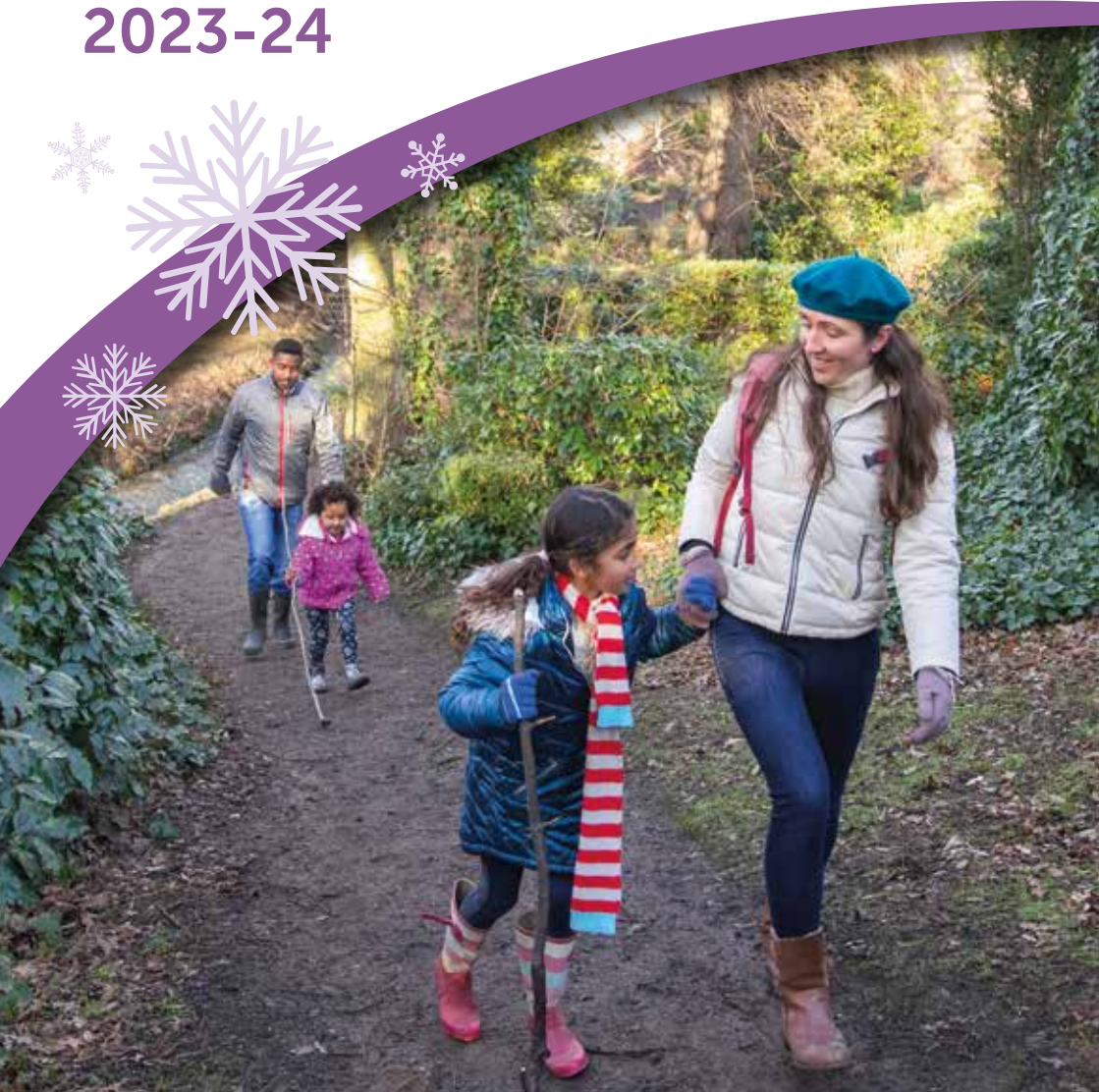


Winter Wise

Staying well this winter

2023-24



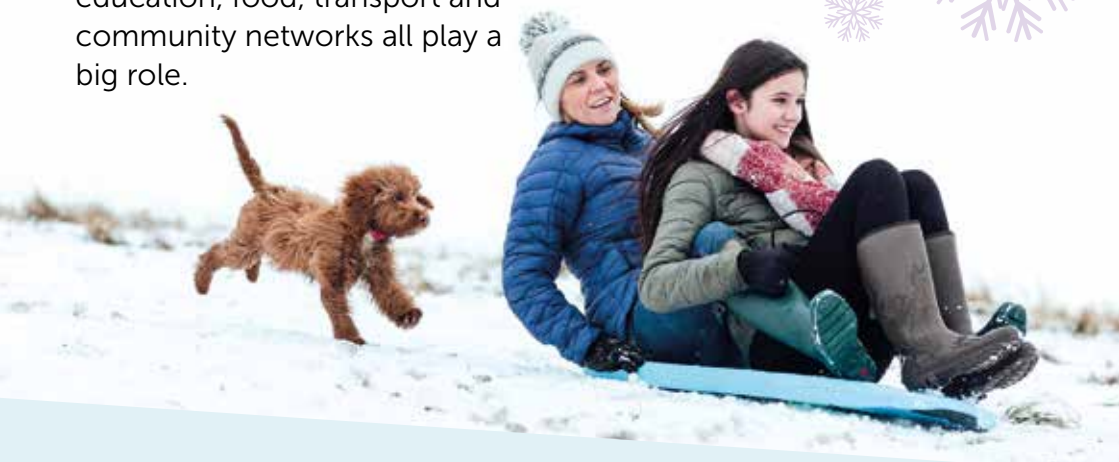
Nottinghamshire
County Council

Winter wellbeing in Nottinghamshire

We know that winter can be a challenging time, both mentally and physically.

There are lots of things that affect our health and wellbeing - housing, employment, education, food, transport and community networks all play a big role.

We hope that the information in this booklet will give you some tips on how to stay well and get help if you, your family or friends need it.



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If you want to find out more, the Customer Service Centre is your door into Nottinghamshire County Council. The team can offer support, information, advice and guidance on over 400 council services.



Look out for this icon throughout the booklet.

Physical health

Coughs, colds, sore throats and dry skin are common complaints during the winter and many can be treated at home. If you need advice, you can talk to your pharmacist about any over-the-counter medicines and they will tell you if you need to see a doctor.



If you don't feel well and have symptoms that aren't going away, you can contact your local GP practice. They can offer appointments with a doctor, nurse or another member of the team, depending on what the problem is.

If you need help fast, but it's not an emergency, NHS 111 is open 24/7. You can call **111** or visit www.111.nhs.uk for help if you can't get hold of your GP practice or if it's closed.

In an emergency, when someone is seriously ill or injured and their life is at risk, always call **999**.





SELF CARE

Treat aches and pains, coughs and colds at home – stock up on medicines.



PHARMACY

Visit your local pharmacy for minor injuries, allergies, constipation, headaches, cold and flu symptoms and earache.



YOUR GP PRACTICE

GP practices are open. Talk to your GP, nurse or other healthcare professionals about symptoms that aren't going away. They can offer telephone, online or face-to-face appointments depending on what your health concern is.



NHS 111

Think NHS 111, if you need help fast but it's not an emergency think NHS 111. Open 24/7. Call 111 or visit 111.nhs.uk.



URGENT TREATMENT CENTRE

You can visit your local Urgent Treatment Centre for sprains, fractures, minor burns and skin infections.



DENTAL TREATMENT

For urgent dental care please call your local NHS dental practice. For urgent care, advice out-of-hours, call NHS 111.



MENTAL HEALTH CRISIS LINE

If you're worried about your mental health, or experiencing a mental health crisis, call the 24/7 crisis line on 0808 196 3779.

Find out more here: www.nhs.uk

In a medical emergency call 999. This is when someone is seriously ill or injured and their life is at risk.

Block bugs and stop the spread of germs

There are simple ways to reduce the spread of germs:



Catch it

– germs spread easily, so carry tissues and use them to catch coughs or sneezes. If you don't have one, cough or sneeze into your elbow rather than your hands or the air.



Bin it

– germs can live for hours on tissues, so throw used ones away as soon as possible.



Kill it

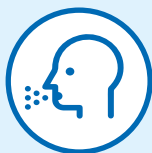
– hands can transfer germs to every surface you touch, so wash your hands regularly with soap and water.

If you do get ill, get some rest and drink plenty of fluids. Stay at home if you can, so you don't pass it on to other people and take painkillers if you need them.



How long could my infection last?

Cough



21 days

Sore throat or earache



7 to 8 days

Common cold



14 days

Norovirus (winter vomiting)



2 to 3 days

Sinus infection



14 to 21 days

Contact your GP if your symptoms are getting worse or if you are not better by the times shown above.

Visit www.nhs.uk for self-care advice on common infections.

Grab your free winter jabs

If you're at greater risk of complications from flu and Covid-19, it's important to get your vaccinations for extra protection in the winter. Both vaccines are safe and effective and are the best protection against these viruses.

Protect yourself and others from flu

You're entitled to a free flu vaccination from your GP or at a pharmacy if:

- ✓ you're aged 65 and over
- ✓ you have a serious long term health condition
- ✓ your immune system is weakened or you live with someone with a weakened immune system
- ✓ you're in long stay residential care
- ✓ you're pregnant
- ✓ you get carer's allowance or are the main carer of someone who is elderly or disabled.


Most children will be offered a nasal spray. Children aged two and three can have it at their GP surgery.

Primary and secondary school-aged children will be vaccinated at school or at a community venue if they are home educated.

“ I have my annual flu jab, because not only does it protect me from being poorly, it also protects the people that I love from getting it. ”

Charlotte, Worksop





If you're over 65, you're also eligible for a **pneumococcal vaccine** to help protect you from pneumonia. Ask at your GP surgery for more information.



Your seasonal Covid-19 jab

Covid-19 hasn't gone away and vaccination is the best protection from serious illness.

Free Covid-19 vaccinations are available if you're at increased risk of getting seriously ill from Covid-19. For example, this may be due to your age or a long-term health condition. The NHS will contact you if your NHS records suggest you may be eligible.



Stay well in winter

Ten ways to stay fit and healthy this winter:



Eat well and stay hydrated

Eat balanced, nutritious meals that include protein, dairy, carbohydrates, fruit and vegetables. Drink plenty of water and try to keep within the recommended alcohol limits.

Check out the tips and recipes on the Better Health website www.nhs.uk/healthier-families



Sleep well

Get into a regular bedtime routine, avoid caffeinated drinks and alcohol before bed and use relaxation exercises to help you get good quality sleep.





Be active

Exercise can boost your mind and body, including your immune system. Indoors or outdoors, on your own or with other people, just 30 minutes a day can help you stay strong and independent.



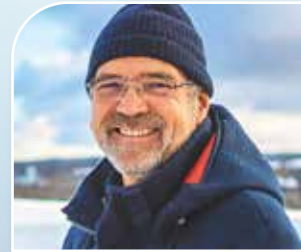
Stay warm

Try to heat your home (or the room you're in) to at least 18°C. Closing doors, layering clothing and using heavy curtains will help keep energy bills down – so will turning off lights when you're not using them and keeping showers short to save hot water.



Top up on vitamin D

It can be hard to get enough vitamin D in winter because there is less sunlight, so try to get outside for 15-20 minutes a day and consider taking a vitamin D supplement. If your children qualify for Healthy Start, vitamins are free or you can buy them cheaply in many of our children's centres.



Visit www.healthystart.nhs.uk or call the Customer Service Centre for more information about your local children's centre.



Customer Service Centre
0300 500 80 80



Keep your home safe

We spend more time at home during the winter, so make sure yours is safe. Check for trip hazards and electrical concerns, and always have a working smoke alarm. The right aid, such as a handrail or alarm, can help you feel safer and if you're disabled or over 60 you might be able to get free or low-cost help through the Handy Person Adaptation Scheme.



Contact the Customer Service Centre for more information.



Stay steady

Gentle exercise and moving around regularly will help you stay strong. Wear slip-resistant well-fitting shoes, secure rugs and mats, move obstacles and don't forget to replace worn-out or sloppy slippers. Go slow and steady, and use walking aids if you need them.



Customer Service Centre
0300 500 80 80



Be prepared whatever the weather

It's a good idea to keep a list of emergency contacts in or by your phone. Stock up on store cupboard items like tins and long-life milk in case weather or illness keep you at home for a few days.

You can sign up for flood alerts through the Environment Agency on **0345 988 1188** or on their website: www.gov.uk/sign-up-for-flood-warnings

The Met Office website: www.metoffice.gov.uk has live weather forecasts or call their Weather Desk on **0370 900 0100**.

Have a torch and some spare batteries in case there's a power cut, and if there is, call **105** to report it.



Stay connected

It's important to keep in touch with friends and family. You could try some volunteering opportunities, discover a new hobby or meet people at a community group or local library.



Top up your first aid kit

Having some basic supplies at home can help in the event of an accident or if you feel ill. You can stock up at your pharmacy or supermarket - own-brand painkillers and plasters are often cheaper and just as effective as the big names.

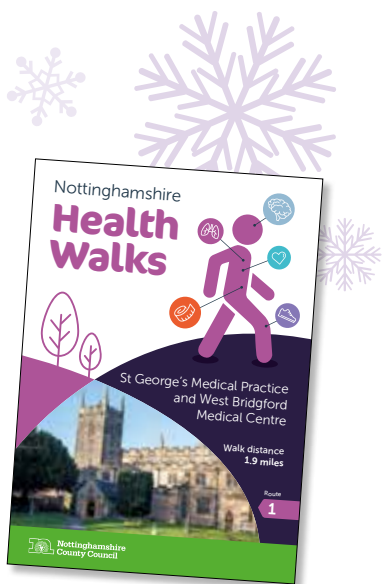


Try a winter walk

Walking is one of the easiest ways to get active, lose weight and be healthier. It's good for your heart and your head. Exercise releases feel-good hormones to help your mood and reduce stress, and you don't need to go far to enjoy the scenery.

Nottinghamshire has some fantastic walks in lots of different places. There are some short routes available for you to download from the Nottinghamshire Health Walks web page, as well as links to walking groups where you can meet other people of all ages, backgrounds and levels of fitness.

www.nottinghamshire.gov.uk/healthwalks



Nottinghamshire Good Food

A good diet won't stop you getting winter illnesses, but it can help support your immune system to protect you better. If you do fall ill, a nutritious diet can help speed up your recovery.

Nottinghamshire Good Food can help you find ways to eat healthy and affordable food, to grow your own and make small changes to improve your diet. This could include going along to a community garden or social eating event, or volunteering at your local food club, activities that help us feel happier and healthier.

www.nottinghamshire.gov.uk/goodfood



County Enterprise Foods

County Enterprise Foods produces a wide range of delicious, healthy meals using ingredients from local suppliers wherever possible.

The service offers frozen meals to reheat at a time to suit you, or piping hot meals you can tuck into straight away. Whichever you choose, you'll get free delivery straight to your door by someone who will also check you are safe and well.



Look out for the launch of our new menu containing even more high quality, locally sourced ingredients.

For more information, visit www.countyenterprisefoods.co.uk or call them on **01623 490015**.



Your Health Your Way

If you want to get more active, eat healthier, manage your weight, drink less alcohol or stop smoking, get in touch with Your Health Your Way. They offer realistic and practical support to help you live a healthy life and will work with you to tackle lots of issues or one at a time, at your own pace.

If you would like to find out more, you can contact **Your Health Your Way** by visiting their website:

www.yourhealthnotts.co.uk
0115 772 2515



Mark had been overweight all his life and found he was diabetic. After contacting Your Health Your Way, they helped him improve his diet and found exercises to suit his needs.

“ I feel like a teenager with too much energy – and my blood sugar levels are really healthy as well. The support I've had has been invaluable. I got so much from the course, I've become a peer supporter to offer inspiration to others wanting to improve their lives. **”**

Mark, Notts



Help yourself by helping others

Volunteer

You could stay active and well during winter while you're helping other people, your local community or the environment.

You can also help yourself – volunteering can reduce stress and improve self-confidence, as well as offering an opportunity to learn new skills, meet interesting people and help your job prospects.

There are lots of ways to volunteer in Nottinghamshire – from supporting your local library, conservation in woodlands and country parks, helping young people or making where you live a better place.

Visit www.nottinghamshire.gov.uk/volunteering

 or call the Customer Service Centre.



Do you have a great idea about how to make your neighbourhood a better place? **Community Friendly Nottinghamshire** is part of a growing network offering peer support and training in community organising to help set up projects like lunch clubs, good neighbour schemes, litter picks and dog walker groups.

Call the Community Friendly Nottinghamshire team on **0115 977 2120**.

You could also volunteer as a **community health and wellbeing champion** – there's no time commitment. You just need to share health and wellbeing messages with your friends, family, colleagues and local community.

Find out more by visiting www.nottinghamshire.gov.uk/healthchampions



Customer Service Centre
0300 500 80 80

Mental health

As the weather gets colder, it's tempting to stay inside, but that can mean you spend more time on your own which can affect your mental health. If your mood is low, there are services which can help.

Shout 85258

Shout is a free, anonymous text messaging service, to give you 'in the moment' support for issues like anxiety, stress, loneliness, depression and suicidal thoughts. Texting Shout doesn't appear on your phone bills and all messages are confidential, unless there's a concern about someone's safety.

If you live in Nottinghamshire, text the word **Notts** to **85258** to be connected 24/7 to a trained Shout volunteer.



Domestic abuse

If you or someone you know is experiencing domestic abuse, like violent or controlling behaviour, there is help and support available.

Information about all domestic abuse services is available at

www.equation.org.uk
or call **0115 962 3237**.

Women who need support can contact the Juno Women's Aid free 24/7 helpline on **0808 800 0340** or email helpline@junowomensaid.org.uk

Men who need support can contact Equation's free helpline **0800 995 6999** or email helpline@equation.org.uk

In an emergency, always call **999**. If for any reason you can't speak, press 5, followed by 5 again when prompted.



Suicide prevention

Preventing suicide is everybody's business: one in five people have suicidal thoughts at some point in their life. Suicide isn't inevitable and can be prevented.

If you need urgent crisis support, call the Nottinghamshire Mental Health Crisis Line on **0808 196 3779** (24/7) or the Samaritans on **116 123** (24/7).

Phone **999** or visit your local A&E if you need emergency help, because you can't keep yourself safe or have already harmed yourself.

There's information about support services for adults, children and young people on our website:

www.nottinghamshire.gov.uk/suicide



Families and children

If you have children or teenagers, make sure they're winter ready too.

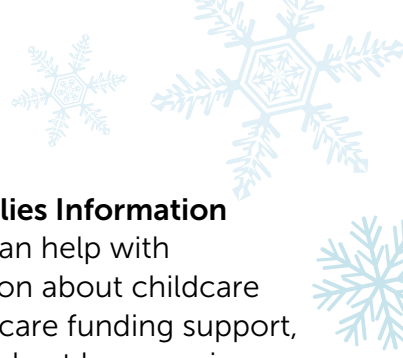
Check that they are up to date with all of their vaccinations. Vaccines are safe and the most effective way to protect your kids from unpleasant, potentially dangerous illnesses like measles, which can spread very easily. If you think your child might not be up to date, speak to your GP practice or have a look at the NHS website to see which vaccines they should have and when: www.nhs.uk/conditions/vaccinations

If you need help or advice about pregnancy, children's development, parenting, healthy lifestyles or returning to work, there are people who can help.

The **Healthy Families Team** supports pregnant mothers and families with children up to the age of 19, including regular developmental checks.

Call them on **0300 123 5436** for advice and appointments or have a look at their web page: www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams





The Children's Centre Service

offers drop-in sessions, small groups or one-to-one advice, support and guidance for families and parents on child development.

For more information, have a look at their website:

www.nottinghamshire.gov.uk/childrenscentres



For more information about children's centres or the Families Information Service call the Customer Service Centre.

The Families Information Service

can help with information about childcare and childcare funding support, things to do at home or in your local community during the winter weather, top tips for parenting, relationships, healthy lifestyles, volunteering, returning to employment and more.

www.nottinghamshire.gov.uk/familiesinformationservice

Text **ChatHealth** to
07507 329952 – for advice
and support for young
people aged 11-19 years

Text **Parentline** to
07520 619919 – for advice
and support for parents and
carers



Customer Service Centre
0300 500 80 80

Nottsbus On Demand

Nottsbus On Demand is a flexible way to travel by bus, and the services do not follow a fixed timetable.



Nottsbus On Demand is available to book during the day in the villages around west Rushcliffe, Retford, Ollerton and Newark. An evening service is also available in Mansfield between 7.30pm and midnight.

The bus doesn't follow a fixed route or timetable, so passengers can travel between any bus stops in a zone - just the ticket for work, leisure, a health appointment or anything in between!

Journeys can be booked 'on demand' or you can make an advance booking if you're travelling the next day. Plus, if you're a concessionary fare holder, it's still free after 9.30am.

The service will also connect you to other bus services if you're travelling out of the on-demand bus zones.

You can book on the easy-to-use app and track your bus in the comfort of your own home or, if you don't have a smartphone, you can book a seat by telephoning **0115 804 0404** between 8:30am and 5pm Monday to Thursday and 8:30am to 4:30pm on Friday (excluding bank holidays).

www.nottinghamshire.gov.uk/nottsbusondemand

“ I've used the bus since it started and I don't have anything other than praise for the drivers and everything to do with the service, well done, greatly appreciated. ”

Nottsbus On Demand service user



Be scam savvy

Scams can come in different forms, so check before you give anyone your personal information, bank details or money. There are scammers around all year, but at Christmas they can take advantage of people who want to buy presents.

If you're not sure, you can report issues to Trading Standards and get consumer advice from Citizens Advice.



Contact Citizens Advice on
0808 223 1133



Ring the Customer Service Centre to speak to someone in Trading Standards.

[www.nottinghamshire.gov.uk/
consumeradvice](http://www.nottinghamshire.gov.uk/consumeradvice)

Benefits advice and information

If money is tight this winter, the Benefits Team can give advice to make sure that you're getting the benefits you're entitled to. You can call their team of friendly advisors, like Becky, who will talk through your circumstances and the help you might be entitled to. They can suggest other support if you need it.

“ I'm Becky from the Benefits Team. I can help with any queries about your benefits, offer advice, guidance and 'better off' calculations, so you get the benefits you are entitled to. ”



**Customer Service Centre
0300 500 80 80**

For more information, visit
www.nottinghamshire.gov.uk/benefitsadvice
or call the Customer Service Centre.

Housing and support

During the winter months, you may tend to spend more time at home. There is support available to help you stay safe and keep warm.

Nottinghamshire Healthy Housing Service

If you need help keeping your home warm, you can contact the Healthy Housing Service. They can help with household insulation and heating improvements, give energy efficiency advice and explain if there are grants available.



Visit www.nottenergy.com/our-services/healthy-housing/ or call **0115 985 9057** for more information.

Mrs A lives alone and her boiler suddenly stopped working. Mould was forming around her house and she was worried about her energy bills. After an assessment, the Healthy Housing Service supported her to get her boiler replaced, as well as getting a voucher to help with her water bill, saving £2,551. She was also added to a priority service register, so she will be prioritised if there are any power cuts.

“Diane explained everything extremely well! It’s helped my wellbeing so much. I’d definitely recommend this scheme to others.”

Mrs A, Mansfield

Mr J was worried about his faulty boiler, but couldn’t afford a replacement. After an assessment, the Healthy Housing Team helped him get a new boiler, saving him £2,471. The boiler also saves money on his energy bills. The team found he was eligible for free loft insulation too and could apply for free solar panels.

“No contribution was necessary, I’d definitely recommend! I’m so happy with the help. I was a little confused at first, but the scheme’s great.”

Mr J, Ashfield

Free Safe and Well visits

As well as keeping your home warm, it's a good idea to check smoke alarms are working and make sure that there are no potential fire hazards. If you need help to do that, Nottinghamshire Fire and Rescue can come out to check your home and give you advice on fire safety, staying well and preventing falls. Their friendly staff will make sure that your smoke alarms are working properly and they can fit a new smoke alarm for free, if needed.

Call **0115 838 8100** or email enquiries@notts-fire.gov.uk

Or go online at www.notts-fire.gov.uk/community/make-a-safe-and-well-referral/

Textphone for deaf and hearing-impaired people:
07766 299 999



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Carbon monoxide

You can't see or smell carbon monoxide gas, but it can make you seriously ill. It can leak from heating appliances or gas cookers.

Symptoms include headaches, dizziness, feeling sick or weak, confusion or chest and muscle pain, which might get worse if you spend time in an affected room or building and get better when you leave or go outside.

If you are affected, stop using the gas appliance you think might be causing it, open windows and doors to let fresh air in and go outside. Get medical advice as soon as you can and don't go back inside until you have called the free National Gas Helpline (24/7) on **0800 111 999**.



Customer Service Centre

If you want to find out more, the Customer Service Centre is your door into Nottinghamshire County Council. The team can offer support, information, advice and guidance on over 400 council services.

The Customer Service Centre provides support in emergency situations, often weather-related, but more recently through Covid-19 and giving advice on schemes like Homes for Ukraine and the Household Support Fund.

You can contact them online or by phone. They also have a text and sign relay service if you are deaf or hard of hearing, and can help with a translator for anyone who needs one.

**Look out
for this icon
throughout
the booklet.**

