

2024/25

# STAY SAFE, WARM AND WELL



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

Supported by: **Yakult**



## Would you like a chat?

### Hearing a friendly voice can make all the difference.

Our dedicated volunteers are here to provide you with friendly phone calls whenever you need them. It's a completely free service, and there's no need for a doctor's referral.

Please note this service is only available in England.

**To arrange telephone calls with our volunteers, call us on 0808 196 3646 or search online for Volunteer Responders**

If you're in Scotland or Wales and would also like a chat with our friendly volunteers, please use the Calls with Care service from Royal Voluntary Service.

To find out more please contact us on **0800 011 3407** or **callswithcare@royalvoluntaryservice.org.uk**

Service provided by:



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# STAY SAFE, WARM AND WELL

As we head into the colder months, we want to help you stay safe, warm and well. We've put together a helpful guide packed full of useful up-to-date advice and practical information.

## SAFE



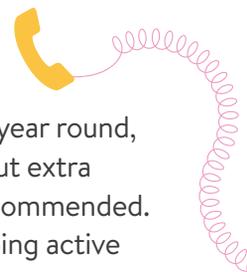
Tips and advice on how to stay safe – such as preparing for bad weather and ensuring your home is gas safe.

## WARM



As temperatures drop, staying warm is key to health and happiness. Discover what you can do to help keep your home warm, and energy bills as low as possible.

## WELL



It's important to stay healthy all year round, both physically and mentally – but extra vigilance during the winter is recommended. Staying socially connected, keeping active and eating well can boost your mood and support your mental health.



## PREPARING FOR BAD WEATHER

When the weather turns colder, it's important to plan ahead to keep you and your home safe.



- **Stock up on the essentials to avoid unnecessary trips outside:** this includes making sure you have filled your prescriptions, or arranged for them to be delivered.
- **Ask a friend, volunteer or neighbour:** someone you can trust, to help with shopping, getting medications or anything else you might need. (For more on this see page 15)
- **It is useful to know your neighbours in case of an emergency:** so make sure to reach out to someone friendly and note down their contact details. There is a space at the end of this guide.
- **Keep a list of useful contacts:** we have prepared a list at the end of this guide. Keep this handy and easily accessible.
- **Emergency supplies:** keep torches, a battery-powered radio and spare batteries where they are easy to find in case of a power cut. Remember to keep your phone charged.
- **Familiarise yourself with your home:** before the cold weather arrives, remind yourself where your water stopcock, trip switches and electricity and gas meters are.

- **Support:** call **105** to report a power cut. And if you're eligible, join the Priority Services Register for support during electricity, gas or water outages. Visit **thepr.co.uk**.
- **Don't risk trips and falls:** be sure to wear shoes with good grip, both in and outdoors.

## BE SCAM AWARE



**BE VIGILANT:** Anyone can be a target of a scam. By knowing what to look out for you can protect yourself and loved ones from falling prey to scammers. Be aware of communications that appear to be from official sources, unknown charities asking for donations, or any suspicious emails, text messages or phone calls asking you to share a password, personal information or bank details.

**SPOT:** If it sounds too good to be true – it probably is.

**STOP:** Take some time to stop and think before parting with your personal details or money – it could keep you safe.

**PREVENT:** If you spot a scam or think you've fallen for a scam, report it to Action Fraud on **0300 123 2040** or **actionfraud.police.uk** and get help.

Don't be embarrassed about reporting a scam - you could prevent it from happening to others. For more information on scams visit **actionfraud.police.uk**





## STAY WARM

**Staying warm is important to help keep your body strong and able to fight off viruses and infections:**

- Have plenty of hot drinks and keep a flask handy if your mobility is limited.
- Set the heating to come on at regular times and keep your home to at least 18°C, especially in rooms you spend more time in.
- Keep windows closed at night to reduce the risk of chest infections.
- Wear layers of cosy clothing or thermals to trap warmth.
- Check your pipes are adequately lagged and your roof is properly insulated.
- Consider using a heated blanket. It's cheaper than heating a room and will keep you warm at home.
- Use a hot water bottle, but be careful with boiling water.



You can also stay warm and enjoy a hot meal at one of Royal Voluntary Service's many lunch clubs or social groups. Community transport is available if needed. These sessions are a great way to meet others and boost wellbeing. We offer a range of services, so there's something for everyone. Visit our website [royalvoluntaryservice.org.uk/our-services/](https://royalvoluntaryservice.org.uk/our-services/) to find out what's available in your area.



There are benefits, grants and discounts you might be entitled to, such as pension credits, winter fuel payments and home insulation.

For further information visit [gov.uk/winter-fuel-payments](https://gov.uk/winter-fuel-payments) or [ofgem.gov.uk](https://ofgem.gov.uk) and click on 'Information for consumers' and 'Energy advice for households'.

If you have any concerns about your energy bills, Citizens Advice (in England and Wales) can offer further advice.

Call **0808 223 1133** or visit [citizensadvice.org.uk/about-us/contact-us](https://citizensadvice.org.uk/about-us/contact-us)

In Scotland, Energy Advice Scotland can help. Call **0808 196 8660** or visit [energyadvice.scot](https://energyadvice.scot)

If you have any concerns about paying your energy bill, contact your provider or visit [citizensadvice.org.uk/consumer/energy/energy-supply](https://citizensadvice.org.uk/consumer/energy/energy-supply)

# KEEPING YOU SAFE AND WELL

## SAFETY TIPS - PREPARE YOUR HOME



Having your boiler and gas appliances serviced annually is the best way to help spot any small issues before they become bigger problems. Check when you last had a service and book one in before winter, if its due.

- Get your gas boiler and appliances serviced by a Gas Safe Registered engineer. You can find one at **GasSafeRegister.co.uk** or **0800 408 5500** (always check their Gas Safe Register ID card).
- Make sure your external pipework is in good condition. If needed, cover with foam pipe insulation to protect the pipes from freezing. A frozen boiler condensate pipe can stop your boiler working.
- Check smoke and carbon monoxide alarms are in working order and replace batteries if required.

## BE CARBON MONOXIDE AWARE

Carbon monoxide (CO) is a poisonous gas that can pose a serious threat to health. It is known as the 'silent killer' because you can't see, hear, smell, taste or touch it, making it difficult to detect.

Supported by:

**Cadent** | [cadentgas.com](https://www.cadentgas.com)  
Your Gas Network

## Reduce the risks of carbon monoxide (CO) poisoning by:

- Knowing the symptoms of CO poisoning, which include headaches, nausea, dizziness, breathlessness and/or loss of consciousness.
- Having a CO alarm that alerts you to a leak. Alarms should be fitted around one metre from an appliance at door height and would ideally be in each room where there's a gas appliance. Ensure alarms are tested regularly.
- Ensuring all gas appliances are properly installed and serviced annually by a Gas Safe Registered engineer.
- Checking your flues and getting chimneys swept at least once a year by a registered professional.
- If you think you've been exposed to CO and are showing any of the symptoms, get fresh air immediately and seek medical help.

**Suspect a carbon monoxide leak? Ring the National Gas Emergency Service immediately on 0800 111 999\* at any time of the day or night.**

\*All calls are recorded and may be monitored.

## Get extra support if you need it

The Priority Services Register (PSR) is a free service for people who might need extra support because of their health, communication, or safety needs. It allows energy companies to provide you with additional help if you're without your power, gas or water supply either in an emergency or because of planned works. Register today at **thepsr.co.uk**

## Reach the right service faster and get your energy issue solved:

- For meter problems call your energy supplier.
- For gas appliance and boiler problems call a Gas Safe Registered engineer.
- If you smell gas, open doors and windows, turn off gas at the meter (unless the meter is in the cellar), don't use electric switches, extinguish naked flames, and call the National Gas Emergency Service immediately on **0800 111 999**.
- Power cut? Call **105** to report it and be connected to your local network operator.
- Know your free emergency numbers and have them to hand.

### REDUCE

## ENERGY USAGE AND COSTS

**We all want to save money on energy bills and one of the easiest ways to reduce costs is by making simple changes. These can add up to real annual savings.**

### ENERGY SAVING TIPS

- Put lids on your pans while cooking.
- Turn off lights and switch appliances off from standby when not in use.
- Turn the thermostat down by one degree. It should be set between 18-21°C.
- Ensure your home is properly insulated.
- Only fill the kettle with the amount of water you need.
- Swap to energy-saving light bulbs.



For more energy and saving tips visit Energy Saving Trust, [energysavingtrust.org.uk](https://energysavingtrust.org.uk), or go to [saving-energy.co.uk](https://saving-energy.co.uk)

## HOW TO SAVE MONEY THIS WINTER

With rising living costs, this winter could be challenging for many of us. We've rounded up some top money-saving tips that will help you throughout the winter.

### MONEY-SAVING TIPS

- Use a budget tracker to keep track of money coming in and out each month.
- Check whether you're entitled to grants or benefits: [ageuk.org.uk/information-advice/money-legal/benefits-entitlements](https://ageuk.org.uk/information-advice/money-legal/benefits-entitlements)
- Plan your meals, make a shopping list and stick to it.
- Batch cook, freeze leftovers and use airtight containers in the fridge to keep food fresh for longer.
- Swap fresh fruit and veg for tinned or frozen - it can be more cost effective and has the same nutrients.
- Keep an eye out for deals and offers in-store for the over 60's. Don't forget that you may be eligible for money off travel, gyms and entertainment too.

For more help and advice visit [citizensadvice.org.uk/debt-and-money](https://citizensadvice.org.uk/debt-and-money)

For extra money saving tips visit [moneysavingexpert.com](https://moneysavingexpert.com)



## STAY WELL

### STAYING SOCIALLY CONNECTED

**During the colder months we can feel more isolated. It may be tempting to retreat indoors and with rising costs, socialising might become less of a priority.**

However, staying connected is key to mental wellbeing. By sharing conversations, experiences and laughter with others we can reduce the winter blues. Even a simple phone call can go a long way to lessen feelings of loneliness and improve your mood and wellbeing.



## TIPS FOR

### STAYING SOCIAL THIS WINTER

- ✓ Reach out to friends and family for a daily chat. A phone call could brighten their (and your!) day.
- ✓ If you haven't already, get a mobile phone (as it does not fully rely on your electricity supply) and keep it charged.
- ✓ If you have the technology available, schedule in frequent, virtual face-to-face conversations with friends and family, or connect with them through an online, multiplayer game.
- ✓ Make a schedule and plan things in to keep you connected. Continue to go to social activities, arrange a meet-up with people in your community or research events in your area.
- ✓ Royal Voluntary Service's **Calls with Care** service can match you with a friendly volunteer, who will call you at a mutually convenient time and frequency. Or you could sign up as a volunteer to make calls yourself.

For extra mental health support visit [mind.org.uk](http://mind.org.uk) or call **0300 123 3393**.

If you're interested in chatting to someone new through **Calls with Care** speak to your GP or a health or social care professional, who can make a referral to Royal Voluntary Service, or speak to the team on **0800 011 3407**.

## WINTER ACTIVITY IDEAS

### Why not try...

- Challenging yourself to finish a Sudoku.
- Keeping your mind focused reading, painting or knitting.
- Chatting about hobbies with someone new through **Calls with Care** (see page 15).
- Getting creative – write a short story or do some crafting.
- Getting out in nature.
- Tackling a puzzle or do a crossword.
- A new recipe, sweet or savoury.
- Something new - there are many activities (arts, crafts, hobbies, creative writing, etc.) available free of charge on our online activity hub, Virtual Village Hall (see page 27 for more info), as well as sessions on mental wellbeing, mindfulness and meditations.



### Give these brainteasers a go:

- A red house is made from red bricks. A blue house is made from blue bricks. A yellow house is made from yellow bricks. What is a greenhouse made from?
- What can fill an entire room without taking up any space?
- What has cities, but no houses; forests, but no trees; and water, but no fish?
- Johnny's mother had three children. The first was named May, the next was named June. What was the name of the third child?
- What kind of band doesn't play music?

### Answers:

1- (Glass), 2- (Light), 3- (A map), 4- (Johnny), 5- (A rubber band)

## EATING WELL

**When the cold weather arrives, many of us can feel a little low.**

A balanced diet packed with fibre, vitamins and antioxidants can help beneficial gut bacteria thrive and boost production of feel-good hormones.

### TIPS TO EAT WELL

- ✓ Cook in batches and keep extra portions in the freezer.
- ✓ Eat a balanced diet in small portions at regular intervals throughout the day.
- ✓ Reduce your salt intake by using flavourful herbs and spices.
- ✓ Buy frozen or canned fruit and veg which is often equally high in nutrients, but can be cheaper.
- ✓ Take a vitamin D supplement or consume vitamin D-rich food such as oily fish (salmon, herring, sardines), eggs and certain types of mushrooms.
- ✓ Include a wide variety of nutrient-rich foods, such as: fruits, vegetables, nuts, seeds, wholegrains, legumes, dairy products, lean protein sources like poultry, and oily fish which is rich in Omega 3.

Supported by:

**Yakult**



## WINTER RECIPES



Yakult has teamed up with **Royal Voluntary Service** to share their favourite winter recipes for you to try.

### CHICKEN AND VEGETABLE TRAY BAKE

**Yakult**

Sweet potato, carrot and red pepper are all high in carotenoids – a form of vitamin A that gives these vegetables their red and orange pigments. These colours can help nourish your gut, immune and eye health.

**Servings: 4**

**Prep time: 15 mins | Cooking time: 45 mins**

#### Ingredients:

- 1 Each of the following: sweet potato, carrot, aubergine, courgette and red pepper.
- 1 Red onion.
- ½ tbsp Olive oil.
- 2 Cloves garlic, crushed.
- 1½ tbsp Wholegrain mustard.
- 1 tsp White wine vinegar.
- 1 tsp Soy sauce.
- 1 tbsp Honey.
- 400g Chicken mini fillets.
- 300g Brown rice, cooked.



#### Method:

- Preheat oven to 180°C, gas mark 4.
- Dice all vegetables to approx. 2-3cm. Place on a large roasting tray and toss with the olive oil, season. Bake for 25 minutes.
- Whisk garlic, mustard, vinegar, soy and honey together and combine in a bowl with the chicken fillets.
- Add the chicken on top of the vegetables along with the excess juices. Return to oven for a further 20 minutes until chicken is cooked through and vegetables are golden.
- Serve with the cooked rice.

#### TOP TIP

**This easy dish can be made with whatever veg is in season, or with what you have in your fridge. You can also swap the chicken for turkey fillets, salmon, or plant-based alternatives such as butterbeans, chickpeas or tofu.**



For more recipes and gut info visit:  
[yakult.info/gut-health-diet](https://yakult.info/gut-health-diet)

## LOOKING AFTER YOUR GUT

Gut health can have a big impact on our overall health and wellbeing. The gut is home to trillions of bacteria that support a range of key functions including the immune system and mental wellbeing.

Many lifestyle factors can impact gut health such as age, exercise, diet, sleep and stress.

### TIPS FOR SUPPORTING GOOD GUT HEALTH



- ✓ **Balanced diet** – A varied diet that contains foods such as fruits, vegetables, whole foods, legumes and some fermented foods such as yoghurt, is key to keeping gut bacteria happy. Staying hydrated is also important.
- ✓ **Daily exercise** – Incorporate gentle exercise into your daily routine, whether it's a morning walk, an hour spent gardening, or a physical activity class with a friend.
- ✓ **Quality sleep** – Aim for eight hours of sleep a night. For the best sleep try to minimise screen time late at night, avoid caffeine before bed and stick to a good sleep routine.

For more information about gut health visit [yakult.info/gut-health](http://yakult.info/gut-health)



## STAYING HYDRATED

Many people get dehydrated by not drinking enough fluids or by losing fluids and not replacing them.

### Drinking plenty of fluids every day can...

- Increase energy levels.
- Boost your mood.
- Improve concentration.
- Reduce headaches.
- Protect against illness, such as urinary tract infections.



### TOP TIPS

## TO STAY HYDRATED

- ✓ **Aim for 8 – 10 drinks a day** – This will replace the fluids you lose naturally.
- ✓ **Don't wait until you're thirsty** – Make a point of having a drink regularly.
- ✓ **Always keep a drink close by** – Whether you're out and about or watching TV.
- ✓ **Super foods** – You can get around 20% of the water you need from the right food. Soups and stews are good and fresh fruit and vegetables are up to 80% water.
- ✓ **Check it out** – If your urine is dark, it's often a sign you need to drink a bit more.
- ✓ **Not just water** – Tea, coffee, herbal teas, milk drinks, fruit juices and smoothies all help too.



## VOLUNTEERING FOR ROYAL VOLUNTARY SERVICE

### LIFE'S HAPPIER TOGETHER

Royal Voluntary Service is one of the largest volunteer organisations in the country.

Throughout our history, we have been able to meet the big needs of the day because of the public's generosity and their gift of voluntary service.

Today, we continue this work to support people across the nation and help relieve the pressure on public services such as the NHS. By giving your time to do something practical for those in need, you help them stay active and connected to their community.

### VOLUNTEERING IS GOOD FOR YOU

Volunteering with Royal Voluntary Service won't just help transform the lives of people in your community and support the NHS, it could change your life too. A couple of hours of volunteering makes you feel great. You'll be amazed what effect one conversation, one laugh from someone who's spent days alone or a heartfelt thank you can have.



### HOW VOLUNTEERING CAN HELP YOU

- Meet interesting people.
- Get out and about.
- Add something to your CV.
- Learn new skills.
- Boost your mental health.
- Improve your self-esteem.
- Make the most of your retirement.

### GET IN TOUCH



If you'd like to volunteer or would welcome someone to give you a helping hand, please get in touch. A variety of roles, with flexible hours, are available to suit different interests and schedules.

To find out more about volunteering and volunteering opportunities in your area, please visit our website or our social media channels at:

 [royalvoluntaryservice.org.uk](https://royalvoluntaryservice.org.uk)

 [@royalvoluntaryservice](https://www.facebook.com/royalvoluntaryservice)

 [@royalvolservice](https://twitter.com/royalvolservice)

 [@royalvolservice](https://www.instagram.com/royalvolservice)

 [royalvoluntaryservice](https://www.tiktok.com/royalvoluntaryservice)

## KEEPING ACTIVE

Try to go on walks or go to the gym. If your mobility is limited, try these chair-based exercises to help keep your 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



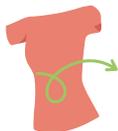
Sit with feet apart, lift one heel up then the other, then lift both heels together. Start off with low lifts and gradually build up range.

### 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 tips to improve strength, balance and flexibility, visit: [nhs.uk/keepactive](https://www.nhs.uk/keepactive)

Other websites that may be of interest are [wearundefeatable.co.uk](https://www.wearundefeatable.co.uk) and NHS Better Health [nhs.uk/better-health](https://www.nhs.uk/better-health) which offers guidance on how to kickstart your health journey.

## VIRTUAL VILLAGE HALL



The Virtual Village Hall is a free, online activity hub and community developed by Royal Voluntary Service. It helps people stay physically, mentally and socially active and supports people to better manage their health, including long term health conditions. It offers live activity sessions every weekday on Facebook, YouTube and the Virtual Village Hall website.

Participants can enjoy some friendly chat during the live sessions with our welcoming tutors, other Virtual Villagers and the VVH team. There's also an extensive archive of more than 2,500 activity sessions to view on demand, with new sessions added regularly. Sessions are hosted by expert tutors and presenters, including some well-known faces. There's something for everyone!

- Exercise & Dance
- Crafts & Making
- Cooking & Baking
- Skills & Learning
- Health & Wellbeing
- Music & Singing
- Entertainment & Quizzes
- Books & Writing
- Gardening & Outdoors
- Special Events



Scan the QR code or follow the links to find out more.



- 📘 [facebook.com/VirtualVillageHall](https://facebook.com/VirtualVillageHall)  
or search: **VirtualVillHall**
- 🌐 [virtualvillagehall.royalvoluntaryservice.org.uk](https://virtualvillagehall.royalvoluntaryservice.org.uk)
- ▶ 'virtual village hall'  
No sign up required.
- 🎵 **VirtualVillageHall**
- 📷 [virtualvillagehall](https://virtualvillagehall)



## WINTER VACCINES



Being cold can cause your blood pressure to rise, which can increase the risk of strokes and heart attacks. Winter conditions can also be bad for our health as there is a greater risk from viruses circulating when we spend more time indoors. Older adults and people with long-term conditions are more vulnerable to getting seriously ill from viruses like flu and COVID-19.

Getting your winter vaccines is important to keep yourself and others around you safe this winter.

The NHS may invite you to get your free winter vaccines through the NHS App, text, email or letter, but don't worry if you don't receive this – if you are eligible, you can go ahead and book yourself.

### FLU AND COVID-19 VACCINES: A GUIDE TO WINTER VACCINATIONS

Flu and COVID-19 are more serious in older people and in those with certain underlying health conditions. This winter it is expected that many respiratory infections, including COVID-19 and flu, may be circulating at high levels.

#### Timing of your vaccination

You should be offered an appointment between October and December, with those at highest risk being called in first. You should have your vaccine at least 3 months after your last one.

If you have not been vaccinated before or if you missed a previous offer, you should still go ahead.

You may be able to have them at the same time – or you can have them separately.

### Who cannot have flu and COVID-19 vaccines?

There are very few eligible people who should not have these vaccines. If you have had a severe reaction to a previous COVID-19 vaccination you should discuss this with your doctor.

If you are unwell, wait until you have recovered to have your vaccine.

### AM I ELIGIBLE FOR FLU AND COVID-19 VACCINES?



#### Flu vaccine:

- Anyone 6 months and over with certain long-term health conditions.
- People aged 65 and over.
- Care home residents.
- Unpaid carers and anyone who lives with someone who has a weakened immune system.
- Pregnant women.

#### COVID-19 vaccine:

- Those over 6 months old in a clinical risk group.
- People aged 65 years and over.
- People in older adult care homes.
- Pregnant women.



### Vaccines for children and pregnant women

Children and pregnant women in your household or support network may be eligible for these and other vaccines. Check they are up to date at: [nhs.uk/vaccinations](https://nhs.uk/vaccinations)

#### Respiratory Syncytial Virus vaccine:

From **1 September 2024**, those who turn 75 and those aged 75 to 79 will also be able to get the respiratory syncytial virus (RSV) vaccine. This should be given separately to the flu and COVID-19 vaccines.

The RSV vaccine helps protect against respiratory syncytial virus, a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79.

#### Pneumococcal vaccine:

If you're aged 65 or over, or have certain health conditions, you are eligible for a one-off pneumococcal vaccine, which will help protect you from a major cause of pneumonia.

### HOW TO BOOK YOUR VACCINES

- You can book flu and COVID-19 vaccines at [nhs.uk/wintervaccinations](https://nhs.uk/wintervaccinations), via the NHS app or by calling **119**.
- You can also book a flu vaccine through your GP practice or local pharmacy at [nhs.uk/bookflu](https://nhs.uk/bookflu).
- You can book a pneumococcal vaccine via your GP.
- Your GP will invite you for your RSV vaccine if you're aged 75-79 and pregnant women can get their RSV vaccine via their GP or maternity service.

### Common side effects

The common side effects are the same for all COVID-19 vaccines and include:

- Having a painful, heavy feeling and tenderness in the arm where you had your injection – this tends to be worst around 1 to 2 days after the vaccine.
- Feeling tired.
- Headache.
- General aches or mild flu-like symptoms.

You can rest and take paracetamol to help you feel better.

Although a fever can occur within a day or two of vaccination, if you have any other COVID-19 symptoms or your fever lasts longer, stay at home and you may need to have a test. Symptoms following vaccination normally last less than a week. If your symptoms seem to get worse or if you are concerned, you can call NHS **111** or for textphone use **18001 111**.

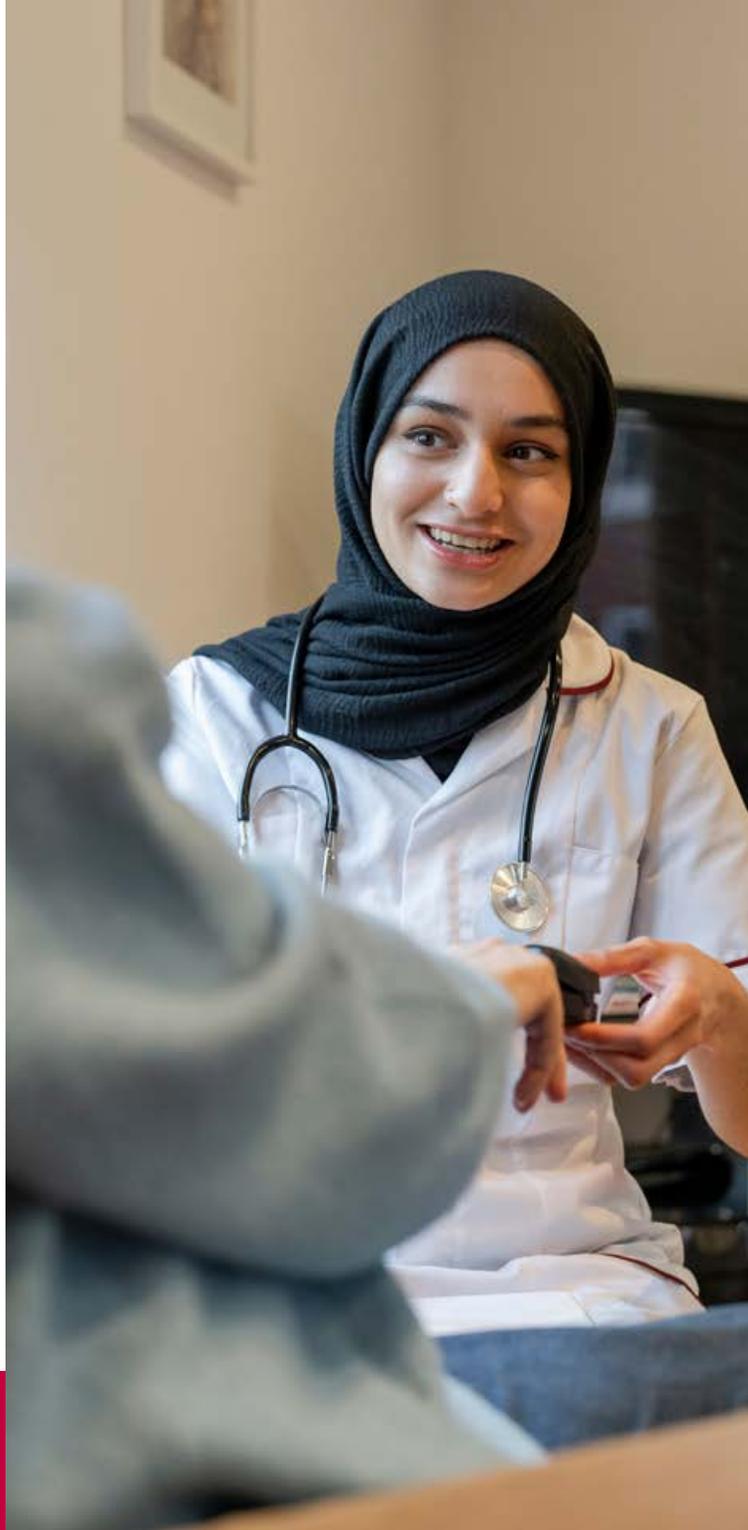
### Serious side effects

You should seek medical advice urgently if, after vaccination, you experience:

- Chest pain.
- Shortness of breath.
- Feelings of having a fast-beating, fluttering or pounding heart.



For more information visit Coronavirus vaccination on **NHS.UK**.



## USEFUL CONTACTS

Write your local emergency numbers here and keep this guide on hand, or programme them into your phone contacts.

### Your GP:

### Your emergency contact:

(neighbour, friend or family member)

### Your local pharmacy:

## STAY SAFE

### NHS advice – 111

If you need urgent medical help but you're not sure where to go, use 111 to get assessed and directed to the right place for you.

Go online at **111.nhs.uk**, call **111** or use the NHS App.

**Scot.nhs.uk** (Scotland)

### Non-emergency services – 101

(England, Scotland & Wales)

Available 24 hours a day, 7 days a week.

### Emergency services – 999

(England, Scotland & Wales)

The ambulance, police and fire services.

Available 24 hours a day, 7 days a week.

### Power cut emergency – 105

This is a free service for people in

England, Scotland and Wales to report a power cut and get updates.

## STAY WARM

### Nest Wales – [nest.gov.wales](http://nest.gov.wales)

**0808 808 2244** (freephone)

Provides free impartial advice and, if you're eligible, support to install energy efficiency improvements in your home.

### Oil fuel appliances safety – Oftec

**01473 626 298** | [oftec.co.uk](http://oftec.co.uk)

### Water emergency – Contact your supplier.

Details can be found on your water bill.

### National Gas Emergency – 0800 111 999

### National Energy Action

(England & Wales)

Free advice and support for fuel-poor households in England and Wales.

**nea.org.uk** | **0800 304 7159**

### Energy Action Scotland

Free advice on energy bills and keeping warm and safe in your home.

**eas.org.uk** | **0141 226 3064**

## HETAS Advice Hub

Working together for a cleaner and safer environment.

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

## STAY WELL

### Royal Voluntary Service

[royalvoluntaryservice.org.uk](https://royalvoluntaryservice.org.uk)

0800 011 3407

### NHS and Care Volunteer Responders

[nhscarevolunteerresponders.org.uk](https://nhscarevolunteerresponders.org.uk)

0808 196 3646

### Citizens Advice

0800 144 8848 (England)

0800 028 1456 (Scotland)

0800 702 2020 (Wales)

03444 111 445 (for people with hearing loss and/or speech impairment)

[citizensadvice.org.uk](https://citizensadvice.org.uk) (England and Wales)

[cas.org.uk](https://cas.org.uk) (Scotland)

### Mind Infoline – 0300 123 3393

Open 9am to 6pm Monday to Friday (except bank holidays) for mental health support.

### C.A.L.L. helpline Mental Health – Community Advice and Listening Line

[callhelpline.org.uk](https://callhelpline.org.uk)

Mental Health Helpline for Wales, offering a confidential listening and support service.

Freephone - 0800 132 737

Email - [CALL@helpline.wales](mailto:CALL@helpline.wales)

## NHS inform - Scottish health information

[nhsinform.scot](https://nhsinform.scot) | 0800 22 44 88

NHS inform is Scotland's national health information service helping the people in Scotland to make informed decisions about their own health and the health of the people they care for.

## NHS 24

[nhs24.scot](https://nhs24.scot) | 111

NHS 24 is Scotland's national telehealth and telecare organisation.

## Samaritans

116 123 (free call service, 24 hours a day, 365 days a year)

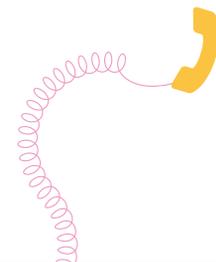
## Trussell Trust (England and Wales)

[trusselltrust.org](https://trusselltrust.org) | 0808 208 2138

(freephone)

If you're worried about money and struggling to afford essentials, call for personalised support.

Or if you live in Scotland visit [mygov.scot/scottish-welfare-fund/crisis-grants](https://mygov.scot/scottish-welfare-fund/crisis-grants)





Yakult is proud to partner with Royal Voluntary Service to help people Stay Safe, Warm and Well this winter. For more information on how Yakult is supporting local communities, visit [yakult.info/RVS](http://yakult.info/RVS).

**Royal Voluntary Service was set up over 85 years ago and, since then, has inspired and enabled more than 3 million people to give their time to help support local communities and the NHS.**

For more information, visit:

[royalvoluntaryservice.org.uk/safe-warm-well](http://royalvoluntaryservice.org.uk/safe-warm-well)

To order copies of this guide visit:

[shop.royalvoluntaryservice.org.uk](http://shop.royalvoluntaryservice.org.uk)

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Scan the QR code or text RVS5 to 70507 to donate a gift of £5 today which could help cover the cost of a nutritious hot meal in a warm and friendly space at one of our lunch clubs or centres.

**Text RVS5 to 70507 to donate £5 today.**

\*You will be charged £5 plus one message at your standard network rate. Royal Voluntary Service will receive 100% of your donation. If you wish to discuss this mobile payment call 0800 731 9197. Always get the bill payer's permission. UK networks only.

By texting RVS5 to 70507 you are agreeing to us contacting you by SMS about fundraising and to tell you more about our vital work. To give £5 without receiving further contact, text RVS5 NO to 70507.



**Cadent**  
Your Gas Network

Cadent is proud to partner with Stay Warm. For more information on the support they offer to their customers, go to [cadentgas.com/support](http://cadentgas.com/support)



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