schemes operate in your area.



Join in

Older people can become isolated or lonely and are not able to get out so much. **Age UK Cornwall and Isles of Scilly** (page 30) offer Care and Social Clubs where you can relax, meet new friends, enjoy a freshly prepared meal, have some fun and have a great day out in a home-from-home atmosphere. The Care Clubs are ideal if you want to keep an independent lifestyle living in your own home but also enjoy the benefit of a varied social life. There are clubs in Falmouth, Newquay, Truro, and St Austell. Transport is not a problem as is available if required. Contact Age UK for more details.

On the Isles of Scilly there is a **Memory Café** every Friday from 2-4 at the Garden Pavilion. The Carer's Support Group meets every 6 weeks at the Wheelhouse. There is also a Wednesday afternoon group at the Golf Club with tea and cakes.



The **Age UK Cornwall and Isles of Scilly Helpline** (page 30) can provide information on a wide range of subjects that may affect older people, and signpost to other organisations who can also provide support. The **Cornwall Carers Service** (page 30) also has a Helpline located at Age UK Cornwall. The Council of the Isles of Scilly runs a **Lifelong Learning programme** with lots of opportunities to try new things including a University of the Third Age to use all the skills of our older population. Contact the Council for more details (page 30).

On the Isles of Scilly, **Island Response** can offer support to befriend and take people out for activities.

It's good to talk

The **Patient Advice and Liaison Service (PALS)** (page 32) is a confidential service which can inform you about NHS services in Cornwall and the Isles of Scilly. They provide a friendly face to help you understand the NHS and can help sort out problems with you or on your behalf.

PALS will always do their best to make sure you get the help you need and the service is particularly useful if you would prefer to speak to someone who is not directly involved in your care.

Samaritans (page 32) is a confidential emotional support service; available 24 hours a day to anyone who is experiencing feelings of distress or despair, including those which may lead to suicide. Samaritans volunteers listen in confidence to anyone in any type of emotional distress, without judging or telling people what to do. Samaritans doesn't offer advice, but by encouraging people to talk about their feelings the service can help them explore all the options they have.

great for
socialising

Volunteer

Volunteering is something you can do all year round and it can help you in a number of ways:

- ★ Keeping you active thereby improving your physical and mental health and well being.
- ★ Helping you make new friends and social networks.
- ★ Allowing you to gain new skills, experience and abilities – useful whether you are looking for work or retired.
- ★ Offering a chance for you to play a part in your local community.

You can volunteer as much or as little of your time as suits you and there are hundreds of opportunities locally. You can volunteer whether you are employed or claiming benefits and your age doesn't matter. Contact **Volunteer Cornwall** (page 32) for more information.





INFORMED

An alphabetical list of contacts to help you stay safe and well this winter.



A Adult Care and Support

www.cornwall.gov.uk/adultcareandsupport

☎ 0300 1234 131

Age UK Cornwall and the Isles of Scilly

www.ageukcornwall.org.uk

☎ 01872 266 388

Age UK Energy

www.eonenergy.com/ageukenergy

☎ 0800 015 6784

Ask Sara

www.cornwall.gov.uk/asksara

☎ 0300 1234 131

B BBC Cornwall

www.bbc.co.uk/news/england/cornwall

Buzza Bus

☎ 01872 266886 / 07810 747369

C Changing Lives project

www.volunteercornwall.org.uk/changing-lives

☎ 01872 266388

Citizens' Advice Bureau (CAB)

www.cabcornwall.org.uk

☎ 08444 994188

Community Energy Club

www.communityenergyclub.org.uk

☎ 0800 954 1956

Community Energy Plus

www.cep.org.uk

☎ 0800 954 1956

Cornwall Carers Service

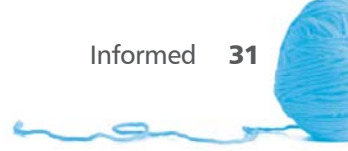
www.cornwallcarers.org.uk

☎ 01872 266383

Cornwall Council

www.cornwall.gov.uk

☎ 0300 1234 100



Cornwall Fire and Rescue Service

fire@cornwall.gov.uk
☎ 0300 1234 232

Cornwall Partnership NHS Foundation Trust

www.cornwallfoundationtrust.nhs.uk
☎ 01726 29 1100

Cornwall Family Information Service

www.cornwallfisdirectory.org.uk
☎ 0800 587 8191

Cornwall Works

info@cornwallworks.org.uk
www.cornwallworks.org.uk
☎ 01872 355015

Council of The Isles of Scilly

www.scilly.gov.uk
☎ 01720 424000

Devon and Cornwall Police

D www.devon-cornwall.police.uk
☎ 101

Devon and Cornwall Housing Handyperson Scheme

☎ 0800 678 1676

Disabled Living Foundation

www.dlf.org.uk
☎ 0845 130 9177

E Eatsome

www.eatsomegoodfood.org
☎ 01209 216967

F Flashpoint Life Skills Centre

www.flashpointcentre.co.uk
☎ 01208 72087

Get Active Cornwall

www.getactivecornwall.co.uk

G Get Well Stay Well

☎ 01872 266388

H Health Promotion service

www.healthpromcornwall.org
☎ 01209 310066

Healthy Start vouchers

www.healthystart.nhs.uk/
☎ 0845 607 6823

Highways Agency

www.highways.gov.uk
☎ 0300 123 5000

I Island Response

☎ 01720 422977

Isles of Scilly Fire and Rescue Service

☎ 01720 424330

J Job Centre Plus

☎ 0800 055 66 88

- L** **Life Check**
www.nhs.uk/Tools/Pages/Lifecheck.aspx
- Local Housing Service**
www.cornwall.gov.uk
 ☎ 0300 1234 161
- M** **Met Office**
www.metoffice.gov.uk
 ☎ 01392 885680
- Mid Cornwall Domestic Violence helpline**
 ☎ 01872 225629
- N** **NHS Direct**
www.nhsdirect.nhs.uk
 ☎ 0845 46 47
- NHS Cornwall and Isles Of Scilly**
www.cornwallandislesofscilly.nhs.uk
 ☎ 01726 627800
- O** **Out of Hours GP services (Serco)**
 ☎ 0845 2000 227
- P** **PALS (Patient)**
 ☎ 01726 627967 / 07876 391841
palsteam@ciospct.cornwall.nhs.uk
- Peninsula Community Health**
 ☎ 01726 627800
www.peninsulacommunityhealth.co.uk
- R** **Royal Cornwall Hospitals NHS Trust**
www.rcht.nhs.uk
 ☎ 01872 250000
- S** **SADA**
www.sada.org.uk
- Samaritans**
www.samaritans.org
 ☎ 08457 90 90 90
jo@samaritans.org
 ☎ 08457 90 91 92
- Shelter Cornwall and Isles of Scilly**
 ☎ 0344 515 2300
- St Mary's Health Centre**
 ☎ 01720 423757
- St Mary's Hospital**
 ☎ 01720 422392
- T** **TAP Transport services**
 ☎ 01872 223388
- V** **Victim Support**
www.victimsupport.org.uk
 ☎ 0845 0567 999
- Volunteer Cornwall**
www.volunteercornwall.org.uk
 ☎ 01872 265307
- W** **Winter Fuel and Cold Weather Payments**
www.direct.gov.uk
 ☎ 08459 151515 or
 text phone 0845 6015613

CHOOSE WELL THIS WINTER

Research shows that a significant number of people still go to a hospital accident and emergency department when there are other services more convenient and suitable for their health needs.

Below is a breakdown of the type of healthcare available and when people should use it:

Self care

Keep a well stocked medicine cabinet for treatment of minor illnesses or ailments and get plenty of rest.

NHS Direct helpline

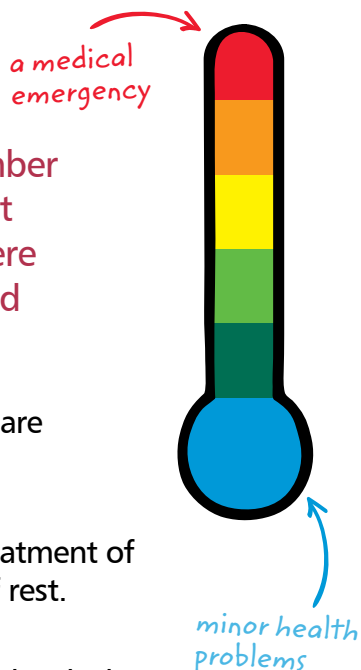
For absolutely any health questions, around the clock and to find local NHS services phone **0845 46 47** or visit www.nhsdirect.nhs.uk.

Pharmacist

For expert advice and treatment for a wide range of minor illnesses and ailments and the best medicines to treat them. To find your nearest pharmacy text the word **pharmacy** to **64746** to receive free texts with the name, address and telephone number of your three nearest chemists.

GPs

For expert medical advice, medical examinations and prescriptions for illnesses. Your GP can also refer you to a specialist for further treatment if necessary.



Walk-in centre

For treatment of cuts, bruises, minor infections, stomach upsets, strains and skin complaints and more without an appointment – Cardrew Industrial Estate, Redruth, TR15 1SS. Open 8am to 8pm, 365 days a year. Phone **01209 340997**.

Out of hours GP services

Access via your usual GP surgery number or call Serco on **0845 2000 227** for urgent medical care.

Minor Injury Unit

For treatment of a wide range of minor ailments and minor injuries from cuts and grazes to sprains and strains and broken bones without an appointment. For contact details and opening times of MIUs visit www.nhs.uk or call **0845 4647**. This information is also available in your telephone directory. Ring 01720 422392 for St Mary's Minor Injury Unit.

West Cornwall Hospital casualty service

West Cornwall Hospital service can treat minor and moderate injuries such as burns and scalds, fractures to legs, arms, ankles and wrists and lacerations that require stitching. It can carry out X-rays and initiate treatment for more serious injuries. Phone **01736 874113**.

Accident and Emergency (A&E) or 999

For a critical or life-threatening situation only.

SPREAD A LITTLE TLC THIS WINTER



The TLC campaign is about getting more of the little things right that matter a lot: a hand to hold, a shoulder to cry on, a friendly face and a welcoming smile. It's also about promoting dignity and respect across Cornwall's healthcare services for staff and patients alike.

This winter we'd like you to **make a pledge**, however large or small to make a difference to your community. This could be helping an elderly neighbour in the snow and ice by doing their shopping when it's too hazardous for them to venture out, helping with transport, volunteering in some way, or just simply checking on friends and neighbours in the cold weather.

Tell us your winter pledge and you could win a luxury winter wellbeing hamper full of health and wellbeing goodies to make the winter season that little bit warmer.

Either post your pledge on line at www.facebook.com/TLCalwayswhere or cut out the pledge card below and post to:

TLC winter competition, Communications, Sedgemoor Centre, Priory Road, St Austell PL25 5AS



This winter I pledge to...

Name:

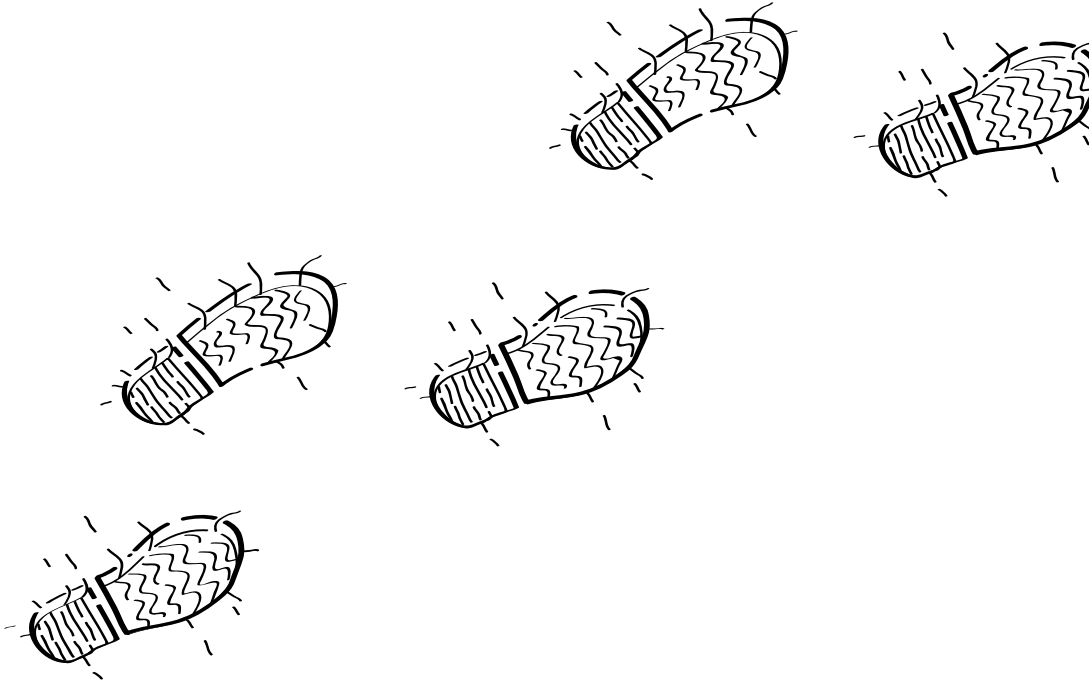
Address:

Email:

Telephone number:

Closing date for entries is the **30 March 2012** terms and conditions are available at www.cornwallandislesofscilly.nhs.uk

If you would like this leaflet in large print, audio, or another language or format, please call our Patient Advice and Liaison Service on 01726 627967.



COMMUNITY ENERGY PLUS



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01726 627800 ciospct.communications@cornwall.nhs.uk