

# KEEPING WELL THIS WINTER

## YOUR GUIDE TO A HEALTHY SEASON



North East London



Havering  
LONDON BOROUGH

# INTRODUCTION

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

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

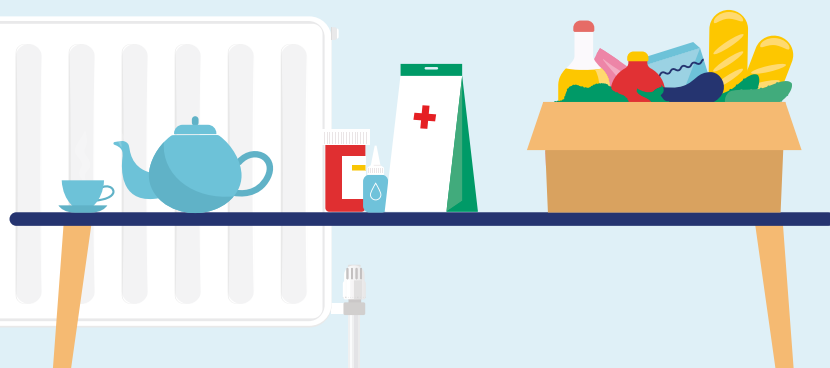
Keeping warm and well over the winter can help to prevent colds, Covid-19, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

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

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

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

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



## WINTER WELLNESS TIPS



### STAY WARM

- Heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom.
- Wearing several layers of clothing will keep you warmer than one thicker layer.
- If you are struggling to heat your home, you can visit a number of warm spaces in Havering. They include libraries and leisure centres and some offer hot drinks and Wi-Fi. Visit [havering.gov.uk/warmspaces](https://www.havering.gov.uk/warmspaces)



### GET VACCINATED

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



### CHECK YOUR MEDICINE CABINET

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



### STAY HEALTHY

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



### STAY CONNECTED

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

# FIND ADVICE AND SUPPORT

## HEALTH AND WELLBEING



### NHS 111

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

### Seeing a doctor out of hours

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

### Pharmacy

Your local pharmacist can offer advice as well as medication. Many pharmacies are open late and over the weekends and you do not need an appointment to see a professional. Some offer free delivery services, so check with your local pharmacy. Community pharmacists can also supply prescription medicines if you need them for seven different conditions without you needing to see a GP, under a new scheme called Pharmacy First. These conditions are:

- earache in children (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections (UTIs) in women (aged 16 to 64 years)

### Urgent Treatment Centres


For help with minor injuries and illnesses visit the Urgent Treatment Centres at Barking Community Hospital and Harold Wood Polyclinic. These are open 8am-10pm, seven days a week. Call NHS 111 to book an appointment or walk in and wait to be seen.

### Mental health crisis support

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

### Mind in Havering, Barking and Dagenham

Gives mental health support through a range of services.

 **01708 457040** Monday to Friday, 9am to 4.30pm.

### Havering Talking Therapies

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

 **0300 300 1554**

 **[www.talkingtherapies.nelft.nhs.uk/havering](http://www.talkingtherapies.nelft.nhs.uk/havering)**



### Winter Wellness Scheme

Here to support your health and wellbeing throughout the winter months. Run by Havering Council in partnership with local voluntary groups, it provides friendly check-ins, tailored advice and ongoing care to support you this winter.

 **01708 432280**


 **[www.havering.gov.uk/winterwellness](http://www.havering.gov.uk/winterwellness)**

## LONELINESS AND SUPPORT



### The Silver Line run by Age UK

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

 **0800 4 70 80 90** – call free

### Age UK


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

 **020 8220 6000**

 **[www.ageuk.org.uk/redbridgebarkinghavering](http://www.ageuk.org.uk/redbridgebarkinghavering)**

### Joy directory

Use the new Joy directory to find a local sports club, social group and more.

 **[services.thejoyapp.com](http://services.thejoyapp.com)**




## MONEY AND ADVICE



### Finance advice


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

 **[www.havering.gov.uk/costofliving](http://www.havering.gov.uk/costofliving)**

### Citizens Advice

Provides free, independent, confidential and impartial advice on a wide range of subjects. Appointments are available at their offices in Romford, Rainham, Hornchurch and Harold Hill.

 **0808 189 8273**

 **[www.citizensadvicehavering.org.uk](http://www.citizensadvicehavering.org.uk)**

### Support for carers

If you're a carer and would like some support, Havering Carers Hub can help. Get in touch and find out what support you may be entitled to.

 **01708 961111**

 **[info@haveringcarershub.org.uk](mailto:info@haveringcarershub.org.uk)**

 **[www.haveringcarershub.org.uk](http://www.haveringcarershub.org.uk)**

### Lower your energy bills

The Seasonal Health Intervention Network (SHINE) is a free service that helps low-income people to reduce energy bills.

 **0800 953 1221**

 **[www.shine-london.org.uk](http://www.shine-london.org.uk)**

## COST OF LIVING SUPPORT



If you are struggling with rising costs, remember that you are not alone. Find information on organisations who can support you.

[www.havering.gov.uk/financialadvice](http://www.havering.gov.uk/financialadvice)

### Support with NHS costs

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

[www.northeastlondon.icb.nhs.uk/nhs-costs](http://www.northeastlondon.icb.nhs.uk/nhs-costs)

### Warm spaces

There are a number of warm spaces in Havering that you can go to if you are struggling to heat your home. They include libraries and leisure centres and some offer hot drinks and Wi-Fi.

[www.havering.gov.uk/warmspaces](http://www.havering.gov.uk/warmspaces)

### Food banks

The Trussell Trust can provide food parcels to people who may be struggling to afford the essentials. There are currently three food banks in Havering run by the Trussell Trust which you can access if you have a voucher. The food banks are located

in Collier Row, Romford, Harold Hill and Rainham. Ask them about how to get a voucher, or call their Help Through Hardship helpline.

[0808 208 2138](tel:08082082138)

[www.trusselltrust.org/get-help](http://www.trusselltrust.org/get-help)

### Energy Doctors

A joint service by Havering Council and Age UK to help you save money on energy bills and get your home ready for winter.

[01708 432280](tel:01708432280)

[www.havering.gov.uk/costofliving](http://www.havering.gov.uk/costofliving)

## FAMILY SERVICES



### Family Services Hub

Families can get help and support from

[www.havering.gov.uk/fsd](http://www.havering.gov.uk/fsd)

### Young carers

Imago provides help for young carers and their families.

[0300 111 1110](tel:03001111110)

[youngcarers@imago.community](mailto:youngcarers@imago.community)

### Family voice

Help and support for parents and carers of children with special educational needs.

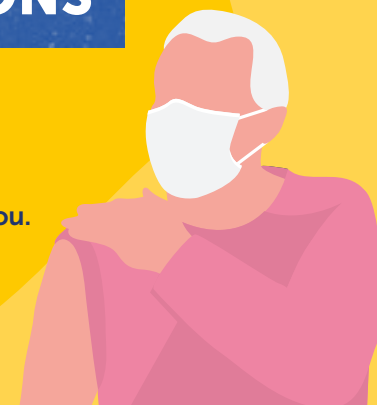
[info@haveringsendfamilyvoice.org](mailto:info@haveringsendfamilyvoice.org)



## WINTER VACCINATIONS

Flu and Covid-19 can be life-threatening and **spread more easily in winter** when we are crowded together inside. If you are eligible, getting vaccinated against flu and Covid-19 will provide **protection for you and those around you**.

It is important to top up your protection, even if you have had a vaccine or been ill with flu or Covid-19 before, as **immunity fades over time** and these viruses can change each year.



### Who is eligible

#### FLU VACCINE

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

Find out more:

[www.nhs.uk/flu vaccine](http://www.nhs.uk/flu vaccine)

#### COVID-19 VACCINE

- All adults aged **75 and over**
- Residents living in a **care home for older adults**
- People aged **6 months and over** who are **immunosuppressed**

Find out more:

[www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)

#### RSV VACCINE

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



## How to book


### FLU VACCINE

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

- Your doctor's surgery
- Your local pharmacy
-  The NHS App
-  [www.nhs.uk/bookflu](https://www.nhs.uk/bookflu)
-  119
- Children aged 2 to 3 years old can get one from your GP or your local pharmacy.

### COVID-19 VACCINE

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

-  The NHS App
-  [www.nhs.uk/bookcovid](https://www.nhs.uk/bookcovid)
-  119

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

### RSV VACCINE

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

**If you are pregnant:**

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

**If you are aged 75 to 79:**

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

### OTHER VACCINATIONS

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

Find out more by visiting

 [northeastlondon.icb.nhs.uk/vaccinations](https://northeastlondon.icb.nhs.uk/vaccinations)



## PEOPLE WHO CAN SUPPORT YOU IN YOUR COMMUNITY

### Support from your doctor's surgery

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

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

## Support in your community

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



**Local Area Coordinators** can help you build your own vision for a good life, help you find solutions to problems you may be facing and connect with local resources.

▶ [havering.gov.uk/localareacoordinators](https://www.havering.gov.uk/localareacoordinators)



**Live Well Havering Health Champions**, run by Havering Council, can support you to improve and maintain your health and wellbeing. Anyone needing motivation and in search of opportunities to make positive lifestyle changes can contact the Live Well Havering Health Champions team.

@ [livewellhavering@havering.gov.uk](https://www.livewellhavering@havering.gov.uk)

## FURTHER INFORMATION

### Translations and alternative formats

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

### Tłumaczenia i alternatywne formaty

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

### Traduceri și alte formate

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

### تراجم اور متبادل فارمیٹ

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

### অনুবাদ ও বিকল্প ফরম্যাট

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

### ਅਨੁਵਾਦ ਅਤੇ ਵਰਕਵਰਕ ਫਾਰਮੈਟ

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

### ترجمے تے دوجے فارمیٹ

ایہ کتابچہ کئی کمیونٹی زبانوں وچ ساڈی ویب سائٹ توں ڈاؤن لوڈ کیتا جا سکدا اے۔ وزٹ کرو: [www.northeastlondon.icb.nhs.uk/winter](https://www.northeastlondon.icb.nhs.uk/winter)

## YOUR FEEDBACK



We would like to hear your views on how useful you found this booklet. Complete the survey by visiting [www.surveymonkey.com/r/FBLYYP6](https://www.surveymonkey.com/r/FBLYYP6)

## FLU HIT HARD LAST WINTER AND SENT MANY PEOPLE TO HOSPITAL

## PROTECT YOURSELF EARLY

Book your vaccine or walk into a pharmacy now.



# YOUR ROUTE TO URGENT HELP



Minor illnesses can often be treated at home



Pharmacists can offer advice as well as medication over the counter



Your GP surgery should usually be your first contact if you have a health problem



NHS 111 provides help with a range of medical issues. They can connect you to an appropriate health professional for advice



Only call for an ambulance if you have a life-threatening medical emergency, or have a severe injury

Find out more by visiting

 [northeastlondon.icb.nhs.uk/urgentcare](https://northeastlondon.icb.nhs.uk/urgentcare)



North East London



Havering  
LONDON BOROUGH