

KEEPING WELL THIS WINTER

YOUR GUIDE TO A HEALTHY SEASON



NHS

North East London



Waltham Forest

INTRODUCTION

As the days get colder, it is important to think about ways you can keep well over the winter months.

Cold weather can make some health problems worse and even lead to serious complications. It also means diseases spread more easily as we spend more time indoors.

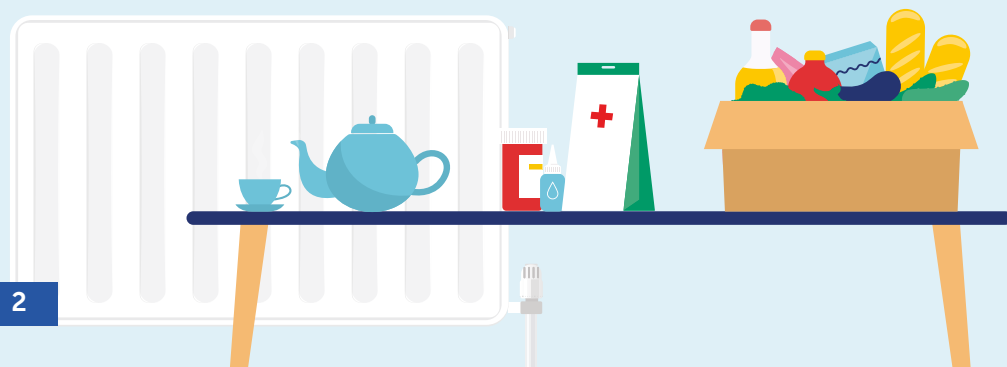
Keeping warm and well over the winter can help to prevent colds, Covid-19, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

This is especially important for people who may need a little more support over the winter months due to the effects of the cold weather, such as people who are 65 or older, or those who have an ongoing health condition such as heart or kidney disease, COPD, bronchitis, emphysema, asthma or diabetes.

We know that the cost of living crisis is making it harder for people to stay healthy as things like heating, food and everyday essentials have become more expensive.

The good news is there are lots of ways you can keep well over winter, and lots of support out there to help you do this.

In this booklet, you will find information and advice on how to look after yourself and others this winter, and details of some of the services that are there to support you.



WINTER WELLNESS TIPS



STAY WARM

- Heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom.
- Wearing several layers of clothing will keep you warmer than one thicker layer.
- If you are struggling to heat your home, you can visit a number of Community Living Rooms in Waltham Forest. Some host regular social activities, and some food, hot drinks or Wi-Fi. Find more information: bit.ly/wf-warm
- More advice is available on the council's website: bit.ly/wf-winter



GET VACCINATED

- Getting the flu and Covid-19 vaccines ahead of winter are two of the most important things you can do to keep yourself and others around you safe. You can get both for free if you are aged 65 and over, are pregnant or have a long-term health condition.
- Children can get a flu vaccine if they are aged 2 to 16, or aged 6 months to 17 years old with certain health conditions. It is important to make sure they are also up to date with their MMR vaccine and other childhood vaccinations.
- If you are aged 65 and over you can get the pneumococcal vaccine to protect against pneumonia, sepsis and meningitis.
- If you are aged 75 to 79, you turned 80 on or after 1 September 2024, or you are pregnant, then you will be eligible for the RSV vaccine. RSV is a common respiratory virus that can make babies and older adults seriously ill.



CHECK YOUR MEDICINE CABINET

- Make sure you have enough prescription medicines. Stock up early as your pharmacy or GP practice may be closed for the holidays.
- Make sure the medication that you do have is still in date.
- Stock up on essential over-the-counter medications for common winter illnesses like coughs, colds, sore throats and general aches and pains. Ask your pharmacist for advice.



STAY HEALTHY

- Try to reduce the amount of time you spend sitting down during the day and keep active. It doesn't matter what you do, as long as it's something you enjoy and keeps you moving.
- Eating a healthy balanced diet can help you to feel your best and keep your energy levels up.
- Wear shoes with good grip when you go outside to avoid slips and falls on slippery or icy surfaces.



STAY CONNECTED

- Keep in touch with your friends, neighbours and family.
- Speak to someone if you're feeling under the weather, and don't be afraid to ask if you or they need any help.

FIND ADVICE AND SUPPORT

HEALTH AND WELLBEING



NHS 111

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

Seeing a doctor out of hours

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

Pharmacy

Your local pharmacist can offer advice as well as medication. Many pharmacies are open late and over the weekends and you do not need an appointment to see a professional. Some offer free delivery services, so check with your local pharmacy.

Walk-in clinics

For help with minor injuries and illnesses, visit the Urgent Treatment Centre at Whipps Cross Hospital, open 24 hours a day, located on the Whipps Cross Hospital main corridor at Junction 5.

Mental Health Support

If you are feeling overwhelmed or you are struggling with your mental health, you can call the mental health crisis line for free 24 hours a day, 365 days a year. **Call NHS 111 and choose option 2.**



Waltham Forest Talking Therapies

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

☎ **0300 300 1554**, option 4 for self-referral.

@ wf.talkingtherapies@nhs.net

Samaritans

If you or someone you know is feeling low, depressed, or suicidal, call the Samaritans, no referral required.

☎ **0330 094 5717**

@ jo@samaritans.org

Kooth

Free online counselling and wellbeing support for young people aged 10 to 25 in Waltham Forest.

☎ **020 3984 9337**

@ contact@kooth.com

Good Thinking

Helping all residents take care of their mental wellbeing. No referral required for most services.

@ info@good-thinking.uk



LONELINESS AND SUPPORT



The Silver Line run by Age UK

Is a free telephone support line for older people offering confidential support and friendly conversation 24 hours a day, 7 days a week.

☎ **0800 4 70 80 90** – call free

Age UK in Waltham Forest

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

☎ **020 8558 5512**

@ info@ageukwalthamforest.org.uk

Support for carers

If you're a carer and would like some support, Carers First provide health and wellbeing services, support groups and activities, education, training and employment offers.

☎ **0300 303 1555**

@ referral@carersfirst.org.uk

Wellbeing Cafés

Social events for anyone who feels lonely or is experiencing low mood, anxiety or depression.

@ social.prescribing@walthamforest.gov.uk

MONEY AND ADVICE



Finance advice

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

👉 bit.ly/wfcol

Citizens Advice

Provides free, independent, confidential and impartial advice on a wide range of subjects. You can get advice and make appointments by calling the Citizens Advice Waltham Forest advice line.

☎ **0808 2787 838**, Monday to Friday from 9am to 5pm.

Cheaper internet

Social tariffs are reduced cost broadband packages, offered by broadband and telecom companies to eligible benefit claimants. They can save you up to £200 annually.

Check directly with your current provider if they offer a social tariff. You can apply for most tariffs online or call your provider and ask to switch.

👉 bit.ly/cheaperbroadband

COST OF LIVING SUPPORT



Support with NHS costs

While NHS care is free, there are some things you need to pay for, like prescriptions and dental costs. A range of financial support is available to eligible people to help with these costs. Even if you are not eligible for free prescriptions, there are ways to save money on them and you can talk to your local pharmacist about this. For more information visit:

👉 www.northeastlondon.icb.nhs.uk/nhs-costs



Community Living Rooms

There are a number of Community Living Rooms in Waltham Forest, offering free warm spaces for everyone. These spaces offer a range of free activities, while some provide free healthy communal meals. Some also provide advice on money, welfare and benefits support, and energy advice. For more information visit:

bit.ly/wf-warm

Food hubs

Community food hubs across the borough can help you access free or affordable food if you need it.

bit.ly/foodhubsWF

Community Drop-Ins

Get support to fill in tricky forms and access online services, and receive information about local activities and services at Waltham Forest Community Drop-Ins. No need to book. They are open weekly between 9.45am to 11.15am in four locations:

Tuesdays at Queens Road Family Hub, E17 8PJ

Wednesdays at Chingford Family Hub, E4 6EY

Thursdays at Walthamstow Library, E17 7JN

Fridays at Leytonstone Family Hub, E11 4LF

[@ bit.ly/CommunityDropIns](https://bit.ly/CommunityDropIns)

Pension Credit Support

Check whether you qualify for Pension Credit or get help with your claim at the Pension Credit Drop-In sessions, every Monday until Christmas, from 1pm to 3pm at Walthamstow Library.

Check if you're eligible and apply at:

www.gov.uk/pension-credit

[0800 99 1234](tel:0800991234)

Digital support

Free drop-in sessions for residents to get help with their devices and use the internet. Sessions are delivered by friendly Digital Champion volunteers. No need to book, just drop-in.

Tuesdays at Leytonstone Library, 5pm to 7pm

Wednesdays at Wood Street Library, 5pm to 7pm

Thursdays at Chingford Library, 3pm to 5pm

Fridays at Walthamstow Library, 2pm to 4pm

AbilityNet have friendly tech volunteers who provide at home support to over 65s and disabled people with their digital devices:

[0800 048 7642](tel:08000487642)

bit.ly/wf-abilitynet

Find a directory of organisations in Waltham Forest that will help you get online and teach you how to use your devices:

bit.ly/digitalsupportWF

FAMILY SERVICES



Family Hubs

Families can get help and support at Family Hubs. There are four Family Hubs throughout the borough: Chingford, Walthamstow, Queens Road and Leytonstone Family Hub. Open Monday to Friday, 9am to 5pm.

[020 8496 4965](tel:02084964965), Monday to Friday, 9am to 5pm

walthamforest.gov.uk/familyhubs

WINTER VACCINATIONS

Millions of people will be eligible for free flu and Covid-19 vaccines this winter, including everyone **aged 65 and over, pregnant women, care home residents, people with certain health conditions, and frontline health and care staff**. Children aged **2 to 16**, or aged **6 months to 17 years** old with **certain health conditions**, can get a free flu jab.



Who is eligible

FLU VACCINE

- All adults aged **65 and over**
- People aged **6 months to 64** in a **clinical risk group**
- People who are **pregnant**
- People who live in a **care home**
- People who receive a **carer's allowance**, or are the **main carer** for an older or disabled person
- People who live with someone who has a **weakened immune system**
- Children aged **2 to 16**, or aged **6 months to 17 years** old with **certain health conditions**.

Find out more:

www.nhs.uk/flu vaccine

COVID-19 VACCINE

- All adults aged **65 and over**
- Residents living in a **care home for older adults**
- People aged **6 months to 64 years** in a **clinical risk group**, including people who are **pregnant**
- **Frontline** health and social care workers
- Staff working in **care homes for older adults**

Find out more:

www.nhs.uk/covid-vaccination

RSV VACCINE

- Adults aged **75 to 79**
- Adults who turned 80 on or after **1 September 2024**
- Women and people who are **pregnant (from 28 weeks)**

How to book

FLU VACCINE

If you are eligible you can book a flu vaccine through:

- Your doctor's surgery
- Your local pharmacy
-  The NHS App
-  www.nhs.uk/bookflu
- Children from reception to year 11 will be offered vaccinations at school. 2 to 3 year olds can get one from your GP.

COVID-19 VACCINE

If you are eligible you can book a Covid-19 vaccine through:

-  The NHS App
-  www.nhs.uk/bookcovid
-  119

Many local pharmacies will offer a walk in service with no need to book.

RSV VACCINE

RSV is a common respiratory virus that can make babies and older adults seriously ill.

If you are pregnant:

You should be offered the RSV vaccine around the time of your 28-week antenatal appointment. Speak to your maternity service or GP surgery if you're 28 weeks pregnant or more and have not been offered the vaccine.


If you are aged 75 to 79:

Your GP surgery will contact you about getting the RSV vaccine. This may be by letter, text, phone call or email.

OTHER VACCINATIONS

If you are aged 65 and over your GP will also offer you the **Pneumococcal vaccine** to protect against pneumonia, sepsis and meningitis.

Find out more by visiting

 northeastlondon.icb.nhs.uk/vaccinations



PEOPLE WHO CAN SUPPORT YOU IN YOUR COMMUNITY

Support from your doctor's surgery

You can access a wide range of professionals who can help with your care through your GP surgery. Ask your practice for more details.

- ✓ **Social Prescribers** can connect you with local activities and services for advice and support to help improve your health and wellbeing.
- ✓ **Care Coordinators** can help you manage your care and provide extra support with using the health and care system, connecting you to the right services or professionals at the right time.
- ✓ **Dietitians** are experts in diagnosing and treating diet and nutritional problems and can support people with long-term conditions such as diabetes, food allergies, coeliac disease, and stomach issues.
- ✓ **Health and Wellbeing Coaches** can work with you to improve your physical and mental health based on what matters most to you.
- ✓ **Occupational Therapists** can support you with things that may be stopping you from doing everyday activities. This can include making changes to your environment to make things easier for you or learning new ways to do things.
- ✓ **Clinical Pharmacists** are experts in medicines. They can review your medications, prescribe medicines, and help with managing long-term conditions.
- ✓ **Pharmacy Technicians** support Clinical Pharmacists by updating medication records and can offer you advice on how to use and get the most out of your medicines.
- ✓ **Physician Associates** can diagnose and treat a wide range of health conditions. They work with GPs and the wider team to provide care to people, arrange tests and analyse results.
- ✓ **First Contact Physiotherapists** are there to help if you have a condition which affects your muscles or joints. They can assess, diagnose and advise you on how to manage your condition.
- ✓ **Podiatrists** are there to help diagnose and treat conditions which affect your feet and lower limbs.
- ✓ **Mental Health Practitioners** can provide advice and support to help with a range of mental health conditions from anxiety and depression to eating disorders, bipolar disorder, and psychosis.

Support in your community

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

- ✓ **Link Worker Service** support people experiencing a range of needs and issues, such as money problems, feeling isolated, loneliness, unemployment, ill-health, low mood, self-confidence, and addictions. Refer yourself by emailing:

@ adult.earlyhelp@walthamforest.gov.uk

FURTHER INFORMATION

Translations and alternative formats

This booklet is available to download in a range of community languages from our website. Visit www.northeastlondon.icb.nhs.uk/winter

Tłumaczenia i alternatywne formaty

Tę broszurę można pobrać z naszej strony internetowej w różnych językach. Odwiedź: www.northeastlondon.icb.nhs.uk/winter

Traduceri și alte formate

Această broșură este disponibilă pentru descărcare de pe site-ul nostru într-o varietate de limbi ale comunității. Accesați www.northeastlondon.icb.nhs.uk/winter

تراجم اور متبادل فارمیٹ

یہ کتابچہ ہماری ویب سائٹ سے مختلف کمیونٹی زبانوں میں ڈاؤن لوڈ کیا جا سکتا ہے۔ وزٹ کریں:
www.northeastlondon.icb.nhs.uk/winter

অনুবাদ ও বিকল্প ফরম্যাট

এই বুকলেট ডাউনলোড করার জন্য আমাদের ওয়েবসাইটে কমিউনিটির বেশ কয়েকটি ভাষায় পাওয়া যায়। www.northeastlondon.icb.nhs.uk/winter ঠিকানায় ভিজিট করুন

ਅਨੁਵਾਦ ਅਤੇ ਵਰਕਵਿਪ ਫੋਰਮੈਟ

ਇਹ ਕਿਤਾਬਕੀ ਸਾਡੀ ਵੈਬਸਾਈਟ ਤੋਂ ਕਈ ਕਮਿਊਨਿਟੀ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਡਾਊਨਲੋਡ ਕਰਨ ਲਈ ਉਪਲਬਧ ਹੈ। www.northeastlondon.icb.nhs.uk/winter ਤੇ ਜਾਓ।

ترجمے تے دوجے فارمیٹ

ایہہ کتابچہ کئی کمیونٹی زبانوں وچ ساڈی ویب سائٹ توں ڈاؤن لوڈ کیتا جا سکدا اے۔ وزٹ کرو:
www.northeastlondon.icb.nhs.uk/winter

YOUR FEEDBACK

We would like to hear your views on how useful you found this booklet. Please complete the following survey and post to **Winter Wellness, Freepost NHS North East London**



Alternatively, you can also complete the survey online by visiting www.surveymonkey.com/r/FBLYYP6

1 Please tell us how useful you found the information in this booklet:

| | 1 Extremely unhelpful | 2 Not very helpful | 3 Somewhat helpful | 4 Very helpful | 5 Extremely helpful |
|--|------------------------|---------------------|---------------------|-----------------|----------------------|
| Winter wellness advice (page 3) | | | | | |
| Finding advice and support (pages 4–6) | | | | | |
| Winter vaccinations (page 7–8) | | | | | |
| People who can support you in your community (page 9–10) | | | | | |

continued overleaf

2 If you found any of the information in this booklet unhelpful, please explain why it was not useful to you:

3 Is there any additional information you would find helpful to be included in this booklet and why?

4 Is there anything you think could be improved about this booklet and why?