Your Cornwall guide to

WINTER Wellbeing

SUMMER Wellbeing '27 edition on pages 37-44



2026 - 2027

Reducing fuel poverty, improving health and progress to work

0800 954 1956 | advice@cep.org.uk

This guide has been produced by Inclusion Cornwall on behalf of the Winter Wellbeing Partnership and funded by Cornwall Council's Public Health

Ask for help with your finances

Do a check on what you could be entitled to.

Make sure you are getting all of the benefits that you are entitled to. The **Gov.uk** website has a benefits checker tool that you can use. You can also try the Better Off Calculator online at: **www.betteroffcalculator.co.uk**

There is a full list of the types of support you could be eligible for on our website, along with a local interactive money support tool. Go to **cornwall.gov.uk/moneyworries** or call **0300 1234 100**

Cost Of Living

Visit **www.cornwall.gov.uk/costofliving** to check that you are receiving everything you are entitled to.

- Help with housing costs
- Crisis and Resilience Fund
- Energy Support Fund (heating oil)
- What to do if you need help with food
- Worried about housing
- Help to pay Council Tax (or call **0300 1234 171**)

Please seek help before your debts get out of control.

The sooner you ask for help the better, and could avoid you getting into serious debt. This can also help some of the mental stresses and strains of being worried about money.

Call Citizens Advice Cornwall on **0800 144 8848** or text the word **ADVICE DEBT** to **78866**

WELCOME!



Welcome to this year's Winter Wellbeing Guide, helping you stay warm, well, safe, happy and informed. This year, following the hot summer, a new Summer Wellbeing supplement is included on pages 37-44 of this guide.

The Guide is packed with useful advice on the various services and support available in Cornwall throughout the year.

In the **warm** pages there are tips to help you stay warm with information on organisations that can help with grants, factsheets, advice and more, such as community hubs and looking out for friends and neighbours.

In the **well** section there's advice to help prevent the cold weather causing health problems and stay well this winter. Here you can expect to read about vaccinations, flu, Covid and the best ways to look after yourself.

The **safe** section is about protecting yourself so you can stay safe in any seasonal weather events. There's also information about carbon monoxide, condensation and mould and much more.

New!! In the **summer wellbeing** pages there are tips to help you stay cool and well during the hotter summers.

The **happy** pages have advice and contacts if you need to talk to someone and connect with others to support your physical and mental health.

Finally, in the **Informed** section you'll find the agencies and their contacts that can provide help and support.

Here's wishing you a **healthy year**.

Dr Eunan O'Neill - Director of Public Health Cornwall Council

Emma Rowse - Chief Executive Cornwall Voluntary Sector Forum

Dr Chris Reid - Chief Place and Transformation / Chief Medical Officer NHS Cornwall and Isles of Scilly and NHS Devon Integrated Care Board



Local help to enjoy a warmer, healthier home

We are Community Energy Plus.
As **Cornwall's energy advice charity**, we provide **energy advice** and **practical help** for householders in Cornwall to achieve warmer, healthier homes.

We help people living across all housing tenures.

The support we provide includes:

Energy

- Understanding your energy bills, managing energy debt and speaking to your supplier.
- Tips on keeping warm on a tight budget.
- Emergency help to keep warm.
- Access to grants for heating repairs and upgrades, insulation and other energy efficient measures.
- Advice on reducing damp and mould.

Money

- Advice on saving energy and money.
- Signposting to support available to help maximise your income.
- Information about discounted tariffs available from South West Water.
- Referrals to local and national organisations for help dealing with debt and money management issues.

Health & Wellbeing

- Links to services provided by local and national organisations.
- Referrals for free home fire safety checks, smoke and carbon monoxide alarms.

COMMUNITY ENERGY PLUS

What's inside

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

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

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

37 Summer Wellbeing
Advice and help to prevent the hot weather causing serious health problems.

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

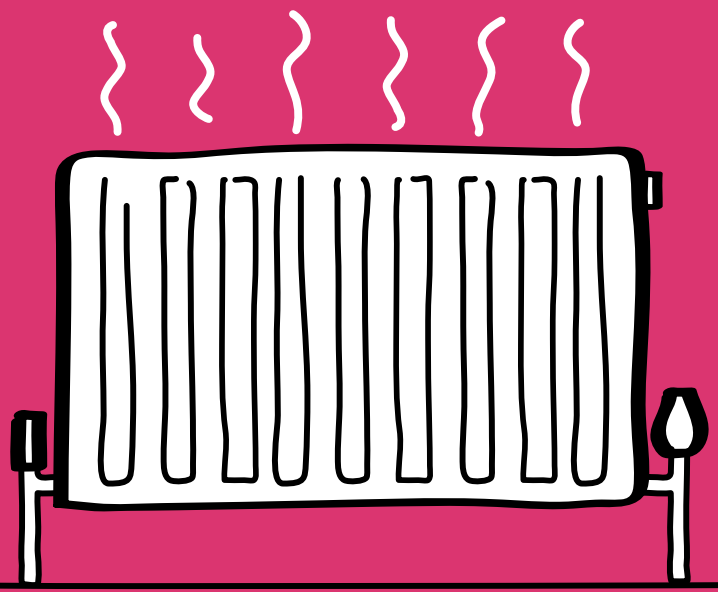
74 Informed
A list of agencies and contacts who can provide help and support.

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 heating your home this winter.

Call **0800 954 1956** or email **advice@cep.org.uk**



Winter Wellbeing advice, information and grants

It is vital to stay warm and make the best use of energy, so make sure your home is well insulated and seek help and advice with your heating costs.

Advice for a warmer, healthier home

Advice is available to help you save money and keep warm and well this winter. Contact **Community Energy Plus**, **Citizens Advice Cornwall** or **National Energy Action** for support.

Saving energy and money

The Saving Energy and Money guide and the Support with Rising Living Costs guide, can be downloaded from **www.cep.org.uk/resources/factsheets-and-leaflets** or email **advice@cep.org.uk** or call **0800 954 1956** for a printed copy.

Warmer Homes: Please go to **Grants, loans and subsidies for energy use - Cornwall Council** webpage for new updates. For more information on double glazing, please go to **www.lendology.org.uk/partner/view/cornwall-council**

Crisis and Resilience Fund We can help some households with emergency financial help and essential household costs. More information can be found at **www.cornwall.gov.uk/benefits-and-support/housing-benefit/crisis-and-resilience-fund**

Energy Support Fund is offering financial support to households struggling with increasing heating oil costs. The Crisis and Resilience Fund (CRF) can help eligible residents can receive up to £300 to help with essential energy expenses. Go to **www.cornwall.gov.uk/benefits-and-support/housing-benefit/crisis-and-resilience-fund-energy-support-scheme**

Green Home Improvement Loan Scheme

Cornwall Council has teamed up with **Lendology CIC** to offer the Green Home Improvement Loan Scheme to help homeowners and private landlords fund energy efficiency improvements.

Go to **www.lendology.org.uk/apply-now**, email **loans@lendology.org.uk** or call **01823 461099** for more information and to apply.

For free impartial energy saving advice to help boost the energy rating of your home and to help you to save money on energy bills, you can use our Homewise tool to learn about the energy efficiency measures and renewable technologies that would suit your home and lifestyle. Please visit **cornwallcouncil.homewise.energy/App/Welcome**

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 hourly and don't sit down for long periods of time. Even light activity will help keep you warm.



National Energy Action's ENERGY ADVICE AND SUPPORT SERVICE 0800 304 7159

Our free, confidential and impartial energy advice service helps you with energy bills and improving energy efficiency in your home. Open to anyone living in England and Wales we offer full support with:

ENERGY EFFICIENCY ADVICE

- Personalised recommendations to make your home more energy efficient
- Tips on reducing your energy usage
- Guidance on selecting energy efficient appliances

MANAGING ENERGY COSTS AND FUEL DEBT*

- Help with budgeting and managing energy costs
- Support in dealing with fuel debt repayments
- Advice on payment plans and financial management

BILLS AND METERS

- Help with understanding your energy bills
- Help with meter readings and getting a smart meter
- Information on tariffs and finding the best energy deals

ADVOCACY

- Support you to talk with energy companies
- Help you resolve a dispute or make a complaint to your supplier

SIGNPOSTING TO SPECIALIST AND FINANCIAL SUPPORT SERVICES

- Referrals to local and specialist organisations for extra support
- Information on grants and financial help for energy costs
- Connections to local resources and community programmes

Web www.nea.org.uk/get-help
Email energy@nea.org.uk
Signvideo https://neaadvice.signvideo.net

National Energy Action is the national fuel poverty charity, helping everyone have a warm, safe and healthy home.
*National Energy Action is not licensed to give debt advice and therefore works in partnership with licensed UK debt agencies. Go to www.nea.org.uk. © National Energy Action 2024, independent charity registration number 290511. Company limited by guarantee. Registered in England and Wales No: 1853927.

Community Hubs

Community Hubs are places that provide support and resources for their communities. Hubs rely on organisations working together to identify the best support available for people at a local level. A Community Hub can be a building or space, or a network of people who offer safe places for community members. In towns and villages, there are various types of hubs that each play a unique and vital role in their community.

Community Hubs offer a chance to get help and support with your mental and physical health and wellbeing. This includes tackling loneliness and isolation by offering activities you can get involved in with others.

You can find a range of activities taking place in your Community Hub, including:

* Arts, craft, cooking and IT sessions
* Someone to talk to and connect you to the right organisation who can help
* Support with managing your money, benefit entitlements and medical conditions
* A selection of warm or cool places to go, with the offer of food and refreshments in many locations

Contact the Community Gateway for more information about your local Community Hub.

www.volunteercornwall.org.uk/community/community-hubs-network



Your Cornwall guide to WINTER Wellbeing

Pension Credit

Help spread the word to anyone you know over State Pension age that they could be missing out on extra money. Spend 5 minutes using the government's online 'Can I Claim Pension Credit?' checker tool to find out if they're entitled to extra support
www.gov.uk/pension-credit/eligibility or call
Pension Service helpline on **0800 991234**

You might be allowed to claim even if you :

* have savings
* own your own home
* are working
* are getting a small occupational pension
* have been turned down in the past.

Pension Credit is a tax-free means-tested benefit to give you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit tops up your weekly income to £238.00 for an individual, or £363.25 if you have a partner. You may get extra amounts if you have other responsibilities and costs. The top up and extra amounts are known as 'Guarantee Credit'.

Four ways Pension Credit helps pensioners save housing costs:

1. Pension Credit can help with certain housing costs. Such as Council Tax Reduction to lower their council tax bill. Housing Benefit if they're renting, or Support for Mortgage Interest if they own their home.

2. Energy bills: unlocks access to additional energy support. Eligible pensioners could receive the Warm Home Discount to reduce electricity costs and Cold Weather Payments during particularly cold spells.

3. Health and Wellbeing: can provide access to essential NHS services. This includes dental treatment and help with transport costs for hospital appointments.

4. TV Licence: Pensioners aged 75 and over who are eligible for Pension Credit qualify for a free TV Licence.

www.gov.uk/pension-credit

"Just wanted to say thank you for the central heating system. It's going to make such a difference this winter"

Look out for older 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 older neighbour, go to **Cornwall Council** or **Age UK Cornwall**.

Help with heating costs

One in seven households in Cornwall are in fuel poverty.

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. Payments are made when temperatures are below 0°C for seven consecutive days. A payment of £25 is made for each seven day period. To find out more, go to **Jobcentre Plus** or **Citizens Advice Cornwall** or go to **www.gov.uk/cold-weather-payment**.

Council Tax Support if you live on your own, you can claim a 25% discount off your council tax bill. If a member of your household is 'substantially and permanently' disabled, you could reduce your council tax bill by being put in a lower council tax band. Council Tax Support helps people who have no income or a low income, or are claiming certain benefits, to pay some or all of their council tax. You can claim Council Tax Support if you own your own home or rent. You can also claim if you are working or unemployed. Entitlement to Council Tax Support is based on income, capital and savings your household has. Contact Cornwall Council to check if you're eligible for Council Tax Support and if so, apply.

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Wellbeing

The Warm Home Discount Scheme can provide **a discount of £150** on your electricity bill. The Government and Department of Work and Pensions (DWP) decide who is eligible based on qualifying benefits. **If you qualify**, and your energy supplier participates in the scheme **you will receive the one-off discount by 31 March 2027.**

LiveWest, Coastline, Cornwall Housing, Ocean and other social landlords customers can use their in-house Tenancy Sustainment Team for support with income maximisation, energy advice, accessing grants and hardship support. More information is available on their websites.

Priority Services Register

All energy and water companies run Priority Services Registers to help vulnerable customers with their energy supply. It's free to join and offers extra help with energy accounts, support during power cuts and advance notices if their electricity needs to be turned off. Contact your energy supplier, water supplier or **Community Energy Plus** to find out how you can join the Priority Services Register.

Wales & West can help customers with a gas cooking appliance to fit a Locking Cooker Valve. It's a simple safety device fitted (subject to survey) to existing gas cooker pipework free of charge. This helps people remain safe in their own homes, and gives peace of mind to family or carers. Contact **Wales & West** to find out if you could be eligible.

Smart meters and energy monitors may save you money. Contact your energy supplier who can install one for free.



TOP TIPS

for staying **warm and well** this winter

Call us on **0800 954 1956**

Winter Wellbeing



1. Keep warm and try to keep your heating at 18°C (living areas) and at 16°C (bedrooms)
2. Have regular hot meals and drinks
3. Call us for financial help and advice on grants to stay warmer for less
4. Insulate and draught proof your home, call us to see how we can help
5. Join the Priority Services Register – contact your energy provider or Citizens Advice Cornwall
6. Check and service your heating systems yearly
7. Keep moving regularly to help keep warm
8. Top up your protection. Ask your GP or pharmacist about winter vaccinations including flu and Covid.
9. Move towards work, volunteering and training 01872 326440
10. Look after yourself and check on neighbours
11. To get a free home fire safety check 0800 358 1999
12. Travel safely, consider weather conditions before you travel
13. Boiler Flow settings – you can cut your gas costs by 6-8% by lowering the temperature flow setting on your combi or condensing boiler. Call 0800 954 1956 for advice

















Cornwall & The Isles of Scilly age UK · citizens advice Cornwall · Community Energy Plus · Cornwall Council · Cornwall Fire & Rescue Service · crcc supporting cornish communities · Department for Energy Security & Net Zero · Inclusion Cornwall · NHS · energy solutions · Council of the Isles of Scilly

WELL

We all feel the cold in winter, but for some people cold weather and damp cause 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
- pregnant
- babies and young children, particularly under the age of 5



Staying Well

Health issues can worsen during cold winter weather and periods of extreme summer heat, making people more vulnerable to seasonal illnesses and health complications. People with **long-term conditions**, such as kidney or heart disease, COPD (including emphysema and chronic bronchitis), asthma or diabetes, are at higher risk.

Keeping Lungs Healthy in Winter focus on keeping warm, protecting your airways, preventing infections and managing any existing lung conditions effectively.

Protect Your Airways

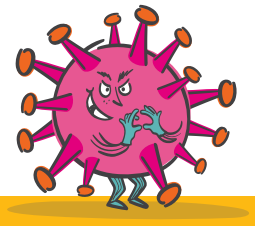
* Breathe through your nose rather than your mouth.
* Wear a scarf or mask over your nose and mouth outdoors to warm the air before it reaches your lungs.
* Keep a reliever inhaler with you if prescribed.

Stay Warm

* Heat main living areas and bedrooms to at least 18°C.
* Wear several thin layers rather than one thick layer.
* Keep your head, hands, and feet warm.
* Have hot drinks and at least one hot meal daily.

Prevent Infections

* Keep up to date with flu, pneumonia, RSV, COVID and other recommended vaccinations.
* Wash your hands regularly.
* Avoid crowded places and people who are unwell where possible.
* Stay away from smoke, damp, mould and other respiratory irritants.



Keep Active and Monitor Symptoms

* Stay physically active, even with gentle indoor movement.
* Continue taking medications as prescribed.
* Watch for worsening symptoms such as increased breathlessness, wheezing, coughing or signs of infection, and seek medical advice promptly.

Watch for Early Warning Signs

Prompt action can prevent a minor deterioration from becoming a serious flare-up. Look out for:

* Increased breathlessness
* More coughing than usual
* Increased wheeze
* Changes in mucus colour or amount
* Fever or signs of infection
* Needing your reliever inhaler more often than normal
* If symptoms worsen, contact your respiratory team, GP, pharmacy, NHS 111, or seek urgent medical help as appropriate.

Know Your Numbers

Cold weather and extreme heat can affect **blood pressure**. Blood pressure may rise in colder temperatures as blood vessels narrow, while extreme heat can cause blood pressure to fall as blood vessels widen and the body loses fluids through sweating. Go to Know Your Numbers webpage to find out more information. **cios.icb.nhs.uk/help-us/know-your-numbers/**

NHS Dentists

For urgent dental appointment:

Contact your own dentist first - they may be able to offer urgent advice or treatment.

Don't have a dentist?

Call **Smile Together** on **0333 405 0290**. Cornwall's emergency dental service.

Office hours: Monday - Friday 08:30am - 5:00pm

Outside of these hours, call **NHS 111** for advice and support.

To find a dentist visit **www.nhs.uk/service-search/find-a-dentist**



Your Cornwall guide to
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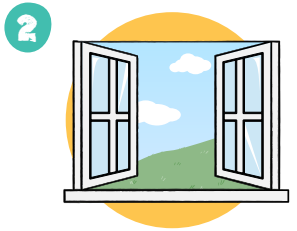
Protect yourself and others from infections

Good hygiene helps reduce the spread of winter and summer



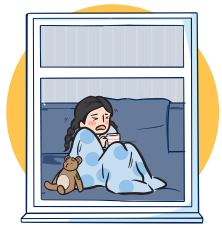
Catch it, Bin it, Kill it

Use a tissue when you cough or sneeze, dispose of it immediately and wash your hands afterwards.



Ventilate Well

Good ventilation improves indoor air quality. Open windows where safe to do so and encourage airflow throughout the home. Opening windows and allowing fresh air to circulate can help reduce the spread of respiratory infections.



Stay at home if you are unwell

Avoid visiting healthcare settings, care homes and vulnerable people if you have symptoms of an infectious illness. **Call 111** for further advice.

NHS vaccinations and when to have them

Vaccinations are one of the most effective ways of protecting yourself and others from serious illness. Whether offered during childhood, pregnancy, adulthood or older age, vaccines help prevent the spread of infectious diseases and reduce hospital admissions.

Babies

The first vaccinations are offered from 8 weeks of age, with further doses at 12 weeks, 16 weeks, 1 year, and 18 months. These vaccines provide early protection when babies are most vulnerable to serious infections.

Babies are routinely offered protection against:

* Diphtheria, tetanus, whooping cough (pertussis), polio, Hib and hepatitis B (8,12,16 weeks and 18 months)
* Meningococcal group B (MenB) disease (from 8 and 12 weeks)
* Rotavirus (8 weeks and 12 weeks)
* Pneumococcal disease (16 weeks and 1 year)
* Measles, mumps, rubella and varicella (MMRV) (1 year and 18 months)

Children

As children grow, booster vaccinations strengthen their immunity and help ensure long-lasting protection during their school years.

Children and young people are routinely offered:

* Preschool booster for diphtheria, tetanus, whooping cough and polio at 3 years 4 months
* Children born on or after 1 January 2025 are offered MMRV at 12 months and 18 months, while some older children may receive MMRV at 3 years 4 months
* HPV vaccine at 12 to 13 years (school Year 8)
* MenACWY vaccine at 14 years (school Year 9)
* Teenage booster against tetanus, diphtheria and polio at 14 years (school Year 9)
* Annual flu vaccination for eligible children during the flu season

Your Cornwall guide to WINTER Wellbeing

Flu

The children's flu vaccine is offered on the NHS every year in autumn or early winter.

It's recommended for:

* children aged 2 or 3 years
* children aged 4 years who have not started school yet
* school-aged children (Reception to Year 11)
* children aged 6 months to 17 years with certain long-term health conditions

If your child is 17 years old and over, and does not have a long-term health condition, they are not eligible for the flu vaccine.

Pregnant Women

Vaccinations during pregnancy protect both the pregnant woman and their baby. Vaccines offered during pregnancy help reduce the risk of serious infections in newborn babies during the first weeks and months of life, when they are too young to receive some of their own vaccinations. Vaccinations also help protect the pregnant women from complications associated with infectious diseases. Pregnant women should discuss recommended vaccines with their maternity team or GP practice and take up offers of vaccinations when eligible.

Vaccines routinely recommended during pregnancy include:

* Whooping cough (pertussis) vaccine, around 20 weeks of pregnancy
* RSV vaccine from 28 weeks of pregnancy
* Seasonal flu vaccine during flu season at any suitable stage of pregnancy

Adults

Vaccination remains important throughout adulthood, particularly for those with health conditions, occupational exposure or who may have missed earlier vaccinations.

Adults may be offered:

* Catch-up MMR vaccination if not fully immunised .
* Catch-up tetanus, diphtheria and polio vaccination if required .
* Annual flu vaccination for eligible groups each autumn and winter .

Older Adults

As we age, the risk of serious complications from infectious diseases increases. Vaccination helps people stay healthy, active and independent for longer.

Older adults are routinely offered:

* Pneumococcal vaccination from 65 years of age
* Annual flu vaccination from 65 years of age and for other eligible groups
* Shingles vaccination from 65 years of age (for those becoming eligible under the current programme) and for certain immunosuppressed individuals aged 18+
* RSV vaccination at 75 years of age



Seasonal Flu and COVID vaccination

Flu and COVID-19 vaccinations are offered annually to eligible groups. Eligibility criteria are reviewed each year and usually differ between the flu and COVID-19 programmes. Being invited for one vaccine does not automatically mean you are eligible for the other. Check current NHS guidance or speak to your GP practice for the latest information.

Protect yourself and others this winter

Every vaccination helps protect the individual receiving it and the wider community. By attending appointments when invited and keeping vaccinations up to date, we can help prevent serious illness and safeguard future generations. A full schedule of vaccinations offered can be found at: **www.nhs.uk/vaccinations/nhs-vaccinations-and-when-to-have-them/**

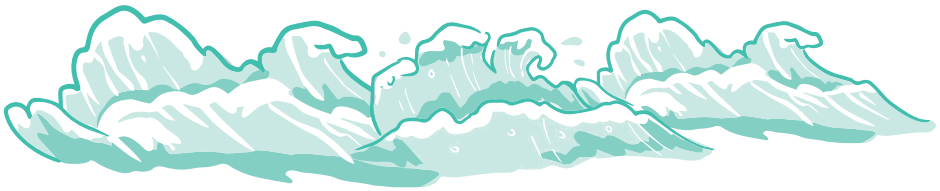
Stay Well this winter

* **Be vaccinated**. Help yourself and loved ones including care homes residents stay safe, reduce the risk of serious illness, passing illness to others or even avoid a hospital stay by topping up your protection with vaccines.

School and work

* You can help reduce the spread of viruses by working from home if you think you may have a cold or cough. Talk to your employer to ask if this is possible.
* Children and young people with mild symptoms, such as a sore throat, slight cough or runny nose, **who are otherwise well** can still attend education.
* Is my child too ill for school? **www.nhs.uk/live-well/is-my-child-too-ill-for-school/**

Children and young people who are unwell and have a high temperature should stay at home and avoid contact with other people, where they can. They can go back to school, college or childcare, and resume normal activities when they no longer have a high temperature and they are well enough to attend.



UK Health Security Agency

NHS

We're here to help you stay well this winter

Some important information from the NHS to help you stay well this winter

nhs.uk/StayWell



Your health matters

Help us help you

Norovirus

Norovirus is a common stomach bug, particularly in winter. It is very easy to spread and causes sickness, an upset stomach, a temperature and aches and pains. Most people recover quickly. People with other health conditions and very young children are at more risk of being dehydrated.

Please do not visit hospitals, your GP or a care home if you have symptoms. You should stay at home and drink plenty of water until two days after you recover. Make sure you wash your hands with soap and water. Antibacterial hand gels do not stop norovirus.

Get advice from NHS 111 online or contact your GP surgery if your symptoms do not improve in 72 hours.

Home care is best

Many common winter ailments such as coughs, colds, diarrhoea and sickness will get better in time and can be treated effectively with over the counter or pharmacy medicines. Pharmacists are easily accessible, highly trained professionals who are qualified to offer advice on how to ease symptoms and prevent conditions getting worse. You don't need an appointment and many pharmacies are open late and at weekends.

If you're housebound in summer or winter

There may be healthcare services available to you at home such as dental checks and eye tests. Please call **NHS on 111** to find out more. Some services 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 **Community Gateway** to see what help is available to you.

Think Pharmacy First!

Most pharmacies can help with 7 common conditions without needing a GP appointment. Why not ask about...

NHS Cornwall and Isles of Scilly



Earache

for young people age 1 to 17



Sinusitis

for age 12 and over



Sore throat

for age 5 and over



Infected insect bite

for age 1 and over



Impetigo - skin infection

for age 1 and over



Shingles

for age 18 and over



Uncomplicated urinary tract infections

for women age 16 to 64

British Red Cross mobility aids

The British Red Cross provides a volunteer-run, mobility aids loan service that aims to help people who require wheelchairs, toilet frames and commodes on a short-term loan basis, typically for a six to eight-week period for a donation. They also have a range of Independent Living Products that are available to purchase from their local facilities.

Go to their base in Tolvaddon, Pool or they can arrange for a local home delivery (for an extra fee).

Keeping active

Activity can be really helpful for keeping well in winter. The more you keep moving the better your circulation and heart health can be.

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.

Look after yourself

Healthy Cornwall supports people to make healthy choices. The service supports people with weight management, healthy eating, physical activity, stopping smoking, healthy pregnancy and mental wellbeing.

Our health is our most important asset and learning how to take care of ourselves can help us to prevent illness and live longer. For more information, please visit **www.healthycornwall.org.uk** or call **01872 324200**

If you have a long-term health 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 **NHS Integrated Care Board (ICB)** website **(cios.icb.nhs.uk/health/long-term-condition)**, or speak to your GP surgery.

NHS Health Check

Are you aged 40 to 74 without a pre-existing condition? Find out about the FREE NHS Health Check. Even though you might be feeling great, if you're over 40 you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia. A FREE NHS Health Check can help you reduce these risks and make sure that you stay healthy. To find out more visit **www.nhs.uk/conditions/nhs-health-check**, or speak to your GP.

Learning Disability Health Checks

People with learning or intellectual disabilities are known to have significantly poorer health than other people. This is because they find it more difficult to talk about symptoms and are less likely to make appointments to talk about their health and health professionals don't always know how to meet their needs. For advice and information, contact the **Learning Disability Liaison Team**.

Health Visiting and School Nurse Advice Line

The Health Visitor and School Nurse Advice Line provides health advice, guidance and support for families with children and young people aged 0-19 years. Call **01872 322779** (Monday to Friday, 9am-5pm). Leave a message or email **hvsnadvice@cornwall.gov.uk**
www.cornwall.gov.uk/health-and-social-care/childrens-services/health-visiting-and-school-nursing/

Family Hubs

Our Family Hubs support the delivery of services for families, children and young people aged from pre-birth to 19 years old (or up to 25 years for anyone with Special Educational Needs and Disabilities). There are 23 Family Hubs that offer a friendly, informal atmosphere for families to be supported by professionals, meet with other families and access high-quality services. Go to **www.cornwall.gov.uk/health-and-social-care/childrens-services/family-hubs**

Your Cornwall guide to WINTER Wellbeing

Together for Families Facebook page and Parenting Podcasts

Keep up to date with children's services run by Cornwall Council including health, education and social care @TFFCornwall. Explore the brilliant array of Parenting Podcasts by **Together for Families**, and the **Family Information Service** with lots of useful advice and local activities, as well as great national programmes such as the BBC's **CBeebies Parenting** and lots more! **www.bbc.co.uk/cbeebies/parenting**

Stop Smoking

Stopping smoking is one of the best things you can do for your health and wellbeing. As well as improving your physical health, quitting can boost your mood and help reduce stress, anxiety and depression.

There are lots of other benefits too. Many people who stop smoking save thousands of pounds each year. Try the Stop Smoking Calculator to see how much you could save.

Creating a smokefree home also helps protect pregnant women, babies, children, older people, and anyone living with asthma, COPD or other respiratory conditions from the harmful effects of second-hand smoke.

Quitting smoking is easier with the right support. **Healthy Cornwall** helps thousands of people across Cornwall become smokefree every year. For information, support and to try the stop smoking calculator, visit **www.healthycornwall.org.uk**

Merlin Neuro Therapy Centre

Cornwall's Neuro Therapy Centre provides a range of specialist therapies and support to help improve health, wellbeing and quality of life.

The specialist therapies are focused on supporting people with neurological conditions and neurodiversities. No referral is required, and individuals can self-refer for an assessment.

As an independent charity, Merlin Neuro Therapy Centre receives no funding from the NHS or Government to deliver its services. Clients contribute towards the cost of their therapies, with the remaining costs subsidised through fundraising, donations and community support to help keep services accessible.

Getubetter

Do you have a joint or muscle problem?

Please use the FREE local getUBetter app approved by your clinicians in Cornwall and Isles of Scilly ICB. It is provided alongside your NHS care and offers local tips, advice, and exercises tailored to you.

* Instant access
* Easy to use
* Safe and effective

Your healthcare professionals cannot be with you 24/7, but getUBetter can.

Why is self-care important?

Most musculoskeletal (MSK) injuries and conditions can be treated at home and can be managed without the need for a specialist appointment. getUBetter gives you the knowledge, skills, and confidence you need to improve your MSK health and lifestyle.

What is getUBetter?

getUBetter is a safe and effective way to help you self-manage your injury or condition at home, work, and on the move.

The app covers a range of musculoskeletal injuries and conditions…

* Back
* Back & Leg
* Neck
* Shoulder
* Elbow
* Wrist
* Ankle
* Hip
* Knee
* Foot
* Upper limb tendinopathy
* Lower limb tendinopathy
* Sprains and strains
* Hand

... and is designed to help you improve, live and work well.

Who is getUBetter for?

Anyone 16 or over, in Cornwall and the Isles of Scilly who needs help with a joint or muscle problem.

Your Cornwall guide to
WINTER
Wellbeing

What will I get?

* Instant and 24/7 support approved by your clinicians
* Easy to follow exercises you can progress yourself
* Support to recover, live, and work well
* Help when waiting
* Advice on when to seek help
* Access information on local treatments and services

20 Touch to Speak languages function for:
Arabic, Bengali, Farsi, Gujarati, Polish, Portuguese, Punjabi, Romanian, Somali, Spanish, Ukrainian, Urdu, Welsh, English, Nepalese, Turkish, Tamil, Hindi, Mandarin, Cantonese

What are the next steps?

Download the getUBetter app. You can download the app through this link **www.getubetter.com**

Create your account, enter your postcode, select your GP practice, and enter your details to create your account.

Choose your condition and follow your personalised pathway.

If you need further help getting started get in touch with one of our team at **contact@getubetter.com**



Funded by UK Government

ChatHealth
Cornwall and the Isles of Scilly

ChatHealth Parent Line 0-5
TEXT 07312 263 423

ChatHealth Parent Line 5-19
TEXT 07312 263 499

ChatHealth Young People 11-19
TEXT 07312 263 096

Get confidential health and wellbeing advice and support

Alternatively, for 0-19 health advice you can also contact:

t **01872 324261** (option 2)

e **hvsnadvice@cornwall.gov.uk**

Scan me

CORNWALL COUNCIL one and all · owen hag oll | Together for Families | Council of the ISLES OF SCILLY

www.cornwall.gov.uk/chathealth

The 0-19 Health Advice line team operates Monday – Friday 9am -5pm and is staffed by qualified nurses, Health Visitors and School Nurses, answering health related questions or signposting to more appropriate support. Parents, carers or young people can contact via telephone, email or the new text service ChatHealth.

Cornwall Arthritis Trust

Cornwall Arthritis Trust has been enabling people suffering from arthritis and other musculoskeletal conditions to live their best life, and to ultimately conquer these conditions. Visit **www.cornwallarthritis.org.uk** to find how to get help and support to enable you to manage your arthritis or other musculoskeletal problem.



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. You can get some ideas for healthy recipes on a budget online at: **www.nhs.uk/best-start-in-life/baby/recipes-and-meal-ideas/** and **www.nhs.uk/healthier-families/recipes**

You're more likely to get a cold in winter so making sure your immune system is in tip-top condition is important. As part of a healthy diet, aim to have at least five portions of a variety of fruit and vegetables per day. Fruit and vegetables are a great source of essential vitamins and minerals. Fresh, frozen, dried and canned fruit or vegetables all count towards your five portions a day and winter vegetables can be made into a soup or stew for a comforting meal.

A breakfast like porridge can help to give you energy and help you to feel fuller for longer. If you are having difficulties preparing your own meals, why not consider other options such as using meals on wheels or a frozen meal delivery service, so you can eat at the time of your choosing.

If you, or someone you care for, are losing weight without meaning to, or you are not eating well and are concerned about your nutrition, speak to your nurse or GP.

Food banks

There are a number of food banks that can supply food to those in financial crisis. Go to **https://letstalk.cornwall.gov.uk/help-with-food**

Support if you need food

Cornwall Council have a range of support through our network of Family Hubs, who can signpost people to services in their local area.
We also have, through our partnership with Citizens Advice, money advisors in each locality. To find out more, please visit **www.cornwall.gov.uk/moneyworries** where you'll find the 'Worrying About Money' leaflet, or **www.worryingaboutmoney.co.uk/cornwall**.

Healthy Start Card

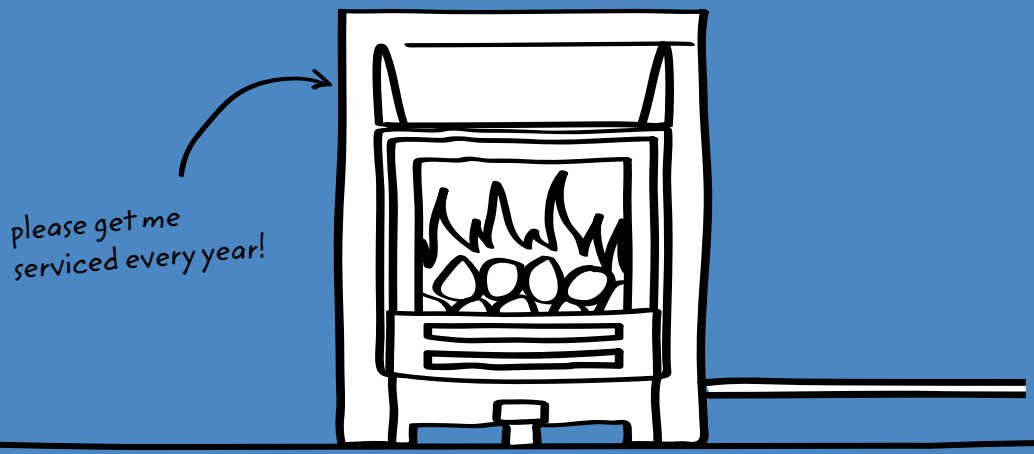
If you are pregnant or have a child under four years old, you could get Healthy Start vouchers to help buy milk, formula milk, fruit or vegetables, or swap for vitamins. £18.70 (every 4 weeks) of your pregnancy from (from week 10). £37.20 (every 4 weeks) for children from birth to 1 year old. £18.70 (every 4 weeks) for children between 1 and 4 years old. Your midwife or health visitor will be able to tell you where you can swap your coupon for vitamins in your area.

Free School Meals (auto enrolment)

New Free School Meals Auto Award Launched for this Academic year (September 2026 onwards) Cornwall Council has started a new approach so more eligible children receive free school meals. This is called the Free School Meals (FSM) Auto Award. The new system uses information already held by Cornwall Council to identify pupils who may be eligible for FSM. This is based on children who attend a school in Cornwall and are either a current FSM claimant or a household that receives Housing Benefit or Council Tax support from Cornwall Council. Anyone outside of these groups will need to apply manually through the **www.cornwall.gov.uk/schoolmeals** The new Auto Award process is designed to remove barriers and make things easier. It will help more children who are entitled to free school meals receive them.

SAFE

Seasonal weather events (cold, wind, heat)
Cornwall Council warns about any disruption owing to severe cold weather – such as school and road closures – on their website: www.cornwall.gov.uk
This page will be updated frequently in the event of severe weather in Cornwall through social media updates.



Go to the **Cornwall Council** website and search for **"keeping safe"** for information on how to drive safely, how to prepare for winter, and what to do in emergency situations such as flooding. Get Ready for Winter from the **Met Office**, have plenty of useful tips and information to help you prepare for and deal with extreme weather. If you do not have the internet. You can call the **Met Office** for up-to-date local weather forecasts.

Cornwall Fire and Rescue Service

The majority of fires are accidental and could have been prevented by following a few simple measures which can help reduce the risks. It is important to be aware of possible fire hazards around the home, and to then take precautions to protect yourself and your family.

To see if you can have a free home fire safety check visit complete the online home fire safety check **www.safelincs.co.uk/hfsc/** the easy-to-follow online tool will offer tips and advice on the steps you can take to reduce these risks and if you are eligible for a free visit someone from CFRS will be in touch to arrange an appointment.

SCAN ME

Gas safety checks

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

Oil and gas boiler servicing

Your boiler should be serviced at least once a year to run safely and efficiently. Having a service could save money by using less fuel, avoiding unexpected breakdowns, reducing expensive repair bills and extend the working life of your boiler. **Contact the Solid Fuel Association**.

Carbon monoxide

Carbon Monoxide (CO) is a colourless, odourless, tasteless, poisonous gas which is produced when fuels such as gas, oil, coal and wood don't fully burn. If you have cookers, heaters, boilers, a gas fire, an open fire or log burner which uses any of these fuels you need to fit a CO detector.

Your Cornwall guide to

SUMMER Wellbeing



Keeping cool and healthy in the hot weather

This guide has been produced by Inclusion Cornwall on behalf of the Winter Wellbeing Partnership and funded by Cornwall Council's Public Health



Extreme Heat and Heatwaves

We want everyone to be able to enjoy the hot weather throughout the summer, however very high temperatures can have significant health consequences for some. When the heat rises, it can lead to increased illness and deaths in England. **https://ukhsa.blog.gov.uk/2022/07/14/staying-safe-in-extreme-heat/**

Stay well during hot weather

Hot weather can cause dehydration, heat exhaustion and heatstroke. Older people, babies and young children, pregnant women and those with long-term health conditions are at greater risk.
www.gov.uk/government/publications/beat-the-heat-resources-for-hot-weather/beat-the-heat-staying-safe-in-hot-weather

Sunscreen and sun safety

Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy. Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.

Sun safety tips



Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October. You can also check the UV index on a weather app or website. If it's 3 or higher, consider protecting your skin. Make sure you: spend time in the shade between 11am and 3pm; never burn, cover up with suitable clothing and sunglasses, take extra care with children, keep babies under 6 months out of direct sunlight, use at least factor 30 sunscreen – make sure to use enough and re-apply frequently (from NHS)

Your Cornwall guide to SUMMER Wellbeing

Safe sleep for baby in hot weather

The safest place for a baby to sleep is in their own clear, flat, separate sleep space, such as a cot or Moses basket. Following this advice for every sleep, day and night, reduces the risk of sudden infant death syndrome (SIDS).

The recommended room temperature for a baby's sleep space is 16 to 20°C. Keeping your baby's room between 16 – 20°C can be harder in summer, but these tips can help:

* Use lighter bedding and clothing, with fewer layers. In really hot weather, it's fine to have your baby in a short sleeve vest or even just a nappy.
* Open the bedroom door and a window, if it's safe to do so, to allow the air to flow.
* Check baby sleep bag guidance for which tog to use for each season.
* Use a fan to cool the room, but don't aim it directly towards the baby.
* Keep curtains closed in the daytime so the room doesn't heat up as much.
* Use a thermometer to check the room is the right temperature – as it's hard to guess.

If you have a question about how to create a safer sleep space for your baby, ask your midwife or health visitor.

Hot weather | The Lullaby Trust - **www.lullabytrust.org.uk/baby-safety/travel-and-weather/hot-weather**

Baby summer safety when out and about

Use these tips to keep your baby safe and comfortable while you're out and about.

* Don't cover prams, buggies and travel systems with blankets, cloths or any cover that stops the air flowing. They risk the baby getting too hot, and mean you can't see if they're having difficulties or monitor their temperature as easily. Use a clip-on sunshade or parasol instead.
* Check your baby regularly to see if they're getting too hot by feeling their chest or the back of their neck.
* Keep babies out of direct sunlight as much as possible.

Food safety during warmer weather

Summer is a great time to enjoy a BBQ with family and friends. Yet warm weather and outdoor cooking can be the perfect conditions for bacteria to grow. There is also the risk of spreading bacteria from raw meat to ready to eat food, and the risk of undercooked meat. **www.gov.uk/government/publications/bbq-food-safety/bbq-food-safety**

Getting close to nature

The summer is a great time to get outdoors. Spending time in nature is beneficial for both your physical and mental wellbeing. But whenever you spend time outdoors there is a small risk of catching infections from animals or the environment.

There is a range of guidance available to help you avoid becoming unwell, including:

Ticks – **ukhsa.blog.gov.uk/tag/ticks/**

Avoiding infection on farm visits - **ukhsa.blog.gov.uk/2025/11/19/what-is-bird-flu-and-how-are-we-protecting-people-against-it-in-the-uk-2**

Your Cornwall guide to SUMMER Wellbeing

What is **bird flu** and how are we protecting people against it in the UK? **ukhsa.blog.gov.uk/2025/11/19/what-is-bird-flu-and-how-are-we-protecting-people-against-it-in-the-uk-2**

Water safety

The summer months are the perfect time to enjoy our beautiful beaches. Swimming and playing in water are great for our wellbeing - and perfect for cooling off on hot days.

Follow these tips to stay safe around water:

* RoSPA- Summer water safety tips - **www.rospa.com/water-safety/summer-water-safety**
* Always supervise children when they're in a paddling pool or playing near water. Empty the paddling pool straight after use. Never leave young children unattended in water, even for a moment.

Keeping your pet safe in the summer sun

www.bluecross.org.uk/advice/pets/how-to-keep-pets-cool-in-summer



If you require information, advice, or support within your local community, please contact Community Gateway on **01872 266383** (telephone lines are open 7 days a week, 8am-8pm) or contact the team by email: **welcome@kernowgateway.org.uk**

StartNow is a multimedia programme packed full of interactive resources to empower young people to look after their own mental wellbeing. The platform, created by young people, also provides information about where to get help, how to ask for help and how to have your voice heard in schools and the wider community. So whether you would like a virtual dice to help you explore the Five Ways to Wellbeing; an online personal wellbeing and resilience action plan; some inspiring self-care tips or opportunities to get involved with improving services for children and young people, check out StartNow Cornwall online at **www.startnowcornwall.org.uk**

Help for young people in the summer



STAY HEALTHY IN THE HEAT

°C	°C
40	40
38	38
36	36
34	34
32	32
30	30
28	28
26	26
24	24
22	22
20	20
18	18

EXTREME HEAT – DANGEROUS
Very unsafe indoors. Stay in the coolest room and cool down with a wet cloth, cold packs or a cool foot bath. Watch for signs of heat exhaustion: dizziness, headache, feeling sick or heavy sweating. Get help if needed.

VERY HOT – HEALTH RISK
High risk of heat exhaustion. Use cool showers or damp cloths, drink plenty of water and check on others.

TOO HOT – TAKE ACTION TO STAY COOL
Rest in the coolest part of your home, close blinds, cool your body with water or a damp cloth.

GETTING TOO WARM – STAY ALERT
Start taking simple steps to keep cool. Open windows or use a fan, and drink water regularly.

IDEAL INDOOR TEMPERATURE
Comfortable and safe for most people. Stay hydrated and open a window if you need fresh air.

REMEMBER: Even 24°C+ indoors can be a health risk, especially for babies, older people, and those with long-term conditions

FLIP FOR MORE

COMMUNITY ENERGY PLUS

Devon • Cornwall • Isles of Scilly
LRF
Local Resilience Forum

Volunteer Cornwall

Top tips for keeping cool during hot weather

Drink water regularly. Keep a drinks bottle close to hand and take regular sips of cool water. Avoid alcohol - it can make you more dehydrated.

Keep doors, windows and curtains/blinds closed during the day to stop the sun from heating your room. **Stay in the coolest part of your home**, usually downstairs or in shaded rooms.
Open windows during the evening and early in the morning when the air outside is cooler.

Temperature can affect medication and its impacts or side effects. Keep medication in a cool place, such as a cupboard or drawer, or fridge if indicated. **Speak to your GP or pharmacist** about your medication, in case there are actions you can take in extreme temperatures, such as extra care to stay hydrated.

Cool the air. Place a bowl of ice or frozen water in the room. You can use a fan if the indoor temperature is below 35°C, but don't aim the fan directly at your body, as this can lead to dehydration.

Wear loose, light clothing. If you're outside for long periods, opt for long sleeves and wear a hat for extra protection.
Take a cool shower or gently wipe your skin with a damp cloth.

For more tips scan here

Contact us for more advice on how to make your home healthier and save money on your energy bills

www.cep.org.uk

Freephone 0800 954 1956
advice@cep.org.uk
www.cep.org.uk
@CommunityEnergyPlus
@CommunityEnergyPlus

- Have your gas appliances checked annually by a gas safe registered engineer. Check their I.D card on both sides to ensure they are competent to carry out the work.
- have your chimney swept annually.
- never ignore symptoms, particularly if more than one person in the home is feeling them.

be carbon monoxide aware

What are the symptoms of Carbon Monoxide Poisoning?

- The most common symptoms include headaches, dizziness, tiredness, nausea and shortness of breath.
- symptoms can be mistaken for flu, viruses or even food poisoning (however unlike flu, CO poisoning does not cause a high temperature).
- if someone is suffering from these symptoms whilst at home but is fine elsewhere, they may be suffering from CO poisoning.

What to do if your carbon monoxide alarms sound or you suspect a leak:

- Stop using all appliances, switch them off, and open doors and windows to ventilate the property.
- evacuate the property immediately – stay calm.
- call the gas emergency number 0800 111 999 to report the incident – or Health and Safety Executive (HSE) Gas Safety Advice Line on **0800 300363.**
- seek immediate medical help and advice if you think you have been exposed.
- if you are feeling unwell after being exposed to carbon monoxide, go immediately to your local accident and emergency department (A&E).
- never go back into the property- wait for advice from the emergency services.

Burn Better, Breathe Better - Find out how to burn better with your indoor stove, wood burner or open fire, please make sure you:

* Check it regularly.
* sweep it professionally and at least once a year.
* feed it the right fuels.

For more information please go to the DEFRA website **uk-air.defra.gov.uk/library/burnbetter**

Chimney Sweeping - Chimney fires are a frequent occurrence every year. Many solid fuel fired appliances are expected to "work" 24 hours a day, 365 days a year, keeping us warm and supplied with constant hot water. All chimneys must be swept at least once a year, however, if your appliance is used continuously throughout the year, or burns wood and coal, more frequent sweeping is recommended.

Private Sector Housing

If you rent your house from a private landlord then it should not be excessively cold, damp or hazardous to your health in any way. If the heating does not work adequately or your home becomes cold very quickly after the heating goes off, or you simply keep tripping on an uneven step you should tell your landlord in writing. If they do not help you to improve the situation, please call **Cornwall Council's** Private Sector Housing Team to assist you.

Condensation and mould

Damp housing and poor ventilation 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 cause of mould and may be caused by a lack of adequate heating and/or suitable ventilation, and excessive moisture in the air. For advice on condensation and mould.



Supportmatch Homeshare

Affordable - Flexible
Reliable live-in help

- **Do you live alone?**
- **Do you have a spare room?**
- **Would you like help with household tasks such as cooking, cleaning and shopping?**
- **Would you like the benefit of a friendly companion?**

Cornwall Council is partnered with **Supportmatch Homeshare** and Cornwall's **Voluntary Sector Forum** to help people live independently at home.

Supportmatch Homeshare matches homeowners who would like some companionship and help with household tasks, such as shopping or cleaning, with people who need an affordable home.

So, if you or someone you know has a spare room, or you would like to share a home with someone needing practical support and save money on accommodation, why not see if the service could be right for you?

Find out more at **www.supportmatch.co.uk**

CORNWALL COUNCIL
one and all • onen hag oll

Supportmatch
Homeshare Service

Cornwall VSF

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.

Contact **Community Energy Plus** or see their online advice guides: **www.cep.org.uk/resources/factsheets-and-leaflets.**

Trips and falls

In winter you need to be particularly careful to avoid trips and falls. Some 50,000 people fall each year, many during 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, even indoors. 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.

For practical tips and expert advice to help you stay steady on your feet this winter go to the **Cornwall Steady On Your Feet** website. It's an invaluable resource for maintaining independence and wellbeing throughout the colder months.

Go to **www.steadyonyourfeet.org** to find out more.

Transport for Cornwall

Get help with travel

Getting from A to B

If you need transport to get to your hospital appointment, **Age UK Cornwall Community Transport - 01872 223388** can take folding wheelchair and walking-frame users. **Volunteer Cornwall** provide a similar car service.

Cornwall Public Transport represents all public transport operators running services in Cornwall.

Go Cornwall want to make travelling by bus easier for everyone. If you use a scooter and are not sure if it will fit on the bus, you can arrange a home assessment. If you have trouble seeing your destination, you can use the "help-me" cards. Contact **Cornwall Bus accessibility team** on **0808 196 2632** or go to **www.gocornwallbus.co.uk**

If you live in Cornwall and you are an older person or have a permanent disability you may be able to get **a free bus pass**.

You can check your eligibility online at **www.cornwall.gov.uk/transport-parking-and-streets/public-transport/national-concession-bus-pass/apply-for-an-older-or-disabled-persons-bus-pass** or call the Concessionary Fares team on **0300 1234 222**.

For people who have difficulty with accessing conventional public or private transport there are a number of alternative options through **Community Transport** visit **www.cornwall.gov.uk**

If the weather makes it difficult for you to leave your home, **Volunteer Cornwall** may be able to help with voluntary support through the delivery of essential supplies and prescriptions. Support may also be available at a Community Hub. For more information, please contact **Community Gateway.**



NHS Cornwall and Isles of Scilly

Need help with transport to get to an NHS appointment?



There is help available

Local patient transport schemes could help you and you may be eligible for NHS funded transport





Volunteer Cornwall
01872 265300

For full details and contact numbers, scan the QR code or visit cios.icb.nhs.uk/health/patient-transport/

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 you may be threatened with homelessness, you contact **Cornwall Council Housing Options** as soon as possible at the following link **www.cornwall.gov.uk/housing/homeless-or-at-risk** or by phone **0300 1234 161**

If you are rough sleeping or would like to report a rough sleeper, you can alert the Local Authority Outreach services by:

1. Making a Streetlink referral on StreetLink - Connecting people sleeping rough to local services (**thestreetlink.org.uk**) or scan the QR code
2. Phone **0300 1234 161**
3. Email **roughsleeperaccessservice@cornwall.gov.uk**



Domestic abuse

Domestic abuse **can be a single incident or a pattern of behaviours**, such as physical abuse, sexual abuse and/or violence, threatening behaviour, control and coercion, financial abuse, emotional and psychological abuse. **The majority of victims are women, but men can also experience abuse**, and everyone deserves to feel safe and free from abuse, violence and fear.

If you're experiencing domestic abuse and feel frightened of, or controlled by, a partner, an ex-partner or family member, **it's important to remember that it's not your fault. There is support available for you** and any children who are also impacted by domestic abuse within the family. There is also support available to help people who want to change their behaviour and develop healthier relationships.

In Cornwall we have a wide range of services for people impacted by domestic abuse and sexual violence:

Safer Futures is the Cornwall and Isles of Scilly Domestic Abuse and Sexual Violence Service. It provides support and advice for individuals who have experienced domestic abuse or sexual violence and those wishing to change their behaviours.

Call the helpline on **0300 777 4777**. Helpline hours of Mon-Fri 9am-9pm, Sat 9am-5pm or visit **saferfutures.org.uk**

Devon and Cornwall Sexual Assault Referral Centres (SARC) provides support and advice on sexual assault. Call the helpline on **0300 303 4626**

Cornwall Refuge Trust provides support, advice and accommodation for individuals experiencing domestic abuse. Call the 24 hour helpline on **01872 225629** or go to **www.cornwallrefugetrust.co.uk**

Your Cornwall guide to WINTER Wellbeing

West Cornwall Women's Aid Helpline provides support, advice and accommodation for women impacted by domestic abuse and sexual violence. Call **01736 367539** or go to **https://wcwaid.co.uk/**

The Women's Centre Cornwall Helpline provides support and advice to women who have experienced domestic abuse and/or sexual violence or abuse. Call **01208 77099.** Helpline opening hours Mon-Fri 10-1pm and Mon 6-9pm or go to **www.womenscentrecornwall.org.uk**

There are also national helplines:

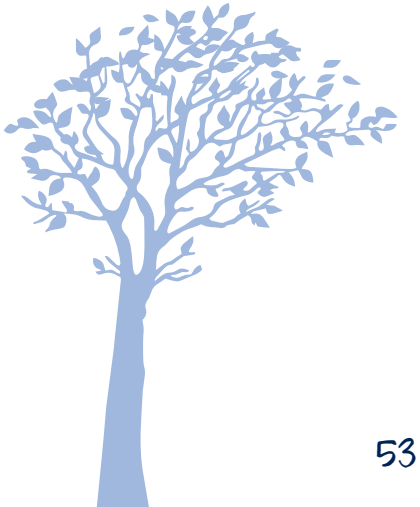
The National Domestic Abuse Helpline provides support, advice and information on refuges outside of the County. Call the 24 hour helpline on **0808 200 0247**

Mankind Helpline provides support and advice to males experiencing domestic abuse. Call **01823 334244** or visit **mankind.org.uk**

Intercomtrust.org.uk supporting our Lesbian, Gay, Bisexual and Trans+ communities. Confidential Helpline **0800 612 3010**
Open 9:00am - 4:00pm Monday to Friday

If you're in immediate danger, call 999

If you're unable to speak when you dial 999, use 'The Silent Solution': Wait for the operator to speak and type 55 on your keyboard. This will alert the operator that you are in need of help.



Safer sleep for baby in cold weather

The safest place for a baby to sleep is in their own clear, flat, separate sleep space, such as a cot or Moses basket. Following this advice for every sleep, day and night, reduces the risk of sudden infant death syndrome (SIDS).

During the cold weather, it can be tempting to wrap your baby up to keep them warm and cosy however the recommended room temperature for a baby's sleep space is 16 to 20°C.

It's important to remember that being too warm can lead to overheating, and this increases the risk of SIDS. In fact, research has shown that babies are safer when they're a little bit cooler, rather than too hot.

* If you use sheets or blankets, choose lightweight ones and make sure that they are securely tucked in no higher than baby's shoulders. Avoid thick, fleecy, weighted or padded blankets or duvets. If you think your baby is cold, add an extra lightweight blanket or layer of clothing.
* If you're using a baby sleeping bag, don't add extra blankets on top. Add an extra layer of clothing or choose a higher tog sleeping bag if you feel the sleeping bag is not enough.
* Babies lose heat through their heads, so remove your baby's hats or hood when indoors so they don't get too hot.
* Don't use hot water bottles in any baby sleep space (e.g. a cot or moses basket) as they can make your baby too hot.
* Don't place a baby's cot near a radiator or other heat source as they could get too hot.

If you have a question about how to create a safer sleep space for your baby, ask your midwife or health visitor - **www.lullabytrust.org.uk/baby-safety/travel-and-weather/cold-weather**

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.



General Wellbeing

There are over 50 local community hubs where people can find warmth, friendship and positive things to do, as well as get help and advice on all kinds of topics, such as food, employment, housing, money, health and wellbeing. Some hubs have specialist support available for falls prevention, dementia, diabetes, mental health, dealing with chronic pain, cancer, and improving digital inclusion.

Find out more about community hubs on the Volunteer Cornwall website: **www.volunteercornwall.org.uk/how-we-help/in-the-community/community-hubs**

1 IN 4
people experience mental illness at some point in their lives

Mental Wellbeing

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. If you know someone who is on their own this winter, perhaps you could give them a call, visit or invite them to come and see you.

If you are worried about your own or someone else's mental health you can call the Cornwall and Isles of Scilly 24/7 NHS mental health response line. It's free to access by anyone, any age, any time, day or night. Dial NHS 111 and select the mental health option. You can also talk to your GP team.

People in Mind is a multiagency service that offers personalised 1:1 and peer mental health support to people aged 16+ in Cornwall and Isles of Scilly. Areas of support include:

Mental health, social isolation and self-harm support. More information can be found here: **www.peopleinmind.org.uk** and access to this service is through the Community Gateway on **01872 266383** or **welcome@kernowgateway.org.uk**

Community Gateway

Community Gateway has just got better! Alongside their dedicated phone line, Community Gateway has increased face-to-face support and home visits, making it even easier to access free advice, practical help and local services. By taking the time to understand what matters most to each person, Community Gateway connects people with the right support at the right time, helping them stay independent, confident and connected to their community.

You can talk to the Gateway team via a dedicated telephone line: **01872 266383**. The Gateway is open 8am to 8pm, seven days a week, 365 days a year – including Christmas Day. Alternatively you can email on **welcome@kernowgateway.org.uk**

Your Cornwall guide to WINTER Wellbeing

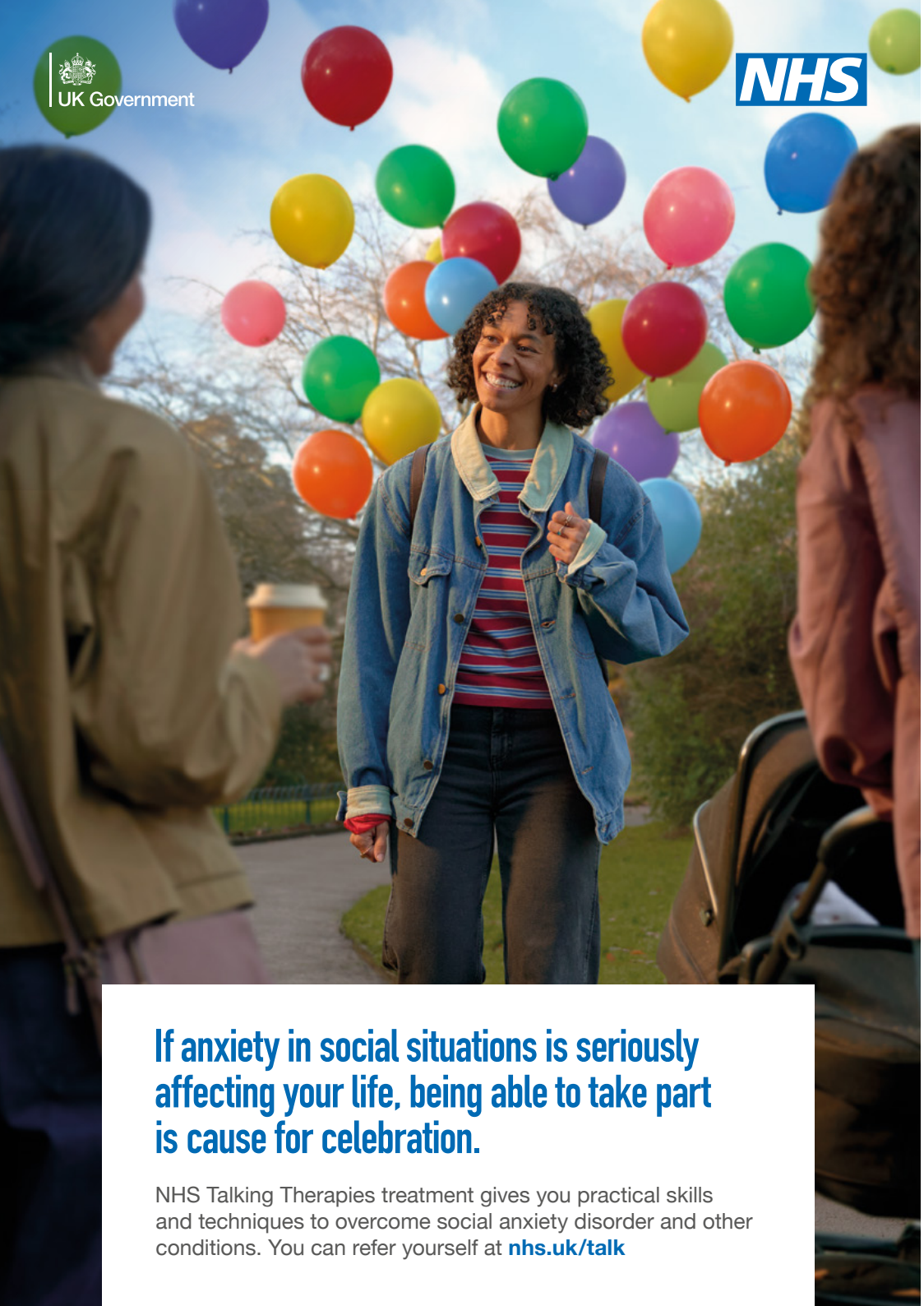
Find out about the five steps to mental wellbeing online at:
www.nhs.uk/mental-health



You can also visit our mental health webpages:

- **www.cornwall.gov.uk/health-and-social-care/mental-health/** for more help and advice on mental health, including a range of psychological wellbeing guides.
- **www.cornwall.gov.uk/wellbeingguides** which include information on support services and useful resources to help you maintain your mental wellbeing and are available in different languages, BSL/large print formats and in Easy Read.
- **www.citizensadvicecornwall.org.uk/debt-advice** for debt advice.
- **www.pentreath.co.uk** promotes good mental health in Cornwall.

The **Cornwall Memory Cafe Network** comprises 40+ memory cafes throughout Cornwall, which are independently run community groups, led by 400+ volunteers. They enable people living with memory loss and their carers to live well through creating welcoming, safe spaces in their communities. They provide opportunities for social interaction, sharing experiences, building connections, quality time, learning, gaining access to resources, cognitive and physical activity, all leading to enhanced emotional and physical wellbeing. Memory Cafes are free to attend, and they welcome people with, or without a formal dementia diagnosis (cafe dependent). They generally run for two-hour sessions and can vary in frequency, such as fortnightly or monthly. For more information and to locate your nearest cafe go to:
www.cornwallmemorycafes.co.uk



Humans Cornwall is a person-centred support planning and brokerage service, supporting people who are returning home from hospital, or who may be at risk of being admitted. The service provides free, holistic and personalised support to people (18+) over their reablement period for up to 6 weeks. This includes helping to stabilise once home, ensuring your warmth, safety and comfort, enabling you to maximise your wellbeing. We can support in many ways, while you recover. If you are an unpaid carer, we can also provide temporary care for loved ones, or animals, during your time in hospital.

Patients can self-refer to Humans Cornwall, if they have an upcoming operation or in the 7 days following their discharge, via the patient line number. Tel: **01736 697040** For more information, go to: **www.humans-cornwall.co.uk/**

Mental Health Safety Plans are tools designed to support people when they are struggling: Think of them as a 'mental health first-aid kit'. A Mental Health Safety Plan includes different things that will help during a crisis. Take a look at our website for a how-to guide on the creation and use of safety plans, as well as useful templates and other resources: **www.cornwall.gov.uk/mhsafetyplans**

NHS Talking Therapies offers free, confidential talking therapies for people who are registered with a GP in Cornwall and Isles of Scilly aged 16+.

We're here for you...

Referrals can be via a GP/Health Professional or you can call **01208 871905** or go to **www.cornwallft.nhs.uk/talking-therapies**

WorkWell is free, friendly, confidential support service for people finding work difficult due to their physical or mental health.

WorkWell coaches offer personalised advice and easy-going conversations with someone who can help you stay in or get back to work. For some that might look like confidence building tips, for others it might be ideas for ways to talk to your employer about making adjustments at work.

You can either be referred to a coach by someone you know, like a GP, or you can ask to connect with a WorkWell coach yourself.

Find out more or connect with a coach by visiting the website **www.cornwallvsf.org/connecting/services/welcome-to-workwell**

Samaritans 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.

You can call the **Samaritans** any time of day or night if you're feeling suicidal. It's really important to tell someone how you feel and talking can ease the mental and emotional pain you may be experiencing. Call **116 123**.



The **Orange Button Community Scheme** is a way of identifying people who have undertaken mental health first aid or suicide prevention training. The distinctive orange badge shows that these volunteers are OK to say or hear the word suicide, and can listen without judgement. Anyone struggling with mental ill health, having thoughts of suicide or worried about a friend or family member, can ask for information and support.

Find out more about the scheme, including how it works and how to get involved at **www.cornwall.gov.uk/orangebutton**

Your Cornwall guide to WINTER Wellbeing

Social Prescribing is a method of linking people with non-clinical sources of support within the community via a dedicated Link Worker. Link Workers are now working in the majority of the GP practices across Cornwall and the Isles of Scilly. Please contact your GP practice if you wish to talk to a Social Prescribing Link Worker for help and support.

Community Health and Wellbeing Workers Postcode Checker Tool
www.volunteercornwall.org.uk/community/community-health-and-wellbeing-workers

We offer a wide range of nature-based programmes that support mental and physical wellbeing from early years to adults. For more information please contact natureconnections@edenproject.com

For support with drug and alcohol use please call **With You** (previously We Are With You) on **0333 2000 325 (24 hours)**

Website and Live Chat: **www.wearewithyou.org.uk**

For anyone under 18 who would like advice and/or support, please contact **YZUP** on **01872 300816**

The Eden Project offer a wide range of nature-based programmes that support mental and physical wellbeing from early years to adults. For more information please contact **natureconnections@edenproject.com**

Hate Crime

Safer Cornwall offers support for any person that finds themselves a victim of an incident motivated by hostility or prejudice.

Visit **www.safercornwall.co.uk/hate-crime**

Safer Cornwall 24 hour helpline: **0800 138 1625**



WELLBEING AT THE OASIS

THE OASIS
OFFERED BY NEWQUAY METHODIST CHURCH

A warm, welcoming and safe space for all

What happens at The Oasis?

- Friendly drop-in
- Safe place to connect
- Counselling Service
- Quiet prayer space
- Support to access local services
- Toiletries available
- Community Shower
- Wellbeing information
- Community support and friendships
- Health for Homeless

The Oasis has:

Private hire
Meeting rooms
Accessible facilities
A quiet space to work
Hosts local services and charities

Groups & Activities:

Memory Café
Craft Group
Men's Group
Reading Group
Prayer Group
Youth Club






14 Pargolla Road, Newquay, TR7 1RW | www.newquaymethodist.org | hello@newquaymethodist.org | 01637 520319 07415 904648

COMMUNITY ENERGY PLUS
TRANSFORMATION CORNWALL
Warm Welcome Spaces
ageUK

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) is a voluntary organisation and registered charity which informs, supports and advises sufferers of the condition.

Libraries

There's so much on offer at **Your local library** (including virtual services and mobile libraries.) to entertain all ages over the winter months: Children's story time sessions, Bookstart Rhymetimes and computer/internet access to name a few!

Visit: **www.cornwall.gov.uk/libraries-museums-and-archives/libraries/your-local-library**

Help for young people



StartNow is a multimedia programme packed full of interactive resources to empower young people to look after their own mental wellbeing. The platform, created by young people, also provides information about where to get help, how to ask for help and how to have your voice heard in schools and the wider community. So whether you would like a virtual dice to help you explore the Five Ways to Wellbeing; an online personal wellbeing and resilience action plan; some inspiring self-care tips or opportunities to get involved with improving services for children and young people, check out StartNow Cornwall online at **www.startnowcornwall.org.uk**

Combating loneliness and improving wellbeing

Royal Voluntary Service delivers personal and practical support through local volunteers to support older people. This includes a free Home Library Service, run in partnership with Cornwall Library Service. For those unable to go to the library, volunteers meet them in their home to collect and return library books.

They also run luncheon and social clubs for people to get together and socialise, and a community meals-on-wheels service around the Falmouth and Redruth areas, and community transport for social and medical appointments.

It's good to talk

Cornwall Carers Service and the Community Gateway Service (Age UK Cornwall & Isles of Scilly partnership) support people with health and wellbeing needs to:

Great for socialising

* Develop a sense of belonging
* Build confidence and maintain independence
* Self-manage their health and wellbeing
* Develop skills to help with daily living
* Access early support and prevent health and wellbeing needs from escalating
* Access information, guidance and support for unpaid carers

These services help people connect with local support networks, activities and services within their community. Helping people to build social connections, access practical and emotional support, and find opportunities to get involved in local groups, volunteering and community projects. It also supports people who may be feeling isolated, need help to remain independent at home, are returning home following a stay in hospital, and unpaid carers who provide valuable support to others.

Your Cornwall guide to WINTER Wellbeing

Age UK Cornwall runs a dedicated Helpline, which provides information and advice helpline that connects individuals to social groups, clubs and activities.

If moving towards better wellbeing is one's goal, then the Age UK Cornwall's 'Step into Wellness' programme can help.

This FREE programme, is for anyone over 18 and is designed around the NHS 5 steps to mental wellbeing. Incorporating conversation-based sessions, it explores different ways to support individuals in achieving their goals. There are face-to-face and online groups throughout the year. To find out more:

Email: **stepintowellness@ageukcornwall.org.uk** or Tel: **01872 266383** Website: **www.ageuk.org.uk/cornwall/our-services/step-into-wellness**

The British Red Cross have a new service that aims to help people who are lonely or socially isolated in the Camborne, Redruth area.

Give your time

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 wellbeing.
* 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.

Age UK Cornwall depends on volunteers to deliver essential services to the local community. They offer a variety of volunteering opportunities tailored to your interests, including Volunteer Driving, Community Hub Support, and Gardening roles. If you can spare any time, no matter how little, reach out to them today.

Cornwall Rural Community Charity (CRCC) with its partners DisAbility Cornwall, Promas CIC, Age UK CIOS and Barnardos, deliver a range of high quality support services for unpaid Carers throughout Cornwall, free of charge. These services include, emotional support, information, advice and guidance, statutory assessment, access to grants, community support, carer specific training and dedicated services for Young Adult Carers (16-25 year old Carers) and Young Carers.

Volunteers are the backbone of the **Citizens Advice Cornwall** charity and work in a variety of interesting roles including advisers, office administration, fundraisers and trustees. No prior experience in these areas is necessary and full training and on-going support is offered. You work as part of a friendly, close-knit team with a passion for helping people in your community in their time of need.

Opportunities are available across the county and travel expenses are paid. For more information visit: **citizensadvicecornwall.org.uk/volunteer-with-us**

Volunteer Cornwall

A charity dedicated to building social capital and developing the wellbeing of individuals and communities in Cornwall. We do this by working in collaboration with a wide range of organisations to promote and support active citizenship and voluntary action covering the emotional, social, environmental and economic needs and opportunities in Cornwall.

Volunteering is something that 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 wellbeing.
* 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.

Your Cornwall guide to WINTER Wellbeing

Volunteer Cornwall is like the Jobcentre of the voluntary sector – matching people who want to volunteer with organisations that need volunteers. To find a volunteering opportunity that's right for you from the hundreds on offer, go to **opportunities.volunteercornwall.org.uk**

The Community Gateway

Community Gateway is a free service that supports you to live well and independently at home for as long as possible, by connecting you to the right help at the right time.

How has Community Gateway changed?
The Community Gateway has just got even better. As well as offering friendly information over the phone, we can now visit even more people in their homes and help with a wider range of issues, making it easier to get the support you need.

How can Community Gateway help?
The friendly team offers one simple point of contact for a wide range of charities, health and community services that can provide assistance and practical help.

Who can use Community Gateway?
Community Gateway is for everyone to use. Whether you need help at home, or for a family member, neighbour, or the people you support, our friendly teams take the time to listen and explore your options.

How long does it take to get help?
Many people will have a plan in place within three days of contacting our teams.

How can I make a referral?
Click here to make a referral - **www.cornwallvsf.org/connecting/services/community-gateway**

What kind of help can I expect?
We offer free, flexible support and advice tailored to your needs, including:

* Support settling back at home
  After time in a hospital or care setting, we can work with you to help you get back into your home routine comfortably and safely.
* Planning for independent living
  We work alongside you to build your confidence and help maintain or improve your independence.
* Getting out and about in your community
  We support you to access local activities, groups, and services so you can stay connected and engaged.
* Assistance with finances and benefits
  We can guide you in accessing financial support and making the most of your income.
* Home safety checks
  Where needed, we can check your home to make sure it's safe and suitable for your ongoing needs.
* End of life support
  We provide compassionate support for people in the final stages of life, and for their family members and loved ones, offering a listening ear and practical help to reduce feelings of isolation during this difficult time.

The Gateway is open 8am to 8pm, seven days a week, 365 days a year – including Christmas Day. You can talk to the friendly Gateway team via a dedicated telephone line: **01872 266383** or email: **welcome@kernowgateway.org.uk**



Connect with others

Boost your self-confidence by learning new skills and make a connection in your local community.

Community Gateway

A helpline connecting you to a wide range of local community support, warm spaces and activities.

What can we help with?

- Wellbeing activities
- Mental health support
- Healthy food and refreshments
- Debt advice
- Hospital to Home service
- Finding local activities and community hubs

SCAN ME

01872 266383

email: **welcome@kernowgateway.org.uk**

8am - 8pm
7 days a week
365 days a year

Cornwall Carers Service

A carer is anyone who provides unpaid care, for a family member, friend or neighbour who, due to illness, disability, a mental health issue or an addiction, cannot manage without their support. Carers have a huge impact both directly, on the lives of the people that they care for and indirectly in the contribution that they make towards society. We believe that carers should have the opportunity to pursue their own goals and aims alongside their caring role.

Money and Work

Managing money affects many people in Cornwall 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. Visit **www.cornwall.gov.uk/costofliving** to check that you are receiving everything you are entitled to.

Age UK Cornwall and Isles of Scilly offers a free and confidential information and advice service for older people, their families and carers. Information and advice advisors are available for Attendance Allowance support from Monday to Friday, 10-12pm on **01872 266888**. However, for any further advice and support, you can contact the Community Gateway, 8am-8pm, 7 days a week, 365 days a year on **01872 266383**.

Cornwall Council can help if you are worried about paying your Council Tax. It is called the Exceptional Relief Fund. If you are of working age and receive Council Tax Support go online for further information or call the Benefit Contact Centre.

Benefit Contact Centre 0300 1234 121

Cornwall Council can help if you are worried about paying your rent. It is called the Discretionary Housing Payment. If you are receiving rent payments from Universal Credit or Housing Benefit payments which are less than your rent payment and need help to cover the shortfall, go online for further information or call the Benefit Contact Centre.

The Crisis and Resilience Fund (CRF) offers crisis payments, housing related support (previously discretionary housing payments), and wraparound advice to help residents recover from financial shocks and avoid future crises. This may come directly from Cornwall Council or through one of our trusted partners.

Disability Information and Advice Line (DIAL) can help if you need information, advice, and practical support from specialist advisers including a dedicated in-house Citizens Advice disability specialist.

DIAL can provide support with:

* money and welfare entitlements
* health and wellbeing
* housing and home environment
* independent living and equipment
* rights and discrimination
* training, volunteering and employment
* social and leisure enquiries

DIAL is also a Third-Party Reporting Centre (TPR) for hate crime, and our professional and friendly advisers are available to support you Monday – Thursday 9am – 5pm, Friday 9am – 4.30pm and can be contacted via: Call **01736 759500** or email **advice@dialcornwall.org.uk**

Digital Inclusion Help with doing what you need to online

If you need help with understanding how to do things online or are keen to take a course to improve your computer know-how visit cornwall.gov.uk/online learning for links to free courses including:

* Using email
* Microsoft Office
* Online safety
* Coding
* Social media

If you or someone you know needs help getting online, you can get in touch with the Digital Inclusion team for advice on places in your area that may offer help. **www.cornwall.gov.uk/people-and-communities/digital-inclusion**

Remember you can access the internet at public computers at our libraries. Find your local library by visiting the Council website at **cornwall.gov.uk** and searching 'libraries' then choose 'Your local library'.

Remember the digital phone switchover happens in January 2027. All traditional landlines will stop working. Contact your telecoms provider or visit **www.cornwall.gov.uk/people-and-communities/digital-inclusion/digital-phone-switchover-key-information** to find out what you need to do to stay connected.

Citizens Advice Cornwall offer free, confidential and independent advice by phone or webchat for many issues including debt, welfare benefits (including help to complete benefit claim forms) and housing.

You can find out what benefits you might be entitled to by contacting **Jobcentre Plus.** If you are under threat of redundancy, or have been recently made redundant and find that there is a specific gap in your knowledge or experience that is restricting your chances of getting work in the local labour market, **Jobcentre Plus** may be able to help. If the gap could be addressed by some short duration training, call the team for more information.

Veteran's Gateway puts veterans and their families in touch with the organisations best placed to help with the information, advice and support they need - from healthcare and housing to employability, finances, personal relationships and more.

Royal British Legion provides help and support to service men and women, veterans, and their families. This includes financial support during debt and emergency situations, advice on resettlement and training, welfare breaks, advice on benefits and helping with home adaptations.

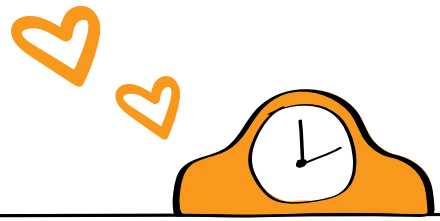
Your Cornwall guide to
WINTER
Wellbeing

Inclusion Cornwall provides information, advice and support to help people improve their wellbeing, achieve greater financial stability and move towards employment, training or education. The team can offer guidance on a wide range of issues, including:

* housing and homelessness support
* employment, training and skills development opportunities
* social, economic and environmental inclusion
* access to local services and community support
* advice on warmer, healthier homes

Inclusion Cornwall is the only partnership that cuts across all partnerships, we link everyone together to challenge inequality, join up services, celebrate difference and assist residents, communities and services to achieve better outcomes across Cornwall and Isles of Scilly. By connecting people with the right support at the right time, the partnerships help residents improve their circumstances, wellbeing and quality of life. Follow Inclusion Cornwall on Facebook to keep up to date with the latest support and check out our website too - **www.inclusioncornwall.co.uk**

You can email into **winterwellbeing@cornwall.gov.uk** for a copy of this Winter Wellbeing Guide and any queries you have about grants and schemes available to you.



INFORMED

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

Active Plus
www.activeplus.org.uk
01326 567 174
admin@activeplus.org.uk

Adult Social Care
www.cornwall.gov.uk/health-and-social-care
0300 1234 131

Age UK Cornwall
www.ageuk.org.uk/cornwall
01872 266 383

Age UK Cornwall Community Transport
01872 223388

AskSARA
cornwall.livingmadeeasy.org.uk
0300 1234 131 - adults
0300 1234 101 - children

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

Benefit Contact Centre (Cornwall Council)
www.cornwall.gov.uk
0300 1234 121

British Red Cross
www.redcross.org.uk
Mobility Aids
01235 552 665

Citizens Advice Cornwall
www.citizensadvicecornwall.org.uk
Freephone 0800 144 8848
Textphone: 0800 144 8884
Free Debt Helpline 0800 240 4420 or text Advice Debt to 78866
For details of drop-in sessions: www.citizensadvicecornwall.org.uk/get-advice

Community Energy Plus
www.cep.org.uk
0800 954 1956
advice@cep.org.uk

Cornwall Carers Service
www.cornwallcarers.org.uk
01736 756655
hello@carersadviceline.org.uk

Cornwall Community Directory
www.supportincornwall.org.uk

Cornwall Council
www.cornwall.gov.uk
0300 1234 100

Cornwall Council Housing Options
0300 1234 161
www.cornwall.gov.uk/housing/homeless-or-at-risk/

Cornwall Council Home Solutions Team
www.cornwall.gov.uk/housing/home-solutions
01872 224 707

Cornwall Fire and Rescue Service (Home Fire Safety Check) Living Safe and Well
www.safelincs.co.uk/hfsc/
24hr helpline
0800 358 1999

Cornwall Neighbourhoods for Change
(Winter crisis support; winter fuel payments; housing support; benefit and debt support and larder)
www.cn4c.org.uk
01209 310610

Cornwall Partnership NHS Foundation Trust
www.cornwallft.nhs.uk
01208 251 300 (Switchboard)

Cornwall Public Transport
www.cornwall.gov.uk
0300 1234 222

Cornwall Rural Community Charity (CRCC)
www.cornwallrcc.org.uk
01736 334667

Council of the Isles of Scilly
www.scilly.gov.uk
0300 1234 105

Dentist (Find a Dentist)
www.nhs.uk/service-search/find-a-dentist/

Dentist (Emergency)
0333 405 0290

Devon and Cornwall Police
www.devon-cornwall.police.uk
101 (non-emergency)

DisAbility Cornwall and Isles of Scilly
www.disabilitycornwall.org.uk
01736 759500

Family Information Service
0800 587 8191
fis@cornwall.gov.uk

Health and Social Care
www.cornwall.gov.uk/health-and-social-care
0300 1234 131

Healthy Cornwall
www.healthycornwall.org.uk
01872 324200

Healthy Start
www.healthystart.nhs.uk
0300 330 7010
(find out about call charges)
Other ways to contact us:
www.healthystart.nhs.uk/contact-us/

Housing and Homelessness
www.cornwallhousing.org.uk
0300 1234 161

Inclusion Cornwall
www.inclusioncornwall.co.uk
01872 326 440
inclusionhub@cornwall.gov.uk

Jobcentre Plus
www.gov.uk/contact-jobcentre-plus
0845 604 3719

Kernow Credit Union
www.kernowcreditunion.co.uk
01209 314449

Learning Disability Liaison Team
www.cornwallft.nhs.uk/learning-disability-team
0300 1234 131

Lendology
(Cornwall Council Green Loans)
www.lendology.org.uk/contact
01823 461099

LiveWest
www.livewest.co.uk
0300 123 8080

Living Made Easy
https://livingmadeeasy.org.uk/
0300 999 0004

Meal Providers

Oakhouse Foods
www.oakhousefoods.co.uk
0333 370 2514

Wiltshire Farm Foods
www.wiltshirefarmfoods.com
01326 378444

Merlin Neuro Therapy Centre
www.merlincentre.org.uk
01726 885530
hello@merlincentre.org.uk

Met Office
www.metoffice.gov.uk
0370 900 0100

NHS 111
www.nhs.uk
Dial 111 free

National Domestic Abuse Helpline
www.nationaldahelpline.org.uk
0808 2000 247

National Energy Action
www.nea.org.uk
0800 304 7159

National Energy Foundation
www.nef.org.uk
0800 107 0044

National Grid
(previously Western Power Distribution)
General contact enquiries:
0800 096 3080

Power cuts and emergencies:
0800 6783 105 or 105
Web chat: www.nationalgrid.co.uk
Minicom: 0845 601 2318

National Highways
www.nationalhighways.co.uk
0300 123 5000

NHS Cornwall & Isles of Scilly
cios.icb.nhs.uk
01726 627 800

NHS Mental Health 24/7 Response Line
NHS 111 and select the mental health option

NHS Talking Therapies
Cornwall Partnership NHS Foundation Trust
cornwallft.nhs.uk/talking-therapies
01208 871905

Out of Hours GP services
Dial 111 free

Patient Advice and Complaints Team (PACT)
Cornwall Partnership NHS Foundation Trust PALS
01208 834 620

RCHT PALS
01872 252 793

Pentreath Ltd.
www.pentreath.co.uk
01726 862 727

Private Sector Housing Team
www.cornwall.gov.uk/housing
0300 1234 582
psh@cornwall.gov.uk

Rough Sleeper Services
www.streetlink.org.uk
0300 500 0914

Royal British Legion
www.britishlegion.org.uk
0808 802 8080

RCHT West Cornwall Hospital and St. Michaels Hospital
www.royalcornwall.nhs.uk

West Cornwall Hospital
01736 874000
St Michael's Hospital
01736 758854
Volunteering in hospitals
01872 253 737

Royal Voluntary Service (RVS)
www.royalvoluntaryservice.org.uk
0330 555 0310
01209 218179

SADA (SAD Association)
www.sada.org.uk
contact@sada.org.uk

Samaritans
www.samaritans.org
116 123

Solid Fuel Association
www.solidfuel.co.uk
01773 835 400

Stop Smoking Calculator
www.nhsinform.scot/stopping-smoking/calculate-my-savings

St Petrocs
www.stpetrocs.org.uk
01872 264 153

Transformation Cornwall
transformation-cornwall.org.uk
info@transformation-cornwall.org.uk

Transformation CPR
01209 719415
admin@transformationcpr.org

Truro City Council
www.truro.gov.uk
01872 274 766

Veterans' Gateway
www.gov.uk/government/collections/find-support-for-veterans-and-their-families
0808 802 1212

Victim Support
www.victimsupport.org.uk
0808 1689 111 - 24/7
0300 3030 554 - Mon-Fri
local support available 12-6pm

Volunteer Cornwall
www.volunteercornwall.org.uk
01872 265 305
Transport
01872 265 300
enquiries@volunteercornwall.org.uk

Wales & West Utilities
0800 912 2999
www.wwutilities.co.uk

With You
www.wearewithyou.org.uk
0333 2000 325 (24hrs)

Winter Fuel Payments
www.gov.uk/winter-fuel-payment
0800 731 0160

YZUP
01872 300 816
A confidential and professional drug and alcohol service for young people aged 11 to 18 in Cornwall and the Isles of Scilly.



There are many different places that can help you across Cornwall and the Isles of Scilly including:

10 Minor Injury Units
Most are open every day, including evenings and weekends. Check times before you go.

Urgent Treatment Centre at West Cornwall Hospital
Open every day from 8 until late.

Pharmacies and Community Hubs
See information below.



Minor Injury Unit or Urgent Treatment centre

No appointment needed.

Your nearest may not be your quickest so check wait times and locations online before you go.

Pharmacies

There are more than 90 pharmacies in Cornwall.

Find your nearest and check opening times.

Community Gateway Service

Call 01872 266383 or email welcome@kernowgateway.org.uk

Open 7 days a week from 8am to 8pm.

The Community Gateway is a dedicated telephone line that can help you find professional voluntary sector support.

Your Community Hubs

Offering you a safe and welcoming place to get help and support with your mental and physical health and wellbeing. This includes, tackling loneliness, providing a selection of warm and cool spaces, food and activities you can get involved in with others.























































For help this Winter call **0800 954 1956** | or email **advice@cep.org.uk**

This guide has been produced by Inclusion Cornwall on behalf of the Winter Wellbeing Partnership and funded by Cornwall Council's Public Health.

To ask for more copies of this Winter Wellbeing Guide or to provide feedback for next year's version please email **winterwellbeing@cornwall.gov.uk** or call **01872 326440**

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Cornwall recycles
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