

Your easy read Cornwall guide to



WINTER Wellbeing



2024 - 2025

Reducing fuel poverty, improving health and progress to work

☎ 0800 954 1956 | ✉ advice@cep.org.uk



The Winter Wellbeing 2024 - 2025 Easy Read Guide



This Easy Read guide is for people who need support to read or understand the Winter Wellbeing Guide.



If you need support to read and understand this guide ask someone you trust to help you.

You could ask:

- Your support worker
- A family member
- A friend or neighbour
- Someone at your day service



If you are supporting someone to read this:

We suggest you look at the pictures together first.

Talk about what they might mean.

Next, read the words.

Talk about how the words and pictures go together.





You can look at this guide a few times if you need to.

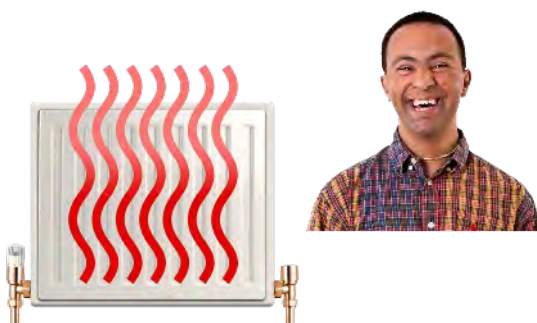
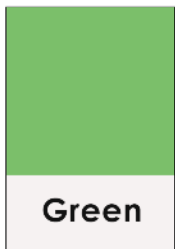


Different words are in different colours:

The words in **GREEN** are the names of organisations you can contact for more information.

Have a look at the back of this guide for all the contact information.

PURPLE words are for websites or email addresses.



What's the Winter Wellbeing Guide About?

The guide has lots of advice and information about how to stay warm, well, safe and happy this winter!



General Information

If you need help with money ask for help as soon as possible.

This is especially important if you are in debt.



Make sure you are getting all the benefits you are entitled to.

For more information about benefits you can contact: www.gov.uk



www.betteroffcalculator.co.uk

Or

www.cornwall.gov.uk/moneyworries

They have advice about things like:



- Housing
- Living costs
- Help with food
- Help with Council tax



Community Energy Plus can give you advice about how to keep your home warm and healthy.

They can help with things like:

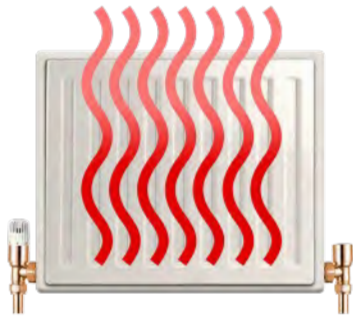
- Understanding bills
- Keeping warm
- Problems with your home like mould or damp
- Fire safety at home



You can call them on: **0800 954 1956**

Or email: advice@cep.org.uk

Or visit: www.cep.org.uk



KEEPING WARM



It is important to keep warm at home.

Ask for help to check if you need to.



What can I do to stay warm?

Wear a few layers of thin clothes. It helps to trap the warm air near your body.

Stay active at home. Move about at least once every hour.

Wear hats, gloves and scarves when you go out.

If you get wet when you are out, change into dry clothes as soon as possible.

Make sure you have plenty of food and medicine at home so that you don't have to go out if it gets very cold.



If you are worried about a neighbour contact:

Cornwall Council on **0300 1234 100**
or
Age UK Cornwall on **01872 266 383**



Getting help with heating costs

You might be able to get help with heating costs if it is very cold.

This is called a **Cold Weather Payment**.

Or you may be entitled to a **Winter Fuel Payment** or **Household Support Fund**

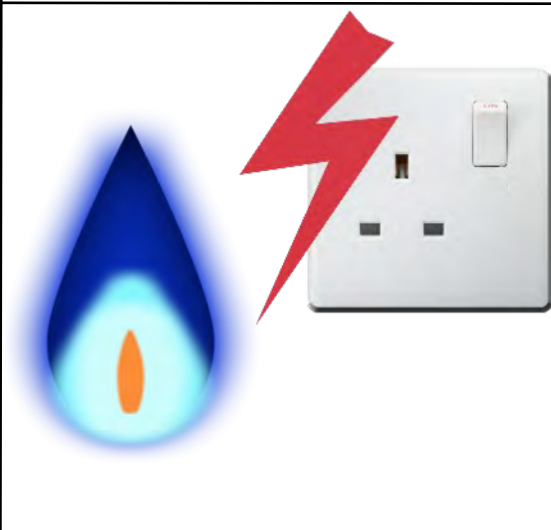
To find out more contact:

Job Centre Plus on **0845 604 3719**

Pension Credit on **0800 991 234** or
www.gov.uk/pension-credit-calculator

Citizen's Advice Cornwall on
0800 144 8848

www.gov.uk/cold-weather-payment



OVO Energy and Boost Customers can ask for support with:

- energy debts
- keeping warm packs
- information about kitchen appliances

Contact www.ovenergy.com for more information.



The Department of work and pensions will contact you if you are on the **Warm Home Discount Scheme**.

You can get a refund of up to £150 on your electricity bill.

They will contact you and send you the payment by 31st March 2025.



If you are a **Live West** tenant you might be able to get help and advice about your heating.

For more information call **0300 123 8080**
Or visit: www.livewest.co.uk/cost-of-living



For more information about staying warm at home and saving money on your bills contact:

Citizens Advice Cornwall on **0800 144 8848** or visit:
www.citizensadvicecornwall.org.uk

or

Community Energy Plus on **0800 954 1956** or
email: advice@cep.org.uk

www.cornwall.gov.uk/costofliving



Priority Services Register

Some vulnerable people can get extra help and support from their energy supplier by going on the priority services register.

For example, the supplier will contact you to let you know if your electricity or gas is going to be turned off.

To find out how to join the Priority Services Register contact **Community Energy Plus** on **0800 954 1956**

or email: advice@cep.org.uk



Wales and West can help by safely turning off the gas supply to a gas cooker you are no longer using.

For more information call **0800 912 2999**
Or visit: www.wwutilities.co.uk



Smart meters can help you save money too.

For more information contact your energy supplier.



How to stay WELL



Cold damp weather can cause health problems, especially if you are:

- Over 60
- On a low income
- Disabled
- A carer
- Living with a long term health condition



There are things you can do to reduce your risk of catching viruses, such as Covid-19 or Flu.

You can:

- Get vaccinated for Covid 19 and flu
- Let fresh air into your home
- Wash your hands regularly
- Cover your mouth and nose if you cough or sneeze
- Wear a face mask in crowded places

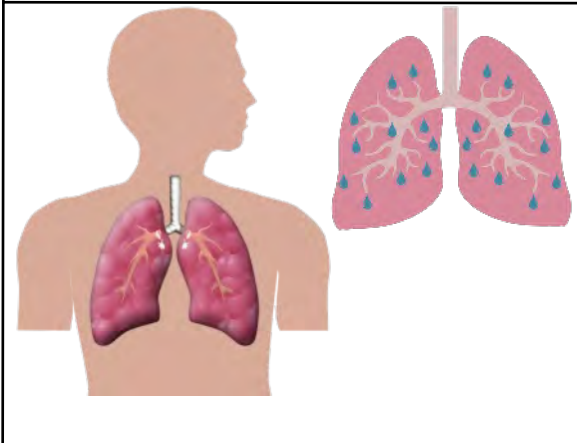


Children and young people with a high temperature should stay at home.

They can go back to school or college when their temperature is back to normal and they feel better.

A normal temperature is between 36.1°C and 37.2°C.

You can buy a thermometer from a chemist to check temperatures at home.



Coughs, Colds, Flu and Covid

These are all things that affect your respiratory system. This means how you breathe.



You can find out more about the symptoms of these illnesses online:

www.nhs.uk/conditions/respiratory-tract-infection/



If you have symptoms and are worried contact **NHS 111** for advice.

Call **999** if it is an emergency.



If you have symptoms you should:

- stay at home
- try not to mix with other people



If you have a high temperature stay at home until it goes down and you start to feel better.



Be extra careful if you know people who are at high risk of catching Flu or Covid 19.

Keep your distance to protect them and stop them catching an infection from you.



Wash your hands regularly with soap and water.



If you have to go to the doctor or dentist, contact them first to let them know about your symptoms.

They will decide if it's ok for you to go to the appointment or not.

	<p>If you have to go out with a respiratory infection, you can keep other people safe by:</p>
	<p>- wearing something over your mouth and nose such as a face mask or scarf.</p>
	<p>- stay away from places where there are lots of people such as parties.</p>
	<p>- cover your mouth and nose if you cough or sneeze.</p>
	<p>- After you have coughed or sneezed wash your hands with soap and water for about 20 seconds.</p>
	<p>- Try not to touch your face.</p>



Visit www.nhs.uk/flujob to find out if you can get a free flu jab.



Go to www.nhs.uk to find a pharmacy near you that can give you a flu jab.



Try not to spread your illness to other people you live with by:



- keeping your distance from them if possible.




- Cover your mouth and nose with a face mask or scarf in areas you share such as the kitchen.



- Open windows regularly to let some fresh air in.

Try to leave them open for at least 10 minutes.

	<p>- Wash your hands regularly.</p> <p>Remember to keep door handles, remote controls and kitchen surfaces clean too!</p>
	<p>If someone needs to come to your house and they have symptoms such as coughing or sneezing, ask them to wear a face mask and keep their distance.</p>
	<p>Vaccinations</p> <p>Vaccinations are the best way to protect yourself from Flu or Covid 19.</p> <p>Check if you are eligible online:</p> <p>www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/ and www.nhs.uk/conditions/covid-19/covid-19-vaccination/</p>
	<p>Flu Vaccines for Children</p> <p>If you are a parent, talk to your child's doctor about getting a nasal spray to protect your child against flu.</p>
	<p>Children aged between 6 months and 2 years who have a health problem are more likely to catch flu so they can get a free flu jab.</p>



Pneumonia

For more information about pneumonia check out:

www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination/



Shingles

If you're aged between 65 and 80 you are able to get a free shingles vaccination.

Ask your doctor for more information about a shingles vaccination.



Norovirus

This is a type of stomach bug. It causes sickness and a high temperature and is easy to catch, especially in the winter.

If you think you might have norovirus do not go to your doctor or visit people in care homes or hospital.

If you are not better after about 3 days call your doctor or **NHS 111** for advice.



Other reasons for calling NHS 111

- If you are worried about the health of a baby less than a year old.
- If your baby stops breast feeding or bottle feeding when they are ill.
- If your baby keeps being sick or has diarrhoea, or blood in their poo.



If you are at all worried about the health of your baby:

- tell your doctor or someone you trust
- Or call **NHS 111** for advice



Being 'housebound'

Some people can be 'housebound' because of a health problem or a disability.

Housebound means you are not able to leave your home.

If you are housebound you can get some services like eye tests or dental checks at home.



Call **NHS 111** to find out more about services for people who are housebound.

If you are worried about a friend or neighbour who is housebound or who has just come out of hospital, contact **Age UK Cornwall Helpline** for advice on **01872 266 131**



British Red Cross can lend equipment such as wheelchairs and toilet aids for people who are housebound or have come home from hospital. They also have equipment for sale.

For more information call: : **01209 614 928**



Keeping Active

Keeping active can help you stay well in winter. Moving about is good for your heart and your circulation.

At My Age runs classes and events in local communities for people over 50 to help them stay active and healthy. It includes things like dance, healthy eating and Tai Chi.

To find out what's on in your area contact **Age UK Cornwall** on **01872 266 383**

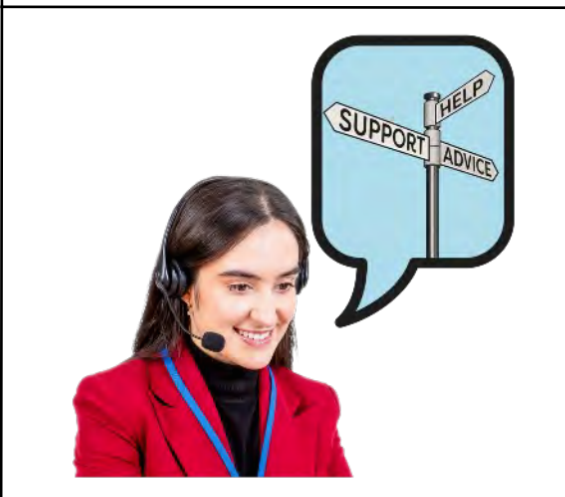


Health and Social Care can give you an assessment to check you have any equipment you might need to stay active such as walking aids.

They can also help you make changes to your home such as putting up handrails or outside lights.

For more information call **0300 1234 131**

Or visit: www.cornwall.gov.uk/health-and-social-care



AskSARA can give you advice if you are having problems with day to day tasks.

Or visit www.nhs.uk/better-health/how-are-you-quiz and complete a quiz about better health.

Call **AskSARA** on **0300 1234 131**

Or visit: www.cornwall.gov.uk/asksara/



Look after yourself

It is important to look after yourself, especially if you have a long term health condition or disability.

The **Healthy Cornwall** website has lots of information about how to look after yourself. For example:

- Managing your weight
- Healthy eating
- Stopping smoking
- Mental Health and wellbeing

For more information about looking after yourself or how to get a personalised support plan check out the **NHS Intergrated Care System** website at www.cios.icb.nhs.uk/health/long-term-condition/

Or speak to your GP surgery.



Health Checks

If you are aged between 40 and 74 without a known health condition you might be able to get a free NHS Health Check even if you feel well.

The check can help you reduce the risk of getting some conditions such as heart disease or diabetes.

To find out more visit www.nhs.uk/conditions/nhs-health-check or speak to your GP.



If you are living as part of a family with children aged up to 2 years old you can get advice about health from **The Health and School Nurse Advice Line** on **01872 322779**

Together for Families has up to date information about children's services run by Cornwall Council.

Check out **Together for Families** Facebook page and Parenting podcasts for more information.



Learning Disability Health Checks

People with a learning disability often have poorer health than other people.

This could be because they find it harder to talk to health professionals about their health or symptoms.



They can find it harder to make appointments about their health.

Also, health professionals don't always understand the needs of people with a learning disability.



If you have a learning disability and would like support to find out more about having a health check, contact the **Learning Disability Liaison Team** on **0300 1234 131**.

They will be able to answer all your questions and support you to have a health check.



Stop smoking

Smoking affects your mental and physical health.

Stopping smoking is one of the most important things you can do to improve your health.



The **Stop Smoking Calculator** helps you work out how much money you spend on smoking and how much you could save if you stop. Most people save around £2000 a year.



It is easier to stop if you have support than if you try to do it on your own. The **Healthy Cornwall** website has information on how to stop smoking.

www.healthycornwall.org.uk



Eat Well

Eating well can help you stay healthy or help you to get better more quickly if you have been ill.

Some tips on eating well

Eat hot meals every day, They will keep your energy levels up.

Drink hot drinks regularly. They will help you stay warmer for longer.

Try to eat at least 5 portions of fruit and vegetables every day. They are a good way of getting the minerals and vitamins your body needs to stay healthy.

The fruit and vegetables can be fresh, frozen, tinned or dried.

A warm breakfast like porridge is a good way to help you feel warm and to give you energy.



Try to keep plenty of food at home so that you don't have to go out in the cold weather. Especially if you feel unwell, or if it is icy.



There are lots of websites where you can find good ideas and recipes for healthy meals that don't cost too much.

You could try:

www.endchildpoverty.org.uk

or

www.nhs.uk/healthier-families/recipes



If you find it difficult to make meals for yourself, ask someone you trust for help.

They may be able to help you cook a meal or help you get prepared meals delivered to you.

If you are losing weight without meaning to it might be because you are not eating well. Speak to your GP or nurse for advice.



Food banks

If you need help with food Cornwall Council can help you get support.

Visit one of their family hubs or Citizens Advice Cornwall.

Find out more about foodbanks at:

www.letstalk.cornwall.gov.uk/help-with-food



You might be entitled to other help if you don't have enough food to eat. To find out more go to:

www.cornwall.gov.uk/moneyworries



Healthy Start Cards

If you are more than 10 weeks pregnant or have a child less than 4 years old, you might be able to get a Healthy Start Card

It will give you up to £4.25 a week to help you buy milk, fruit, vegetables, or vitamins. To find out more go to

www.healthystart.nhs.uk





How to stay SAFE



Cold weather warnings – snow and ice

Cornwall Council gives warnings if the weather is going to be especially bad and means for example schools or roads will have to close.

You can find out more by visiting www.cornwall.gov.uk



The website gives information on things like:

- how to drive safely
- what to do in an emergency such as flooding
- tips and information on how to prepare for very bad weather



If you use X (which used to be called Twitter) you can follow **#CCsnow** or **#CCfloods** if weather is bad.

If you don't have access to the internet, you can call **The Met Office** on **01392 885 680** to get up to date local weather forecasts.



Cornwall Fire and Rescue Service

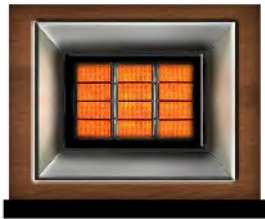
Most fires start by accident.

You can reduce the risk of a fire starting in your home by learning about possible dangers.

You can scan the QR code with your phone to find out more

or visit

www.safelincs.co.uk/hfsc



Carbon Monoxide

Carbon Monoxide is a gas that is produced when you use fuels such as gas, oil, coal or wood.

You can not see, smell or taste Carbon Monoxide.

It is a poisonous gas, so it is important to have a Carbon Monoxide detector in your home if you have cookers, heaters, coal fires or wood burners. These are called appliances.

Gas appliances should be checked every year by a qualified engineer.



Check the engineer's identity card to make sure she/he is properly qualified to check your appliance.

Have your chimney swept every year.



Cornwall Fire and Rescue Service can talk to you about Carbon Monoxide detectors and keeping safe.

You can call them on **0800 358 1999**
Or visit: www.safelincs.co.uk/hfsc/



Symptoms of Carbon Monoxide poisoning

Some symptoms are:

- Headaches
- Dizziness
- Nausea (feeling sick)
- Tiredness
- Shortness of breath (difficulty breathing)

Some of these symptoms are the same as you get with a virus or flu.

One difference is with Carbon Monoxide poisoning you will not have a high temperature

If you have these symptoms when you are at home but not when you are anywhere else, it could be Carbon Monoxide poisoning.

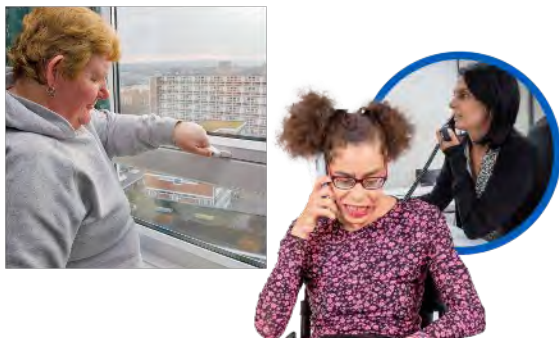
Don't ignore the symptoms especially if someone else in your house is feeling the same.





If your Carbon Monoxide detector sounds, or if you think you might have a Carbon Monoxide leak you should:

- Stop using all your appliances
- Switch all your appliances off
- Open doors and windows
- Call **0800 111 999** to report the incident or call the **HSE Advice Line 0800 300 363**
- Seek medical help



If you feel unwell go to your local Accident and Emergency Department immediately.



Private Sector Housing

Private Sector Housing means housing that is owned by a private landlord instead of an organisation (like Live West).

Your landlord has a duty to make sure your home is safe and meets certain standards. For example, your home should not be:

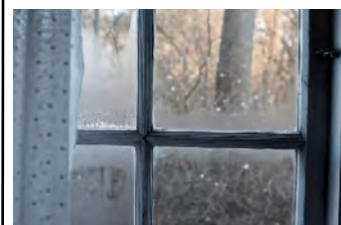
- Excessively (very) cold
- Damp
- Hazardous to your health in any way. This means it shouldn't badly affect or risk your health.



You should tell your landlord if you have any of these problems or if you have other problems such as tripping on uneven steps.

If your landlord does not help you, you can contact Cornwall Council's **Private Sector Housing Team** for help and advice on **01872 324110**.





Condensation and mould

If your home is damp or doesn't get enough fresh air, you might get mould growing on your walls

Condensation can cause mould. Especially if your home isn't heated properly. Or if it doesn't get enough fresh air

Mould can increase your risk of getting some illnesses. Especially illnesses connected to your breathing.



There are things you can do to reduce the risk of mould and condensation. For example, you can:

- Open windows regularly
- Use an extractor fan
- Use a dehumidifier

For more information and advice contact **Community Energy Plus** or look online at: www.cep.org.uk/resources/factsheets-and-leaflets

Woodburners, Open Fires and Indoor Stoves



You can use these better by:

- checking them regularly
- making sure your chimney is swept at least once a year
- using the right fuel

For more information go to the **DEFRA** website: <https://uk-air.defra.gov.uk/library/burnbetter/>



Safety checks in your home: Chimney Sweeping

Chimney fires can happen if you have a coal fire or wood burner. You can reduce the risk of a chimney fire by having your chimney swept at least once a year.

If you use it all day every day, it should be swept more often. For more information contact the **Solid Fuel Association** on **01773 835 400**.



Gas Safety Checks

Contact your energy supplier to find out if you can get a free gas safety check. You might be entitled to get free help with small repairs to gas appliances also.



Boiler Servicing

Your boiler should be serviced at least once a year. This will:

- Keep you safe
- Save you money by using less fuel
- Save you money on expensive repairs
- Avoid breakdowns
- Help your boiler work properly for longer



Supportmatch Homeshare

If you:

- Live on your own,
- Have a spare room,
- Need help with cooking cleaning or shopping,
- Enjoy friendship,
- Are interested in sharing your home

Contact www.supportmatch.co.uk/ for more information.



Trips and falls

Lots of people have trips and falls in the winter, especially because of snow, ice, strong winds or wet leaves.

You can avoid trips and falls by wearing sensible shoes or boots with non-slip soles, even if you are inside.

Make sure your clothes are not trailing on or near the floor.

Make sure mobility aids such as walking frames and wheelchairs are checked regularly and are in good condition.



Keep a good supply of food and medicine at home so that you don't have to go out in bad weather.



Transport

If you need transport to get to a hospital appointment, contact:

Volunteer Cornwall on **01872 265 300** or **Transport Access People** on **01872 223 388**

They have car drivers who can get you there and back.

You will have to pay.
How much you pay will depend on how many miles you need to travel.



Bus Travel

Bus travel in Cornwall costs no more than £2 for a single fare, £7.50 a day or £30 per week until December 2025 (increasing to £3 from January 2025 until December 2025). For more information contact www.transportforcornwall.co.uk

If you use a scooter and are not sure if it will fit on a bus, **Go Cornwall** can come to your home and check for you. For more information call **0808 196 2632**.

If you have problems reading the signs on the bus that say where it is going you can get a 'help me' card from the **Cornwall Bus Accessibility Team**.

Call **0808 196 2632** for more information.



If you are an older person or have a disability you might be able to get a free bus pass.

For more information call the **Concessionary Fare Team** on **0300 1234 222**.

If you have problems using public or private transport the community transport team might be able to help you.

Contact: www.cornwall.gov.uk



If it is very bad weather and you can't get out of your home, contact **Volunteer Cornwall** on **01872 265305** or email enquiries@volunteercornwall.org.uk

They might be able to help by delivering food and medicine to you at home.



Emergency housing and homelessness

You can get help if you are homeless or at risk of being homeless.

If you are in this situation, contact **Cornwall Housing** as soon as possible on **0300 1234 161** or visit:

www.cornwall.gov.uk/housing/homeless-or-at-risk



If you or someone you know is sleeping rough, for example sleeping in the street, contact **Streetlink** on 0300 1234 161

Or email:

roughsleeperaccessservice@cornwall.gov.uk



You can scan the QR code with your phone to find out more

or visit:

www.thestreetlink.org.uk/



Domestic Abuse

Domestic abuse includes:

- Physical abuse
- Sexual abuse
- Violence
- Threatening behaviour
- Someone trying to control you
- Someone trying to force you to do things
- Emotional abuse
- Psychological abuse such as name calling

Abuse can be something that happens once or many times.

Most people who are domestically abused are women but it can happen to men too.



Everyone should be able to live their life without being abused or living in fear of abuse.

If you are experiencing domestic abuse remember,

**it is not your fault
and there is help available.**

There is also help for people who want to change how they behave.



For more help contact:

Safer Futures Helpline on **0300 777 4777** or <https://saferfutures.org.uk/>

They are open Monday - Friday 9am-9pm and Saturday 9am-5pm

Devon and Cornwall Sexual Assault Referral Centres (SARC) on **0300 303 4626**

Cornwall Refuge Trust 24-hour Helpline on **01872 225629**.

www.cornwallrefugetrust.co.uk/

Other useful contacts

West Cornwall Women's Aid Helpline **01736 367539** or <https://wcwaid.co.uk/>

The Women's Centre Cornwall Helpline **01208 77099** or

www.womenscentrecornwall.org.uk/

They are open Monday-Friday 10am-1pm
And Monday 6-9pm

National Domestic Abuse 24-hour Helpline **0808 200 0247**

If you are a man experiencing domestic abuse call : **Mankind Helpline: 01823 332 444** or www.mankind.org.uk/

If you are in danger call 999

If you are afraid to speak when you call 999 and the operator speaks to you, press 55 on your phone.

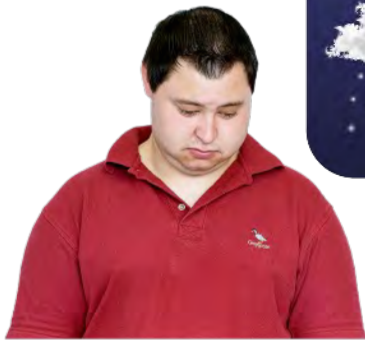
This will let the operator know you need help.



55



How to feel **HAPPY**



Winter can be a great time to celebrate.

You might meet family and friends.

But for some people it can be a sad or stressful time.



Mental Wellbeing

Mental wellbeing means how we feel and how that affects our lives. For example how our feelings affect our friendships or work.

1 in every 4 people in Cornwall are affected by mental illness at some time.

Most of us know someone affected by mental illness.

If you are worried about your own mental health or someone else's call:

Cornwall and Isles of Scilly NHS Mental Health Response Line on **0800 038 5300**

NHS 111

Or talk to your GP





People In Mind can offer mental health support for people aged over 16 in Cornwall and the Isles of Scilly.

For more information contact **People In Mind** on **01872 266383**

Or email:
gateway@ageukcornwall.org.uk

Or visit: www.peopleinmind.org.uk/



Community Hubs

A Community hub is somewhere you can go for help . For example for help with cost-of-living problems.

This means things like food, bills and other things you have to buy.

Sometimes these hubs can be called Warmth Hubs.

It is a safe place where you can meet people, get help and stay warm.

To find more about community hubs near you visit:

www.cornwallsf.org/community-hubs/



For more information about other help available with mental health issues visit:

www.nhs.uk/mentalhealth

www.cornwall.gov.uk/wellbeingguides

www.pentreath.co.uk

www.citizensadvicecornwall.org.uk/debt-advice



Mental Health Safety Plans

A mental health safety plan can be a good way of planning what to do in a mental health crisis before it happens to you.

To find out more about how to make your own Mental Health Safety Plan visit:

www.cornwall.gov.uk/mhsafetyplans



NHS Talking Therapies are free for people who are:

- over 16
- registered with a doctor
- living in Cornwall or the Isles of Scilly.

For more information call **01208 871905** or visit: <https://www.cornwallft.nhs.uk/talking-therapies>



If you are feeling very distressed or that your life is not worth living any more call **The Samaritans** on **116 123** any time to talk things through.



Orange Button Community Scheme

This is a scheme that helps you find people in your community who are specially trained to help people with mental health issues.

They will be wearing a special orange badge.

To find out more about the scheme and what the badge looks like visit:

www.cornwall.gov.uk/orangebutton



Social Prescribing

Being involved in your community can help with your mental health.

A social prescriber can help you to find out about what is going on in your area and how you can get involved.

Social Prescribers work in GP surgeries.

To find out more call your GP surgery.



Drug or Alcohol Abuse

For support with drug or alcohol abuse call **We Are With You** on **0333 2000 325** or visit: www.wearewithyou.org.uk/

If you are under 18 call **YZUP** on **01872 300 816**



Hate Crime

Hate crime is when someone commits a crime against you because they don't like something about you.

For example, they might not like you because of your skin colour, your religion or your sexuality.



There are special laws against hate crime.

If you have been the victim of a hate crime contact **Safer Cornwall** for support and advice on their 24-hour helpline.

Call **0800 138 1625**

or visit: www.safercornwall.co.uk/



Feeling SAD in winter

SAD is the name given to a kind of winter depression. The full name is Seasonal Affective Disorder.

SAD usually affects people in December, January and February.

For more information about SAD contact **SADA** on **0808 169 8313**.

Or visit: www.sad.org.uk



Joining in

It can be harder to join in with things in the winter, especially if you are older.

It is easy to start feeling isolated and lonely.

Age UK Cornwall has an Active Living Support Scheme that can help you with:

- Shopping
- Gardening
- Social activities
- Companionship

Their Active Plus Communities scheme can help you make friends and get involved in your community. For more information call **01872 266 383**

Or visit: <https://www.ageuk.org.uk/cornwall/>



Libraries

Your local library runs lots of activities for children and adults. To find out about what is on offer near you, visit:

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



Start Now

Start Now has lots of ideas online to help young people find out about support to look after their mental health.

For example, you can get help to have your voice heard in schools and in your community.



You can also get involved in making services better or children and young people. For more information visit

www.startnowcornwall.org.uk



Help with loneliness and wellbeing

Royal Voluntary Service has volunteers that help with personal and practical support. For example, they organise:

- Home based library service (books brought to you at home)
- Lunch clubs
- Social clubs
- Meals on Wheels (meals brought to you at home) in Redruth or Falmouth area
- Transport to get to medical appointments
- Transport to get to social activities

Call **01209 218179** for more information.



Inclusion Matters and Cornwall Rural Community Charity can help, for example with:

- Feeling like you belong in your community
- Support to take control of your health and wellbeing
- Daily living skills like shopping, cooking, and cleaning
- Finding activities in your area
- Getting a volunteer to help you at home
- Getting a volunteer to help if you have been in hospital and are going home.

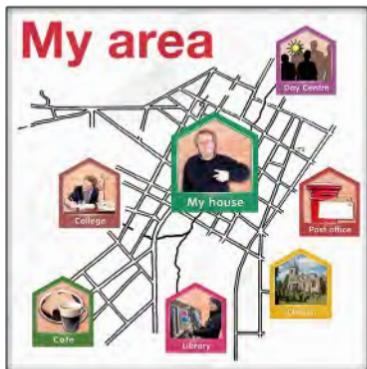
Contact **Inclusion Matters** on **01872 266383** or **CRCC** on **01872 273952**.





Age UK Cornwall has a helpline you can call for advice and information about social clubs and activities.

Call **01872 266 383** or visit:
www.ageuk.org.uk/cornwall



British Red Cross can help if you are lonely and live in the Camborne or Redruth area.

Call **07912 080912**
or email: Ctreloar@redcross.org.uk



Volunteer

Being a volunteer means giving your time to help someone else without being paid to help them. You only have to give as much time as you can.

Volunteering can help you too. For example, it can help:

- Your physical and mental health
- You make new friends
- You learn new skills
- You get involved in your community



Age UK Cornwall has lots of opportunities for you to volunteer, for example driving or helping with IT.

Call **01872 266 383** or visit:
<https://www.ageuk.org.uk/cornwall/>



Citizens Advice Cornwall has opportunities for volunteers including advisors and office work. You don't need experience – they will train you!

To find out look online at:

www.citizensadvicecornwall.org.uk/volunteer-with-us

Or call: **0800 1448848**



Help for carers

Cornwall Carers Service

A carer is someone who gives unpaid care to another person. For example, a family member or neighbour who is:

- Unwell
- Disabled
- Has a mental health issue
- Has an addiction

Cornwall Carers Service helps carers look after themselves too.

They can help carers with personal plans and activities as well as supporting them to be a carer.

For more information call **01736 756655**
Email: hello@carersadvice.org.uk
Or Visit: www.cornwallcarers.org.uk/



Cornwall Rural Community Charity and their partners can help you with support if you are an unpaid carer.

This includes help with:

- Emotional support
- Applying for grants
- Carers training
- Advice and information



They also have special services to help Young Adult Carers aged between 16 and 25 and Younger Carers.

Call **01872 273952** for more information.



More about Money

Managing your money can be hard, especially if you are on a low income.

Problems with money can make you feel anxious and worried.

You might worry about getting into debt and not being able to pay your bills.

You can check you are getting all the benefits you are entitled to at:

www.cornwall.gov.uk/costofliving



Age UK Cornwall can give you free advice and information if you are worried about money. They can also help you fill in application forms.

Call **01872 266 383** for more information.



Inclusion Cornwall has information and support to help with moving from welfare into work. Call **01872 326 440** or visit: www.inclusioncornwall.co.uk

Cornwall Council can help if you are worried about paying your Council Tax

Find out more at:

<https://www.cornwall.gov.uk/>

Or call the **BenefitContact Centre** on **0300 1234 121** for advice if you are on Universal Credit or Housing benefit and the amount of money you are getting to pay your rent is less than your rent actually costs.



Pension Credit

Pension Credit is a benefit for retired people who have an income of less than £200 per week

If you receive Pension Credit you might be entitled to other things such as:

- Free TV license
- Free dental treatment
- Help with housing costs
- Winter Fuel Payment

To find our more visit:

www.gov.uk/pension-credit-calculator/

or call the **Pension Scheme Helpline** **0800 99 1234**



More about Council Tax Support

If you live alone, you can get 25% off your council tax bill.

If someone in your house is disabled, you might be able to be moved to a lower council tax band.

This means your Council Tax bill will be lower.

If you have no income or a low income you might be able to get help with your Council Tax

For more information contact **Cornwall Council** on **0300 1234 100**.



Disability Information and Advice Line (DIAL)

DIAL can help with information advice and support on things like:

- Health
- Housing
- Independent living and equipment
- Your rights
- Training

You can also use the DIAL phone line to report a hate crime.

The **DIAL** phone line is open from Monday to Friday between 9am and 4pm **01736 759500**.

email: advice@dialcornwall.org.uk



Cornwall Council Crisis Awards

You might be able to get help if you have an emergency and need urgent help to meet your needs.

The grant they offer is up to £1500.

Cornwall Council Care Awards help people who are vulnerable to live more independently.

For more information about Crisis Awards and Care Awards contact the **Benefit Contact Centre** on **0300 1234 121**.



Citizens Advice Cornwall can give you confidential advice about:

- Debt
- Money
- Benefits

They can also help you to fill in benefits forms. Call **0800 144 8848**

Or visit: www.citizensadvice.org.uk



Job Centre Plus

They can give you information if you are being made redundant. This means if you are losing your job because your employer doesn't need you to work anymore.

They can also help if you don't have the right skills to get a job because you don't have much work experience.

Call **0845 604 3719** or visit

www.gov.uk/contact-jobcentre-plus



	<p>Veteran's Gateway supports people who have worked in the Army or Navy and their families. For example, with:</p> <ul style="list-style-type: none"> - Housing - Personal relationships - Employment <p>Call 0808 802 1212 Or visit: www.veteransgateway.org.uk</p>
	<p>Royal British Legion support service men and women and their families.</p> <p>This includes giving help with:</p> <ul style="list-style-type: none"> - Benefits advice - Financial support - Training - Home adaptations <p>Call 0808 802 8080 Or visit: www.rbl.org.uk</p>

Updated from 2023-24 Easy Read Guide produced by Cornwall People First.





WINTER Wellbeing

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 Wellbeing and Public Health. To ask for more copies of this Winter Wellbeing Guide or to provide feedback for next year's version please email phdesk@cornwall.gov.uk or call **01872 324280**

