



Be Prepared For Winter

A little book of **HELPFUL TIPS**
& contacts to help you get
THROUGH THE WINTER

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Welcome!

At the Knowsley Older People's Voice AGM in June 2010, the members were asked what they thought were the most important things you can do to stay warm, healthy and well in the winter.

TOP TIPS

The top tips with this symbol are what they thought were the most important things to do – **look out for them!**



STAY WARM

How to make your home cosy and warm


DON'T PUT UP WITH A COLD DAMP HOME - YOU MIGHT QUALIFY FOR A GRANT

There may be grants for cavity wall and loft insulation available to Knowsley residents who either own their own home or rent from a private landlord.

For more information you can contact Knowsley Council on **0151 443 5817** or the Energy Saving Trust Advice Centre **0800 512 012**

TOP TIPS

Have cavity wall insulation and / or loft insulation fitted, it will make your home warmer and cosier and save money on your fuel bills.



Instead of putting the electric blanket on put an ordinary woollen blanket under the bottom sheet or a lambs wool blanket. It will keep you warm and save money as well as keeping you safe

THE WARM FRONT £300 HEATING REBATE SCHEME

If you do not receive a benefit but you are aged 60 or over and own your own home or rent it from a private landlord, then you could claim a Warm Front £300 heating rebate towards the cost of repairing or installing a heating system.

To find out if you qualify contact The Warm Front Team on 0800 316 6012.

WINTER FUEL PAYMENTS

Each winter the Government makes a payment to people aged 60 or over to help with the costs of keeping warm in the winter.

For any advice on the winter fuel payment, call the helpline (during office hours) on 0845 915 15 15.

TOP TIPS

By setting your heating to the right temperature, you can keep your home warm and lower your bills.

During the day set your thermostat to 21°C (70°F), at night set it to 18°C (64°F).



Make sure your radiators are bled on a regular basis to keep them working most effectively. If you require any assistance with bleeding your radiators you can contact Care and Repair on 0151 548 6668.

PRE PAID GAS AND ELECTRICITY METERS

Someone with both gas and electricity prepayment meters may pay £69 more a year for their fuel.

Changing your method of payment can also reduce your payments, the cheapest tariffs are usually direct debit or online payment tariffs.

ARE YOU ON THE RIGHT TARIFF

A Social Tariff is the cheapest deal available from your fuel company. It is available to people on certain disability allowances, benefits or tax credits and who are struggling to pay their fuel bill.

Contact your own energy supplier and check if there is a Social Tariff you can be on.

TOP TIPS

Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.

Keep heating on low to maintain temperature.



ENERGY BEST DEAL

Includes contact details for agencies who can help people find a better deal and talks through the process of switching.

Consumer Direct offer a pricing fact sheet for different areas and general advice. They can be contacted on **08454 040506** or Consumer Focus can be reached on **www.consumerfocus.org.uk**.

KEEP A WARM HOME

Make sure there is at least one cosy room in the house. Check your heating system is working and serviced once a year. Use

your heating controls so your heating comes on before you get up and warms your home so you do not have to get dressed in the cold. Warm your bedroom before going to bed and keep the bedroom window closed.

TAKE CARE

Safety is very important. Take care when using an electric blanket or filling hot water bottles. Never use a hot water bottle and an electric blanket together, water and electricity don't mix. Make sure you have a working smoke alarm.

CARBON MONOXIDE

Carbon Monoxide is a very dangerous odourless and tasteless gas. Accidental exposure is often due to a faulty fossil fuel (gas) or wood burning appliances, such as boilers, heaters and cookers or blocked flues. To reduce your risk of carbon monoxide poisoning have all gas appliances checked by an appropriately registered engineer and check flues for blockages before winter sets in. Symptoms of carbon monoxide poisoning include headaches, drowsiness, dizziness, chest pains, nausea and vomiting. Seek medical attention immediately.

TOP TIPS

Use your annual fuel allowance to help pay for your heating not to give to grandchildren for Christmas.

Keep a torch and spare batteries handy – if you can, keep one upstairs by your bed and one that's easily accessible downstairs.



STAY HEALTHY

Keeping healthy this winter

GET A FREE FLU JAB

From October, your GP will invite you to attend for a flu jab. Flu is not only unpleasant, but it can also be a serious health hazard – especially for older people.

YOU CAN GET A FREE FLU JAB IF YOU:

- Are aged 65 years or over
- Are a carer
- Have a health condition that makes the effect or complications of Flu more serious whatever your age
- Have a serious heart, lung or kidney disease or diabetes

TOP TIPS

If you are unsure or have any queries about the flu jab then please still book an appointment with your practice nurse to discuss.



Also available is a free pneumonia jab, this is a one-off vaccination offered to anyone over the age of 65 years or under 65 years with a medical condition. Please contact your GP for further information.

- Have a weak immune system, caused by disease or medical treatment
- Have had a stroke or TIA (transient ischaemic attack)

IF YOU'RE NOT FEELING WELL - WHO CAN YOU CONTACT?

- **Care at the Chemist:** Your local pharmacist is qualified to treat everyday illnesses, and can answer questions about the medicines you take. If you don't normally pay for your prescriptions you can get medicine for a range of everyday illnesses free of charge by signing up for the Care at the Chemist service.
- **Go to your nearest Walk in Centre**
- **Contact your own GP:** Remember, If you need to see a doctor outside normal surgery opening hours and it is an emergency, you can call the GP Out of Hour's service. This is staffed by local doctors and you can contact this service by calling your GP practice telephone number.

HYPOTHERMIA

This is a very dangerous condition, it can take effect after a short time of extreme cold or prolonged exposure to mild cold. **The danger signs** are very cold skin under clothes, drowsiness and slurred speech, not feeling cold even when it obviously is and acting out of character.

In cases of a medical emergency always call 999.

TOP TIPS

Drink plenty of hot drinks throughout the day and have one before going to bed. Avoid alcoholic drinks as these will lower your body's temperature.

If you feel unwell, call NHS Direct 0845 4647 (24 hours a day 7 days a week) for health advice and information.

Always wear a hat and gloves when outside.

Stay in contact with family/friends – make sure a relative/friend has a set of keys to your house.

Don't be afraid to ask for help.



EMERGENCY STORE CUPBOARD

STORE CUPBOARD IDEAS

<i>Tinned or frozen vegetables and fruit</i>	<i>Tinned vegetable soup</i>	<i>Tinned meat and fish</i>
<i>Tinned baked beans</i>	<i>Frozen meat and fish</i>	<i>Frozen loaves of bread</i>
<i>Porridge</i>	<i>Dried pasta</i>	<i>Boil in the bag rice</i>
<i>Instant mash</i>	<i>Long life milk/ powdered milk</i>	<i>Teabags/ coffee</i>
<i>Toilet rolls</i>	<i>Toothpaste</i>	<i>Soap</i>

TOP TIPS

Plan ahead for the winter months and stock up on essential items. Keep a stock of food in case you can't get out because of weather conditions or illness.

If you buy one or two extra items per week, this will spread the cost.

Replace things when you have used them.

Why not have fresh fruit and vegetables delivered to your home - contact the Veggie Van on 0151 290 0193.



Hearty Warm Lentil Soup (serves 4)

Equipment

Knife.
Saucepan.
Chopping Board.
Spoon.

Ingredients

1 Onion, chopped.
3 cloves of garlic, chopped.
100g (4oz) red lentils.
2 carrots.
2 medium potatoes, cubed.
2 sticks of celery, chopped.
2 tablespoons chopped fresh
parsley or coriander.
900ml (1½ pints) vegetable stock.
1 tablespoon of oil.

Method

1. Gently fry the onion in oil until soft.
2. Stir in garlic, carrots, celery, and potatoes - continue to fry for 3 - 4 minutes.
3. Stir in lentils and then add stock.
4. Simmer for 30 - 40 minutes.
5. Add chopped parsley and season to taste.

TOP TIPS

Eat at least one hot meal a day.

If you make more food than you need, freeze what's left and enjoy on another day.

Have porridge for breakfast this will make you feel warm in the mornings and fill you up for longer.



STAY ACTIVE

Keep yourself active this winter

KEEP MOVING

Moving around generates extra body heat, so any kind of exercise or activity will help you keep warm such as walking to the shops or doing household chores, i.e. vacuuming, dusting etc. Moderate exercise like walking can be very beneficial.

You may need to take extra care outside in the winter when slippery and uneven pavements and kerb stones may cause you to trip and fall.

TOP TIPS

If you can't get out of the house don't sit for long periods, try to get up and walk around the room at least once every hour. If you have difficulty walking, just moving your arms and legs (give your arms a little shake and maybe tap your toes) and wiggling your fingers will help.

Spread chores out through the day so you can alternate between rest and activity.



Knowsley Falls & Wellbeing Service

KNOWSLEY FALLS TEAM

If you have a fear of falling or have had a fall contact Knowsley Falls Team who will come out and complete a full falls assessment, they might give you ideas and tips to reduce your risk of falling.

You can contact them on 0151 244 3362.



IKAN TEAM

Why not contact the IKAN team, they run various chair based exercise programmes around the borough, as well as giving lots of helpful advice. These groups are a great way to get out of the house and meet new people. **You can contact the IKAN team on 0800 694 0270.**

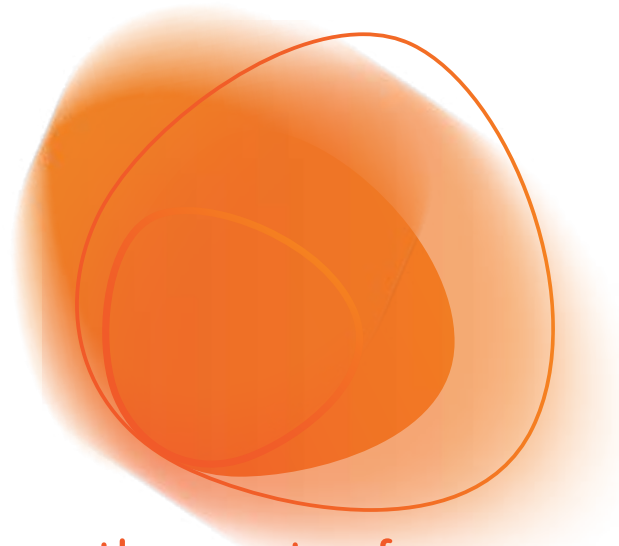
TOP TIPS

Wear well fitting shoes with a strap or laces. Try to avoid shoes with high heels, or mules.

When weather turns icy keep outside rubbish bins nearer to the back door (less distance to walk to put out your rubbish).

If you use a walking stick in icy and slippery conditions it could be dangerous. Make sure the 'rubber' at the end is in good working order.





the centre for
**independent
living**

making life easier

Knowsley Centre for Independent Living (CIL)

This centre is open 5 days a week and provides a variety of services which can help people live an independent life.

It has an open plan show room where you can try out a range of equipment from stair lifts, chairs, beds, mobility aids, bathing and toilet equipment.

You can also make an appointment to see a specialist member of staff who can offer guidance and advice towards living independently.



Also based at the centre are;

- The Advocacy Hub
- Direct Payments
- Assistive Technology
- Care & Repair
- The Independent Living Team
- Wheelchair services

The Centre for Independent Living is located off Stretton Way, on the junction of Ellis Ashton Street and Brickfields, Unit 11, Brickfields, Huyton Business Park, Huyton, L36 6HY
Telephone: 0151 244 4070

USEFUL CONTACT NUMBERS

ALZHEIMER'S SOCIETY

0151 426 4433

PRIVATE OWNERS HOME REPAIRS AND HANDYMEN

0151 548 6668

Handyman open to anyone living in Knowsley and
Larger Structural Repairs for Home Owners.

THE IKAN TEAM

0800 694 0270

AGE UK KNOWSLEY

0151 480 4632

KNOWSLEY OLDER PEOPLE'S VOICE

0151 290 3194

THE KNOWSLEY CARERS CENTRE

0151 549 1412

or alternatively you can email us at:
Knowsley.carers@btconnect.com

USEFUL CONTACT NUMBERS

PATIENT ADVICE LIAISON SERVICE (PALS)

If you need confidential advice/information about the NHS/Social Care treatment you receive or need details regarding out of hours doctors and dentists.

0800 073 0578

(freephone and 24 hour voicemail)
Mobile/Text Service: 07799 645151
E-mail: pals@knowsley.nhs.uk.

MERSEYSIDE FIRE SERVICE

Can provide every home on Merseyside with a free smoke alarm and a free home safety check.

0800 731 5958

KIRKBY WALK IN CENTRE

St, Chad's Clinic: Monday - Saturday 8am - 9pm. Sunday and Bank Hols 10am - 9pm.

HUYTON WALK IN CENTRE

Nutgrove Villa: Monday - Saturday 8am - 9pm. Sunday and Bank Hols 10am - 9pm.

HALEWOOD WALK IN CENTRE

The Halewood Centre: Monday - Saturday 8am - 9pm. Sunday and Bank Hols 10am - 9pm.

USEFUL CONTACT NUMBERS

For free and independent welfare rights advice/information.

KNOWSLEY PENSIONERS ADVOCACY SERVICE

0151 546 3088

CITIZENS ADVICE BUREAU

0845 1221 300

HUYTON ADVICE CENTRE

0151 489 7313

PRESCOT ADVICE CENTRE

0151 443 4639

KIRKBY UNEMPLOYED CENTRE

0151 548 0001

KNOWSLEY METROPOLITAN BOROUGH COUNCIL (KMBC)

0151 489 6000

For free, independent welfare rights advice and information contact Knowsley Metropolitan Borough Council (KMBC). Or visit the website, which has a specific section for older people
www.knowsley.gov.uk

USEFUL CONTACT NUMBERS

TASK

The Trader Approved Scheme for Knowsley.
If you are an older or vulnerable person who needs
to contact a trustworthy trader, call TASK.

0151 546 6680

KNOWSLEY LIBRARY SERVICE

If you are house bound or have mobility
problems the library service can either arrange
for books to be delivered to you or let you know
the nearest Mobile Library stop to your
home, call the Library service.

0151 443 4223

VEGGIE VAN

Fresh fruit and vegetables delivered to your door.
For information or to place an order please call.

0151 290 0193

HEALTH & WELLBEING HEADQUARTERS

Nutgrove Villa, Westmorland Road

Huyton L36 6GA

Telephone: 0151 443 4900

www.knowsley.nhs.uk

If you require this document in Braille, large print or another language please call the Patient Advice & Liaison Service (PALS) on 0800 073 0578 or text on 0779 964 5151

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EMERGENCY TELEPHONE NUMBERS

POLICE, AMBULANCE OR FIRE SERVICE

999

NHS DIRECT

0845 4647

GAS EMERGENCY SERVICE

0800 111 999

UNITED UTILITIES (WATER)

0845 7462 200

LEAKLINE (WATER)

0800 330 033

KNOWSLEY HOUSING TRUST (KHT)

0151 290 7000

(If you call this number out of hours you will receive an emergency number to contact)

VILLAGES HOUSING

0151 480 1313

(If you call this number out of hours you will receive an emergency number to contact)

MY GP

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(Write your GP's number here)