

**STAY SAFE,**

*Warm and Well*

2022/23



**A HELPFUL GUIDE TO SUPPORT  
YOU IN THE COLDER MONTHS**

Supported by:

**Yakult**

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# STAY SAFE, Warm and Well

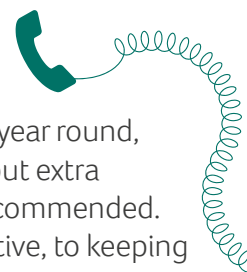
As we head into the colder months, we want to help make sure you're staying safe, warm and well. We've put together a helpful guide filled with useful advice and practical information.



Tips and advice on how to stay safe – such as preparing for bad weather and ensuring your home is gas-safe.



As temperatures drop, staying warm is key to health and happiness. Discover what you can do to help keep your home warm, and energy bills as low as possible.



It's important to stay healthy all year round, both physically and mentally – but extra vigilance during the winter is recommended. From eating well and staying active, to keeping in touch with loved ones, and looking after your mental health.



## PREPARING FOR BAD WEATHER

When the weather turns colder, it's important to plan ahead to keep you and your home safe.

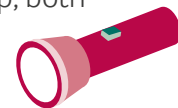


- **Stock up on the essentials:** to avoid unnecessary trips outside. This includes making sure you have prescriptions in before Christmas
- **Ask a friend, volunteer or neighbour:** someone you trust, who can help with shopping, medication or anything else you might need
- **It's useful to know your neighbours in case of an emergency:** so make sure to reach out to someone friendly and note down their contact details at the end of this booklet
- **Keep a list of useful contacts:** we have prepared a list for you at the end of this guide. Keep this handy, so that it's easily accessible
- **Emergency supplies:** keep torches, a battery powered radio and spare batteries where they're easy to find, in case of a power cut
- **Support:** if eligible, join the Priority Services Register for support during



power outages, visit [ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register](https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register)

- **Don't risk trips and falls:** be sure to wear shoes with good grip, both in and outdoors



Scams: be aware of scams such as communications that appear to be from official sources, unknown charities asking for donations, or any suspicious email asking you to share a password, personal information or any bank details.

If you are not sure, don't click, download or act on anything you don't trust. You can get advice from a Citizens Advice Scams Action adviser by calling **0808 250 5050**, the service is open from Monday to Friday, 9am to 5pm.



## GAS SAFETY

**Ensure your boiler, stove and any gas appliances are safe to use before the cold weather hits:**

- Ensure that only Gas Safe registered engineers work on your appliances (always check the engineer's Gas Safe Register ID card)
- Gas appliances require a regular service and a gas safety check every 12 months. Poorly maintained equipment can put you at risk of gas leaks, fires and carbon monoxide poisoning
- Install an audible carbon monoxide alarm. Call British Gas on **0333 2029 530** to purchase one
- Unsafe gas appliances can produce a highly poisonous gas called carbon monoxide, which has no taste, colour or smell and can cause headaches, nausea, dizziness, breathlessness, and/or loss of consciousness



If you have any of these symptoms, turn off your gas appliances and get fresh air immediately. Contact NHS 111, or ask your neighbours for help.

For more information, contact the Gas Safe Register on the free helpline

**0800 408 5500** or visit

***GasSafeRegister.co.uk***



## STAY WARM

**Staying warm is important to help keep your body strong and able to fight off viruses and infections:**

- Have plenty of hot drinks and keep a flask handy if your mobility is limited
- Set the heating to regular times, and keep your home to at least 18°C, especially in the rooms you spend more time in
- Keep windows closed at night, to reduce the risk of chest infections





- Wear layers of cosy clothes to trap warmth
- Check your pipes are adequately lagged and your roof is properly insulated
- Use a heated blanket as it is cheaper than heating a room, but won't leave you cold in the home
- Use a hot water bottle

You can also stay warm and enjoy a hot meal at one of our lunch clubs or social groups. We provide community transport if needed. These sessions are a great way to meet others and boost wellbeing. We offer a range of services, so there's something for everyone. Visit our website, [royalvoluntaryservice.org.uk](https://royalvoluntaryservice.org.uk) for more info on what is available in your area.



There are benefits, grants and discounts you might be entitled to, such as pension credits, winter fuel payments and insulation. For further information, visit: [ofgem.gov.uk](https://ofgem.gov.uk)



If you have any concerns about your energy bills, Citizens Advice (in England and Wales) can offer further advice, call **0808 223 1133** or visit [citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service](https://citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service) or [nea.org.uk/get-help](https://nea.org.uk/get-help)

In Scotland, Advice Direct Scotland can help. Visit [energyadvice.scot](https://energyadvice.scot) or call **0808 196 8660**.

If you have any concerns about paying your energy bill, contact your provider or visit, [citizensadvice.org.uk/consumer/energy/energy-supply](https://citizensadvice.org.uk/consumer/energy/energy-supply)

# STAY WELL

## TIPS TO EAT WELL



**Staying well can be challenging during the winter months but we've got some great tips to give you a helping hand:**

- Buy frozen or canned fruit and veg which is often equally high in nutrients, but can be cheaper
- Eat a balanced diet in small portions at regular intervals throughout the day
- Take a vitamin D supplement or consume vitamin D-rich food such as oily fish (salmon, herring, sardines), eggs and some mushrooms
- Include a wide variety of nutrient-rich foods, such as:
  - Fruits and vegetables (i.e. cauliflower, parsnips, spinach and apples)
  - Nuts, seeds, wholegrains and legumes
  - Dairy products
  - Lean protein sources, like poultry and oily fish, rich in Omega 3



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## TOP TIPS

- ✓ Cook up hearty, warming meals, such as stews and soups
- ✓ Reduce your salt intake by using flavourful herbs and spices
- ✓ Cook in batches to keep extra portions in the freezer



Try our Apple & Rhubarb Crumble recipe:  
[yakult.info/gut-recipes](https://yakult.info/gut-recipes)



## STAYING HYDRATED

Many people get dehydrated by not drinking enough fluids or by losing fluids and not replacing them.

### Drinking plenty every day can...

- Increase energy levels
- Boost your mood
- Improve concentration
- Reduce headaches
- Protect against illness, such as urinary tract infections

### However, if you don't drink enough...

- You might feel tired, dizzy or disorientated/confused
- Your memory and reactions may not work as well as they could
- You are at greater risk of a slip or fall



Follow our...

## TOP TIPS TO STAY HYDRATED

- ✓ **Aim for 8 – 10 drinks a day**  
This will replace the fluids you lose naturally
- ✓ **Don't wait until you're thirsty**  
Make a point of having a drink regularly
- ✓ **Always keep a drink close by**  
Whether you're out and about or watching TV
- ✓ **Super foods**  
You can get around 20% of the water you need from the right food. Soups and stews are good, fresh fruit and vegetables are up to 80% water
- ✓ **Check it out**  
If your urine is dark, it's often a sign you need to drink a bit more
- ✓ **Not just water**  
Tea, coffee, herbal teas, hot chocolate, milk drinks, fruit juices and smoothies all keep you hydrated (though drinking sweet drinks frequently is best avoided)



## GUT HEALTH

### Why is gut health important?

Gut health can have a big impact on your overall health and wellbeing. The gut is home to trillions of bacteria that support a number of functions including the immune system and mental wellbeing.

### What can affect gut health?

Many lifestyle factors can impact gut health such as age, exercise, diet, sleep and stress.

### Tips for supporting good gut health:

- **Balanced diet** – A varied diet that contains plant-based foods such as fruits, vegetables, whole foods, legumes and some fermented foods is key to keeping gut bacteria happy. Staying hydrated is also important
- **Daily exercise** – Try to incorporate gentle exercise into your daily routine. Whether that's a morning walk, an hour spent gardening, or a physical activity class with a friend
- **Quality sleep** – Aim for 8 hours of quality sleep a night. To help keep you on track, try to minimise screen time late at night, avoid caffeine before bed and stick to a good sleep routine

For more information visit  
[yakult.info/gut-wellbeing](https://yakult.info/gut-wellbeing)





## COVID-19



Coronavirus (COVID-19) symptoms in adults can vary for each person, some might have stronger symptoms and others might not have any symptoms at all.

### What to do if you have symptoms?

Try to stay at home and avoid contact with other people if you have symptoms of COVID-19.

Take extra care to avoid close contact with anyone who is at higher risk of getting seriously ill from COVID-19.

You can go back to your normal activities when you feel better or do not have a high temperature.

To find out more about what to do if you have COVID-19 or symptoms of COVID-19, visit [nhs.uk/conditions/coronavirus-covid-19](https://www.nhs.uk/conditions/coronavirus-covid-19)



### Symptoms of COVID-19 in adults can include:

- **a high temperature or shivering (chills)** – a high temperature means you feel hot to touch on your head, chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- **a loss or change to your sense of smell or taste**
- **shortness of breath**
- **feeling tired or exhausted**
- **an aching body**
- **a headache**
- **a sore throat**
- **a blocked or runny nose**
- **loss of appetite**
- **diarrhoea**
- **feeling sick or being sick**

The symptoms are very similar to symptoms of other illnesses, such as colds and flu.





Free testing for COVID-19 from the NHS has ended for most people. If you have symptoms of COVID-19, you are no longer required to do a rapid lateral flow or PCR test. If you still want to get tested and you're not eligible for a free NHS test, you must pay for a COVID-19 test yourself. You can buy a COVID-19 test from some pharmacies and retailers, in person or online. To find out more about who can get a free NHS COVID-19 test, visit [nhs.uk/conditions/coronavirus-covid-19/testing/get-tested-for-coronavirus](https://nhs.uk/conditions/coronavirus-covid-19/testing/get-tested-for-coronavirus)

#### Contact NHS 111 if:

- You're worried about your symptoms
- You're not sure what to do

## COVID-19 autumn booster

### Who is being offered an autumn booster?

COVID-19 is more serious in older people and in people with certain underlying health conditions. This winter many respiratory infections, including COVID-19 and flu may be circulating at high levels – this may put increasing pressure on hospitals and other health care services. For these reasons, people aged 50 years and over, those in care homes, and those aged 5 years and over in clinical risk groups are being offered an autumn booster of COVID-19 vaccine.



**As the number of COVID-19 infections increases over the winter, this booster should help to reduce the risk of being admitted to hospital with COVID-19.**

### Timing of the autumn booster

You should be offered an appointment between September and December 2022, with those at highest risk being called in first. You should have your booster at least 3 months after your last dose of vaccine.

If you are eligible for a flu vaccine, you may be able to have them at the same time – if not please go ahead anyway, you can catch up with the other vaccine later.

### Can you still catch COVID-19 after having the vaccine?

The COVID-19 booster will reduce the chance of you becoming severely unwell from COVID-19 this winter. It may take a few days for your body to build up some extra protection from the booster. Like all medicines, no vaccine is completely effective – some people may still get COVID-19 despite having a vaccination, but any infection should be less severe.

### For more information about COVID-19 vaccinations, visit:

- **England** - NHS: [www.nhs.uk](https://www.nhs.uk)
- **Scotland** - NHS Inform: [www.nhsinform.scot](https://www.nhsinform.scot)
- **Wales** - Public Health Wales: [phw.nhs.wales](https://phw.nhs.wales)

## FLU VACCINE



The flu vaccination is safe and effective. It's offered every year through the NHS to help protect people at risk of getting seriously ill from flu. The best time to have your flu vaccine is in the autumn or early winter before the flu starts spreading. But you can get your vaccine later.

### Why is the flu vaccination important?

- While flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions
- More people are likely to get flu this winter as fewer people will have built up natural immunity to it during the COVID-19 pandemic
- If you get flu and COVID-19 at the same time, research shows you're more likely to be seriously ill

### Who can have the flu vaccine?

The flu vaccine is given free on the NHS to adults who:

- Are 65 and over (including those who will be 65 by 31 March 2023)
- Have certain health/ long-term health conditions
- Are pregnant
- Are in long-stay residential care
- Receive a carer's allowance, or are the

main carer for an older or disabled person who may be at risk if you get sick

- Live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV
- Someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis

Starting from mid-October, people aged 50 years old or over (including those who will be 50 years old by 31 March 2023) can have a free NHS flu vaccine. This is so at-risk groups can be offered the vaccination first.

**If you're in this age group and have a long-term health condition that puts you at risk from flu, you do not have to wait until mid-October.**



### Where to get the flu vaccine?

You can have the NHS flu vaccine at:

- Your GP surgery
- A pharmacy offering the service – if you're aged 18 or over
- Some maternity services if you're pregnant
- Sometimes, you might be offered the flu vaccine at a hospital appointment

**To find a pharmacy that offers the NHS flu vaccination and for more information, visit [nhs.uk/flu vaccine](https://nhs.uk/flu vaccine)**



Everyone who is eligible for the free flu vaccine will be able to get it.



### Who should not have the flu vaccine?

Most adults can have the flu vaccine, but you should avoid it if you have had a serious allergic reaction to a flu vaccine in the past. You may be at risk of an allergic reaction to the flu vaccine injection if you have an egg allergy. This is because some flu vaccines are made using eggs. Ask a GP or pharmacist for a low-egg or egg-free vaccine. If you're ill with a high temperature, it's best to wait until you're better before having the flu vaccine.

### How effective is the flu vaccine?

Flu vaccines help protect against the main types of flu viruses, although there's still a chance you might get flu. If you do get flu after vaccination, it's likely to be milder and not last as long.

Having a flu vaccine may help stop you spreading the virus to other people who could be more at risk of serious problems from flu. It can take 10 to 14 days for the vaccine to work.

### What are the flu vaccine side effects?

Flu vaccines are very safe. All adult flu vaccines are given by injection into the muscle of the upper arm. Most side effects are mild and only last for a day or so, such as:

- A slightly raised temperature
- Muscle aches
- Sore arm where the needle went in – this is more likely to happen to people aged 65 and over



### Try these tips to help reduce the discomfort:

- Continue to move your arm regularly
- Take a painkiller, such as paracetamol or ibuprofen – some people, including those who are pregnant, should not take ibuprofen unless a doctor recommends it.

Talk to a GP, practice nurse or pharmacist for more information about these vaccines. For more information visit, [nhs.uk/conditions/vaccinations/flu-influenza-vaccine](https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine)

## MONEY SAVING TIPS

With rising living costs, this winter is going to be challenging for most of us. We've rounded up some top money saving tips that will help you to stay safe, warm and well throughout the winter:

- Use a budget tracker to keep track of money coming in and out each month
- Check whether you're entitled to grants or benefits: [ageuk.org.uk/information-advice/money-legal/benefits-entitlements](https://ageuk.org.uk/information-advice/money-legal/benefits-entitlements)
- Install a smart meter to help you keep track of how much energy you're using
- Switch off appliances rather than leaving them on standby
- Ensure your home is properly insulated
- Only fill the kettle with the water you need
- Swap to energy-saving light bulbs



- For more tips on how to save money on utility bills visit the Energy Saving Trust, [energysavingtrust.org.uk](https://energysavingtrust.org.uk)
- Plan your meals, make a shopping list and stick to it
- Batch cook, freeze leftovers and use airtight containers in the fridge to keep food fresh for longer
- Swap fresh for tinned fruit – it can be more cost effective and has the same nutrients
- Keep an eye out for deals and offers in-store for the over 60's. Don't forget that you may be eligible for money off travel, gyms and entertainment too

For more help and advice visit [citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living](https://citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living)

For extra money saving tips visit, [moneysavingexpert.com](https://moneysavingexpert.com)

## MENTAL HEALTH

During the winter we can feel more isolated. It's important to look after your mental health and stay connected with others as much as possible.

- Ensure you reach out to friends and family for a daily chat. These are difficult times and a phone call could brighten their (and your) day!
- Continue to go to social activities with friends
- If you can, get a mobile phone (as it does not fully rely on your electricity supply) and keep it charged
- For extra mental health support visit, [mind.org.uk](https://mind.org.uk) or call **0300 123 3393**
- You can also sign up to our calls with care, where our volunteers can make regular phone calls to you for a friendly chat and to ensure that you are safe and well. For more information call Royal Voluntary Service on **0330 555 0310** or visit [royalvoluntaryservice.org.uk/our-services](https://royalvoluntaryservice.org.uk/our-services)

### Winter wellbeing

We know it can be a challenge but focussing on a task can help increase general happiness levels. Why not try...

- Challenging yourself to finish a Sudoku
- Reading, painting, knitting and crossword puzzles are all great activities too. Find

what interests you – it's never too late to learn something new!

- Get creative, give a watercolour class a go
- Get out in nature – pop out for a short walk with a friend or family member
- Tackle a puzzle
- Try a new recipe: [yakult.info/gut-recipes](https://yakult.info/gut-recipes)
- There are many activities (arts/crafts, hobbies, creative writing etc.) available on our Virtual Village Hall, as well as sessions on mental well-being, mindfulness and meditations: [royalvoluntaryservice.org.uk/vvh](https://royalvoluntaryservice.org.uk/vvh)



### Why not give our brain teasers a go.

- What comes once in a minute, twice in a moment, but never in a thousand years?
- What coat is best put on wet?
- What runs but never walks, has a mouth but never talks, has a head but never weeps, has a bed but never sleeps?
- Before Mt. Everest was discovered, what was the highest mountain in the world?
- If you have me, you want to share me. If you share me, you don't have me. What am I?

For answers email [everyday@yakult.co.uk](mailto:everyday@yakult.co.uk)



## KEEPING ACTIVE

Physical activity is great for supporting overall health and mental wellbeing. Try to go on walks or go to the gym. If your mobility is limited, chair exercises help keep the muscles active and circulation flowing.

**Shoulder circles:** circle shoulders back – then bring them forwards slightly to instigate the movement, then up and around and back. The finish position draws back the shoulders which helps open the chest.

**Heel raises:** sit with feet apart, lift one



heel up then the other, then lift both heels together. Start off with low lifts and gradually build up range.

**Foot flexors:** place the heel in line with the toes of the other foot.

Lift up the heel and place the toes down on the same spot. Keep alternating heel/toe aiming for the 'hot spot'.

**Trunk rotation:** sit up tall with feet on the ground, place both hands on the outer right leg by the knee and slowly turn to look over your right shoulder. Repeat the same movement on the other side.

For tips to improve strength, balance and flexibility, visit: [nhs.uk/keepactive](https://nhs.uk/keepactive)



Go to [royalvoluntaryservice.org.uk/vvh](https://royalvoluntaryservice.org.uk/vvh) to join free classes on crafts, cooking and wellness.



[royalvoluntaryservice.org.uk/vvh](https://royalvoluntaryservice.org.uk/vvh)

The Virtual Village Hall, is an online activity hub and community which helps people to stay physically and mentally active, connected and having fun. There are more than 900 sessions to try, from exercise, dance and crafts, to meditation, cooking and music, with new content added regularly. It is completely free to use.

Sessions are live streamed daily on Facebook and are led by expert tutors and some well-known faces. Where activities require equipment, ingredients or materials, these are low-cost and easy to source. A Facebook profile is not required.



- To promote physical activity, there are exercise, dance and movement classes, including gentle and adapted sessions for those with mobility challenges
- To support mental health and wellbeing, there are coaching sessions, yoga, meditation and music, mindful arts and crafts, and nature and writing workshops
- To promote balanced nutrition, there are cooking, baking and healthy eating sessions
- To address social isolation and loneliness, session tutors are warm, welcoming and inclusive, and invite live comments and conversation to promote community spirit and shared experience

## USEFUL CONTACT INFO

Write your local emergency numbers here and keep them on hand:

### Your GP:

### Your emergency contact:

(neighbour, friend or family member)

### Your local pharmacy:

### Royal Voluntary Service

**0330 555 0310** (9am to 5pm,  
Monday to Friday)

### NHS Volunteer Responders –

**nhsvolunteerresponders.org.uk**

### NHS 111 advice – non-emergency

**111**

**111.nhs.uk | Scot.nhs.uk** (Scotland)

### NHS COVID-19 advice, testing and vaccine info

**nhs.uk/conditions/coronavirus-covid-19**  
(England)

**nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19** (Scotland)  
**gov.wales/coronavirus** (Wales)

**Mind Infoline – 0300 123 3393**

### Non-emergency services – 101

### Emergency services

**999** – the ambulance, police and fire services (available 24 hours)

### Power cut emergency – 105

(This is a free service for people in England, Scotland and Wales)

### Citizens Advice

**0800 144 8848** (England and Wales)

**0800 028 1456** (Scotland)

Textphone: **18001 0800 144 8884**

**citizensadvice.org.uk** (England and Wales)

**cas.org.uk** (Scotland)

### Advicelink Cymru – Citizens Advice

**0800 702 2020** (Wales)

Advicelink Cymru is a Welsh Government funded Citizens Advice service designed to help people who are most in need of advice services, particularly those who would not usually seek advice.



## **Nest Wales**

**nest.gov.wales**

The Nest scheme offers a range of free, impartial advice and, if you are eligible, a package of free home energy efficiency improvements such as a new boiler, central heating or insulation. This can lower your energy bills and benefit your health and wellbeing.

## **Warmer Wales Citizens Advice**

**citizensadvice.org.uk**

Funded by the British Gas Energy Trust, get free, impartial and confidential advice on how to keep your home warm.

## **C.A.L.L. Helpline Mental Health – Community Advice and Listening Line callhelpline.org.uk**

Mental Health Helpline for Wales, offering a confidential listening and support service.  
Freephone – **0800 132 737**  
Text – **81066**

## **NHS inform – Scottish health information you can trust nhsinform.scot**

NHS inform is Scotland's national health information service helping the people in Scotland to make informed decisions about their own health and the health of the people they care for. **0800 22 44 88**  
NHS 24 – **nhs24.scot**

**111** – NHS 24 is Scotland's national telehealth and telecare organisation.

## **Police Scotland – scotland.police.uk**

**999 IN AN EMERGENCY**

And 101 for non-emergencies

## **Solid fuel appliances safety – Hetas**

**01684 278 170 | hetas.co.uk**

## **Oil fuel appliances safety – Oftec**

**01473 626 298 | oftec.co.uk**

**Water emergency** – Contact your supplier.  
Details can be found on your water bill.

## **National gas emergency – 0800 111 999**

**Fuel poverty support – 0191 261 5677**  
**fuelpovertyresource.org.uk/focus-on/  
fuel-debt-and-trust-funds/**

## **Trussell Trust (England and Wales)**

**0808 208 2138** (freephone)

Speak confidentially to an independent Citizens Advice agent about a food bank voucher. If you live in Scotland, please contact your local authority for more information about a Scottish Welfare Fund crisis grant. Or visit: **mygov.scot/scottish-welfare-fund/crisis-grants**

**Samaritans – 116 123** (free call service, 24 hours a day, 365 days a year)



Yakult is proud to partner with Royal Voluntary Service to help people Stay Safe, Warm and Well this winter. For more information on how Yakult is supporting local communities, visit [yakult.info/RVS](http://yakult.info/RVS).

**Royal Voluntary Service was set up over 80 years ago and since then, has inspired and enabled more than 3 million people to give their time to help address the needs of the day in their local communities and in the NHS.**

**For more information, visit:**  
***[royalvoluntaryservice.org.uk/safe-warm-well](http://royalvoluntaryservice.org.uk/safe-warm-well)***



**@royalvoluntaryservice**



**@royalvolservice**



**@royalvolservice**

**A gift of £5 today could help cover the cost of a nutritious hot meal in a warm and friendly space at one of our Lunch Clubs or centres.**

**Text RVS5 to 70570 to donate £5 today.**

\*RVS receive 100% of your donation. Texts cost £5 + 1 message at your standard network rate. Always get the bill payer's permission. UK networks only. We'd like to contact the people that text by phone and SMS with campaign updates and new appeals. If you want to give, but don't want these updates, type 'NO INFO' after 'RVS5' when making your donation.



Registered charity 1015988 (England and Wales) & SC038924 (Scotland). All statistics and data correct at time of publication.