

Your Isles of Scilly guide to

# WINTER

# Wellbeing



**Reducing fuel poverty, improving  
health and progress to work**

☎ 0800 954 1956 | ✉ [advice@cep.org.uk](mailto:advice@cep.org.uk)

# WHAT'S INSIDE



## WARM

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



## WELL

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



## SAFE

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



## HAPPY

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



## INFORMED

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



# WELCOME!

## Welcome to your 2024-25 guide to Winter Wellbeing, to help you stay warm, well, safe and happy.

Thank you for picking up our booklet, it's packed with useful advice **from the many organisations providing services and support** to help you and those around you this winter.

We know that many people are worried about the impact of rising prices and cost of living, so our 'Warm' section sets out the tips and support available, such as grants, benefits and advice to make your home more energy efficient or improve your heating. Please do take up what you're entitled to, keeping warm will help you stay healthy.

Every year we see a rise in winter related illnesses, from norovirus to flu, and the impact that less movement and darker nights can bring to our mental health, so please follow the tips in our 'Well' and 'Happy' sections. **We also include advice to help you access local health services if you need them.**

Our library is open for soup and tea every Thursday lunchtime through winter, please drop in, warm up and talk to our Adult Social Care team if you have any concerns.

Our 'Safe' section has advice on how to prepare for wet and cold weather, and where to get additional support or find a warm and friendly place to meet others.

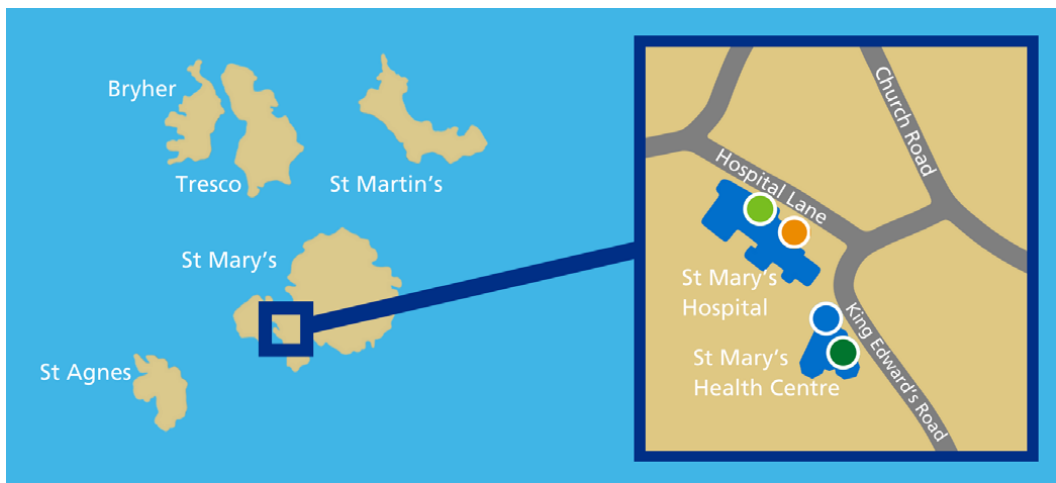
You will find contact details in the 'Informed' directory on page 47 for the services and providers we talk about.

**Wishing you a warm and healthy winter.**

**Rachel Wigglesworth**  
Director of Public Health  
Cornwall Council and  
Council of the Isles of Scilly

**Emma Rowse**  
Chief Executive  
Cornwall Voluntary  
Sector Forum

**Kate Shields**  
Chief Executive  
NHS Cornwall and Isles of  
Scilly Integrated Care Board



## Pharmacy

Isles of Scilly Pharmacy  
 St Mary's Health Centre,  
 King Edward Lane, TR21 0HE

01720 422021

Monday to Friday  
 9am to 1pm, 2pm to 5.30pm

Saturday  
 9.30am to midday

## GP (island residents)

St Mary's Health Centre  
 King Edward Lane, TR21 0HE

01720 422628

Monday and Friday  
 8.30am to 6.30pm

Tuesday to Thursday  
 8am to 6.30pm

Saturday  
 9.30am to 11.30am

## Minor injury unit

St Mary's Community Hospital  
 Belmont, TR21 0LE

01720 422392

24 hours, 7 days a week

## Dental emergency

St Mary's Dental Centre  
 Hospital Lane, TR21 0LQ

0333 405 0291, option 5  
 0333 405 0290 (Emergency out of hours)

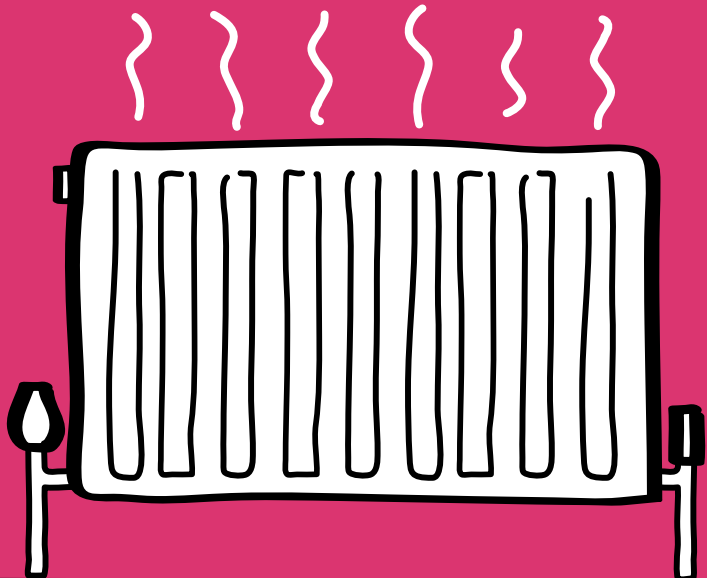
Monday to Friday  
 8.45am to 5.15pm

**Please call between 8.45am and 9am to be triaged for dental emergencies.**



# 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 your home this winter. For advice please contact (Community Energy Plus) on 0800 954 1956.**





## Winter Wellbeing advice, information and grants

### **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**, or **Citizens Advice Cornwall** can also help.

### **Saving energy and money**

Community Energy Plus has produced the Saving Energy and Money guide and the Support with Rising Living Costs guide. Please download the guides from [www.cep.org.uk/resources/factsheets-and-leaflets](http://www.cep.org.uk/resources/factsheets-and-leaflets) or email [advice@cep.org.uk](mailto:advice@cep.org.uk) or call **0800 954 1956** for a printed copy.

### **Insulate your home “Fabric first” approach**

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

We can help eligible households to improve warmth within their home. This could be via; The Energy Company Obligation (ECO), LA (Local Authority) FLEX, Great British Insulation Scheme (GBIS) or the Warm Home Discount Industry Initiative - (Funded by OVO, to include minor repairs & to fix broken boilers). You can visit our webpage **Grants, loans and subsidies for energy use - Cornwall Council** where any updates will be listed. For further advice please contact Community Energy Plus on **0800 954 1956** or email [advice@cep.org.uk](mailto:advice@cep.org.uk).

### **Keep your home warm**

**Heat your home to a temperature that’s comfortable for you. We know the cost of living is making life difficult, but help is available.** If you are struggling to keep warm please contact Adult Social Care and refer to help on the following page.

### **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 try to avoid sitting for long periods of time. Even light activity will help keep you warm.

## 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, contact **Adult Social Care**.

## Help with heating costs

**One in six households in the Isles of Scilly are in fuel poverty.** If you are struggling with the cost of living please contact **asc@scilly.gov.uk** and speak to our social care team.

**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, contact **Jobcentre Plus** or **Citizens Advice Cornwall** or visit **www.gov.uk/cold-weather-payment**.

**OVO Winter Support Package** – OVO and Boost customers can self-refer or be referred for additional support with energy debts, keeping warm packs and more energy efficient white goods, at: **Customer Support Package (ovoenergy.com)**

Other energy suppliers may offer help, please contact your current energy suppliers.

## Advice for a warmer healthier home

Advice is available to help you save money and keep warm and well this winter. We can advise you on ways to make your house more energy efficient, this includes insulation and types of heating. We can help you find energy tariffs that are better suited to your lifestyle. Many older buildings here in Scilly struggle with mould during the colder months, we can advise you on cost-effective ways to reduce or prevent the damp and stop the mould. Contact IOS Energy Clinic **www.ioscv.co.uk/energy-clinic**. You can also contact **Community Energy Plus** or **Citizens Advice Cornwall** for comprehensive advice and information.

# 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.



Freephone 0800 954 1956



[advice@cep.org.uk](mailto:advice@cep.org.uk)



[www.cep.org.uk](http://www.cep.org.uk)



COMMUNITY  
ENERGY PLUS



## Changes to Winter Fuel Allowance

**£3,900 for five minutes of your time?** Help spread the word to anyone you know over State Pension age that they could be missing out on extra money. Spending 5 minutes using the government's online 'can I claim Pension Credit?' checker tool and find out if they're entitled to extra support <https://www.gov.uk/pension-credit> **Pension Credit: Overview - GOV.UK (www.gov.uk)** 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.

## Hardship support and Household Support Funding

We recognise that people might be worried about money at this time due to the cost of living and/or a number of other issues. The Council of the Isles of Scilly can offer support or signpost to organisations that can support you, please see the information below:

### **Household Support Funding**

The Household Support Fund (HSF) is provided by the Department for Work and Pensions (DWP) to support those in need and who require help with continued cost of living rises.

Our Adult Social Care and Children's Services teams will work with the community and support them to be able to maintain their wellbeing by alleviating financial hardship and food poverty.

## WINTER Wellbeing

### Eligibility

This fund is available to those who are residents on the Isles of Scilly. Households in need include people who live alone, and applicants do not need to be in receipt of benefits to be eligible. There is a cap to the amount this fund can pay out in each application, the maximum amount is £250. However, the fund can be applied for more than once by a household. Other non-financial support is available, please engage with the Council of The Isles of Scilly so that we can help signpost you to other forms of support such as signposting to organisations that can help reduce outgoings.

### Application process:

To apply for support from this fund please contact **Adult Social Care** on **01720 424 470** or **asc@scilly.gov.uk**

If you are eligible then you will be supported to apply for financial support of up to £250 per application.

Further information on available government support can be found here:  
**Cost of living support: Overview - GOV.UK ([www.gov.uk](http://www.gov.uk))**

## Surviving Winter

**Cornwall Community Foundation** runs this campaign, linked to the national appeal, encouraging individuals to make donations to help older and vulnerable people affected by the cold winter. Funds raised will be used to:

- \* Offer small grants to organisations operating in Scilly working with people who may be most affected by cold weather.
- \* Provide financial support to the most vulnerable people in Cornwall helping them to stay warm, active and healthy. They can also offer help to people on low incomes to heat their home and maintain a reasonable quality of life during the winter.



**The Warm Home Discount Scheme** can provide you with **a discount of £150** on your electricity bill. The scheme has recently changed so you no longer need to apply to your energy supplier, even if you did this in previous years. The Government and DWP will decide who is eligible based on qualifying benefits plus living in homes with high energy costs and they will write to you if you are eligible. **If you qualify**, and your energy supplier participates in the scheme **you will receive the one-off discount by 31st March 2025**. To find out more call **0800 107 8002** or **[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)**



## Insulating your loft

**Free loft insulation** Does your loft need insulating or a top up? Is heat and warmth escaping from your loft? If yes, please contact **Inclusion Cornwall**. This is funded by OVO's Warm Home Discount Industry Initiative, and the lofts are checked and if suitable the insulation is installed by Council of the Isles of Scilly. Tenants and owners can apply. Please note that a tenant will need written permission from their landlord.

Since 2017, together we have insulated 6 lofts with insulation on St Mary's and improved warmth in over 20 homes.

# WINTER Wellbeing

**LiveWest** customers can use its in-house Tenancy Sustainment Team for support with income maximisation, energy advice, accessing grants and hardship support. More information is available on their website.

## 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 safely in their own homes and gives peace of mind to family or carers. Contact **Wales & West** to find out if you could be eligible.





# 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**





Winter conditions can be bad for our health, aggravating any existing health problems, increasing the risk of a fall, and making us more vulnerable to respiratory winter illnesses. People aged 65 or older, and people with long-term conditions such as heart or kidney disease, COPD (including emphysema and chronic bronchitis), asthma or diabetes are at higher risk. Being cold can also cause your blood pressure to rise, potentially increasing the risk of strokes and heart attacks.

But there are lots of things you can do to stay well this winter. Stay strong with winter vaccines. Getting vaccinated helps keep you and your loved ones safe by reducing your risk of serious illness, hospitalisation and passing an illness on to others. The risk from these viruses is greater during winter when they circulate most as people spend more time indoors.

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.

## *NHS vaccinations and when to have them*

**Vaccines are the most effective way to prevent many infectious diseases. It's important that vaccines are given on time for the best protection. If you or your child have missed a vaccine, please contact your GP surgery to find out how to catch up on them.**

### **Vaccine guide**

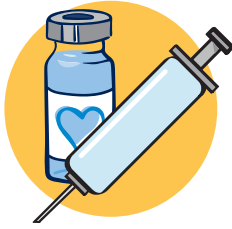
There are different vaccinations offered to pregnant women, babies, children and adults.

#### **Childhood vaccines**

- \* MMR (Measles, Mumps, Rubella): provides long-term protection against highly contagious viral infections.
- \* Rotavirus: protects infants from severe diarrhoea and vomiting.
- \* DTP (Diphtheria, Tetanus, Pertussis): prevents 3 serious bacterial infections.

**These vaccinations are first offered when children are under a year old, with a 4 in 1 booster (diphtheria, tetanus, whooping cough and polio) before they start school.**

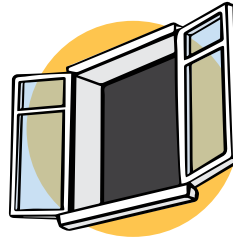
1



## Get boosted

Immunity decreases over time so if eligible get boosted to top up your protection

2



## Let fresh air in

when you meet others indoors, especially if they're at high risk from COVID-19

3



## Practice good hygiene

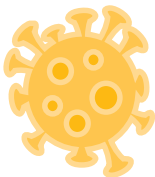
- \* Wash your hands
- \* Cover your mouth and nose if you cough or sneeze
- \* Clean your surroundings frequently

4



## Wear a face covering/mask

in crowded enclosed spaces and when coming into contact with people at high risk from COVID-19



# WINTER Wellbeing

## Young adult vaccines

- \* HPV (human papillomavirus): protects against cervical cancer and other HPV-related cancers.
- \* Meningitis ACWY: protects against bacterial meningitis, particularly important for university-bound students.
- \* Tetanus, diphtheria and polio booster: top-up protection given to teenagers in Year 9.

## Due to start college or university?

Make sure you've already had:

- \* the MenACWY vaccine. This protects against serious infections such as meningitis. You can still ask your GP for this vaccine until your 25th birthday.
- \* 2 doses of the MMR vaccine. There are outbreaks of mumps and measles at universities.
- \* the HPV vaccine. This helps protect against genital warts and cancers caused by the human papillomavirus (HPV), such as cervical cancer.

## For those who are pregnant

- \* Flu and COVID-19: these viruses can be dangerous for mum and baby.
- \* Whooping cough: protects baby from developing whooping cough.  
\*RSV (respiratory syncytial virus): protects baby from RSV.

## For those aged 65+

- \* Shingles and pneumococcal vaccinations: offered to people aged 65 and over, providing protection against serious illnesses like pneumonia, meningitis and shingles.
- \* Respiratory syncytial virus (RSV): offered to adults aged 75 to 79.

## Annual vaccines

- \* Flu: provides protection against flu, and offered in the winter for over 65s, children aged 2 to 3, school aged children and those in high risk groups.
- \* COVID-19: seasonal vaccination tops-up protection against COVID-19. Over 65s and those in high-risk groups.





## Flu vaccines for children

Parents of eligible pre-schoolers are encouraged to book their child in with their GP practice for the nasal spray that protects against flu. Parents of school-aged children are asked to sign any consent form that is sent home from school.

Children aged 6 months to 2 years with a long-term health condition that increases flu risk are eligible for the flu vaccine injection. This includes those ever admitted overnight for a lung infection, and those with conditions like diabetes.

## Pneumonia

[www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination](http://www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination)



## Shingles

From 1 September 2023, you're eligible for the shingles vaccine when you turn 65. You'll be offered 2 doses of the vaccine. These are given between 6 and 12 months apart. Your GP should contact you to make an appointment to have your shingles vaccine. Contact your GP surgery if you think you're eligible for the shingles vaccine and you've not been contacted about it. You'll remain eligible until your 80th birthday.

**Shingles vaccine - NHS ([www.nhs.uk](http://www.nhs.uk))**

## 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.



HM Government

**NHS**

# SMASH

FLU & COVID-19



## **GET VACCINATED GET WINTER STRONG**

If you have a long term health condition, like John, who has diabetes, check your eligibility and book now at

[nhs.uk/wintervaccinations](https://nhs.uk/wintervaccinations)



**Healthier  
Together**



## Let's get Healthier Together

Health and wellbeing partners are working together across Cornwall and the Isles of Scilly on a health and wellbeing campaign called 'Healthier Together'.

### There are 5 actions in the campaign:

1. **Get checked:** taking up health checks and cancer screenings offered by the NHS
2. **Eat well:** eating a balanced diet with plenty of fruit and veg can reduce your chance of dementia, heart disease and many cancers
3. **Move more:** even just for 10 minutes a day (and there is lots of support offered by Active Cornwall and Healthy Cornwall)
4. **Try new things:** learning a new skill can boost your self-confidence and help you to meet other people
5. **Be kind:** have you noticed how good it feels to help someone else? (and there are lots of other ways to help look after your mental health)

Why not find out about the small changes you can make that will have a big impact on your health and wellbeing?

### Sign up to our Healthier Together Campaign!



# WINTER Wellbeing



## Activity

Physical activity can be really helpful for keeping well in winter. The more you keep moving the better your circulation and heart health can be. A wide range of activities are available across the islands, to find out more about what is on, feel free to contact the knowledgeable and helpful staff based in the **Carn Gwaval Wellbeing Centre**. Whether you want to use **Normandy Pool**, find out when the Gym is open, enrol on a **Learn Scilly** course or attend a Memory Café session, they'll be happy to help.

The Council's Leisure Service team (Active Scilly) are introducing new sessions all the time to help people of all ages and ability to remain active. **Move More on Scilly** is a weekly, FREE falls prevention class, for details please call **01720 424400**. You can also access similar content from the comfort of your own home, see Move More - **iCareiMove.com**. There are weekly rehabilitation sessions at Normandy Pool, and short blocks of sessions in the gym to help people with particular rehabilitation needs.

There are also a variety of exercise classes and sports clubs you might like to try. Active Scilly staff are always happy to advise on which activities would suit you best. Don't forget the benefits of just going for a walk if you can - we have some lovely nature trails and coastal paths on Scilly.

Children, young people and families are well catered for on Scilly. Our Children's Centre offers a whole host of sessions designed to improve health and wellbeing and our Youth Hub will appeal to older children. Social Care professionals are available to offer advice and guidance if you require help.

The Community Rehabilitation team based at **St. Mary's Community Hospital** can provide exercise programmes and focussed rehabilitation to keep you well and fit if you have a long term condition and meet the service referral criteria. Therapy can include work to prevent falls, stroke rehabilitation, cardio-pulmonary sessions and so on.

The Isles of Scilly **Health and Social Care Team** can offer you an assessment of your needs, following which you may be entitled to a personal budget enabling you to have choice and control over your care. This assessment could include a mobility assessment by the rehabilitation team or an independent Occupational Therapist for more specialist adaptations to the home. This may include: walk-in shower facilities, stairlifts or a more efficient heating or lighting system which is suitable to your needs. We can provide outdoor rails to make access to the home easier and safer. Some examples of other aids that can be provided to enable you to remain living safely at home are grab rails, ramps, wheeled walkers, bathlifts and telecare.

Various individuals across the Isles of Scilly can carry out basic draught-proofing. They can also make sure the pathway to your home is clear by cutting back hedges, and power-wash any slippery walkways, thereby helping to prevent falls.

**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 which could help.



## *Look after yourself*

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 visit the **Healthy Cornwall** website.

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 the 'Self Care' pages of the **ICB** website **Home - NHS Cornwall and Isles of Scilly** or talk to your GP.

# WINTER Wellbeing

## 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 problems, and also because health professionals don't always know how to meet their needs. Health checks were introduced through GP surgeries as a way of monitoring the health of this vulnerable group of people. If you are aware of a person you think should be entitled to a health check or needs extra support or if you want advice and information, contact the **Learning Disability Liaison Team**.

## Getting a carer's assessment

As a carer you have a legal right to ask your local **Health and Social Care team** to assess what you need to support you in your caring role. It is an opportunity to discuss how to maintain your own health and balance your caring with work and family. Following assessment, you may be entitled to a direct payment which you can use to purchase yourself a short break.

## Medical travel

If you need to go to the mainland for a NHS health appointment, travel should be arranged through the **RCHT Patient Transport** office on **01872 252211**. If you have a concern or query, then contact Healthwatch Isles of Scilly on **423037** or check on their website. [www.healthwatchislesofscilly.co.uk](http://www.healthwatchislesofscilly.co.uk)



## 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 the weather is bad.

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 hearty, healthy breakfast like porridge on a cold morning can help to give you energy and help you to feel fuller for longer.



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.

[www.nhs.uk/Livewell/Goodfood/Pages/the-eatwell-guide.aspx](http://www.nhs.uk/Livewell/Goodfood/Pages/the-eatwell-guide.aspx)

### Meals

If you are having difficulty with making yourself a hot meal, you could be eligible for the meals on wheels service. Please contact the **Health and Social Care Team**.

You can get some ideas for healthy recipes on a budget in the Eat Well Spend Less guide which can be ordered through the **Healthy Cornwall** Information and Resource Centre.

The Isles of Scilly also has a Community Larder based at the church hall on St Mary's which helps us to reduce food waste and can often provide the community with additional food.

## Healthy Start vouchers

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. £4.25 each week of your pregnancy from (from week 10). £8.50 each week for children from birth to 1 year old. £4.25 each week 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.

## WINTER Wellbeing

Winter is a time to ensure your children get a hot, nutritious meal every day. If your child is in the infant year groups at school, they are entitled to a free school meal every day at school. If your child is in Year 3 to 11 they may still be entitled to a free school meal if you or your child receive any of the following:

- \* Income Support
- \* Income-based Jobseekers Allowance
- \* Income-related Employment and Support Allowance
- \* Support under Part VI of the Immigration and Asylum Act 1999
- \* The guaranteed element of State Pension Credit
- \* Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190)
- \* Working Tax Credit run-on - paid for 4 weeks after you stop qualifying for Working Tax Credit
- \* Universal Credit

Children who get any of the above benefits in their own right (ie they get benefits payments directly, instead of through a parent or guardian) can also get free school meals. Children under the compulsory school age who are in full time education may also be able to get free school meals. For more details about free school meals please contact the finance assistant at the Five Islands School.

## 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.

### Pharmacy First Service

If you, or your child, has one of the following conditions, you can be seen at your local pharmacy for advice and treatment instead of waiting for a doctor's appointment: Minor ailment scheme should be renamed



Pharmacy First Service, and the conditions are Earache, Impetigo, Shingles, Insect Bites, Sinusitis, Sore Throat, Urinary tract infections and other minor ailments.

Where appropriate, the pharmacy will supply a medicine that is normally only available on prescription – usual NHS charges or exemptions apply. You will be referred to your doctor if the treatment is not suitable for you or your child. The **Isles of Scilly pharmacy** is based at the **Health Centre** on St Mary's, please get in contact to confirm opening hours by calling **01720 422021**.

## Get well soon without antibiotics

Antibiotics don't work for most coughs, colds, sore throats and earaches and can cause side effects, like diarrhoea, by upsetting the 'good' bacteria in the gut. Taking antibiotics when they are not needed increases the risk of bacteria developing resistance so that they won't work when they are really necessary.

If antibiotics are not appropriate then your doctor or nurse may tell you how long your symptoms could last, how to treat them with pharmacy medicines and what to do if they continue or get worse. Sometimes they may give you a 'back-up' antibiotic prescription – only to be used if your condition becomes more severe or lasts longer than expected.



Visit  
[www.nhs.uk/flujab](http://www.nhs.uk/flujab)  
to find out if you  
are eligible for  
a free flu jab.

### If you're housebound in winter

There may be healthcare services available to you at home such as dental checks and eye tests. Please call **NHS 111** to find out more. A number of projects have also been set up which 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 **Age UK Cornwall and Isles of Scilly Helpline** to see what help is available to you.

# (Smile:Together)

Taking good care of your oral health is important, not just for maintaining healthy teeth and gums but also for your general health and wellbeing.

Smile Together Dental CIC provides urgent/emergency dental care for Isles of Scilly residents and visitors as well as some general NHS and private provision. Our dental team also provide oral health education for Island children

through our **Brighter Smiles** oral health campaign and can often be found reaching even further into the local community, providing oral health advice and guidance.



**St Mary's Practice, Hospital Lane, St Mary's,  
Isles of Scilly, TR21 0LQ**

Tel: **0333 405 0291** (option 5)

Daytime: Monday - Friday, 9am - 5pm

If we are unable to answer, please leave us a message with your name, contact telephone number and a short message and a member of the team will get in touch as soon as possible.



## **Mainland support - 0333 405 0290**

Evenings: Monday - Friday, 5.30pm - 7.30pm

Weekends/Bank Holidays: 8.30am - 4.30pm

You can keep up to date with our Island team through our dedicated Facebook page, **Smile Together - IoS**

### **Did You Know?**

There is a recommended way to clean teeth and avoid decay. Put a pea-sized amount of age-specific fluoride toothpaste on a dry toothbrush and brush for two minutes, including where the teeth and gums meet. Brush your teeth last thing at night and at one other time during the day and spit out the toothpaste but do not rinse your mouth with water after brushing (the longer the fluoride in the toothpaste stays in contact with your teeth, the better).

Cleaning between the teeth once a day with interdental brushes or dental floss has been shown to markedly improve gum health, while keeping sugar hits to mealtimes means you can enjoy a treat without increasing the risk of developing tooth decay.

Visit our online **Patient Hub** for everything you need to know about visiting the dentist, including how to take good care of your oral health between visits, dental first aid, and advice for parents and carers.

Tackling oral health inequality for  
**#HealthierHappierCommunities**

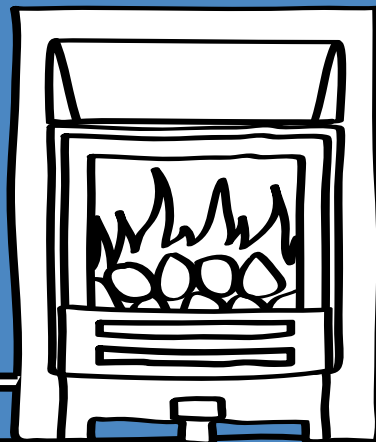
Find out more about what we're doing in your community: **[www.smiletogether.co.uk](http://www.smiletogether.co.uk)**



# SAFE



**The Isles of Scilly Fire and Rescue Service provide a home fire safety check free of charge. The service has a routine programme of home visits but is happy to respond to requests either for your own home or that of another person for whom you have concerns.**



*please get me serviced every year!*



## Home fire safety check

Here on the Isles of Scilly we are committed to reducing fire deaths and injuries by ensuring that every home on the islands has a working smoke alarm. To make sure this happens we carry out free home fire safety checks and if necessary fit free smoke alarms. The visit will take about 1/2 hour of your time whilst a member of the Fire Service, who will be wearing a uniform, will accompany you around every room in your property identifying potential risks; including kitchen safety, electrical safety to ensure your sockets are not overloaded, advice on open fires and portable heaters and helping you put together an escape plan in case a fire breaks out in the future.

If you are worried about your fire safety or someone that you know please contact us via email [HFSCReferrals@scilly.gov.uk](mailto:HFSCReferrals@scilly.gov.uk) or call the Council on **0300 1234 105** to discuss how we can help. If you have a fire or suspect you have a fire, call the fire service by dialling 999. Get out of the property and stay out until the fire service say it is safe to return.



## Carbon monoxide

If the things you use to cook and heat your home that burn fossil fuels, such as oil, wood and coal, are not put in properly they may make a gas called carbon monoxide. Carbon monoxide can make you ill, **you can't see it, taste it or smell it** and it can kill you.

- \* Make sure your cooker, fires and boiler have a service every year.
- \* Make sure air can get in and out of rooms where you use a cooker, fires or a boiler.
- \* If you have a gas fire on in the bedroom, make sure you leave a door and window open.

## WINTER Wellbeing

### The symptoms of Carbon monoxide poisoning:

A headache is the most common symptom of mild carbon monoxide poisoning. Other symptoms include:

- \* dizziness
- \* nausea (feeling sick) and vomiting
- \* stomach pain
- \* tiredness and confusion
- \* shortness of breath and difficulty breathing

Symptoms of carbon monoxide poisoning can be similar to those of food poisoning and the flu. However, unlike flu, carbon monoxide poisoning does not cause a high temperature (fever).

### If your carbon monoxide alarm sounds or you suspect a leak:

- \* **stop using all appliances and evacuate the property immediately - stay calm and avoid raising your heart rate**
- \* **call the gas emergency number on 0800 111 999**  
to report the incident - or Health and Safety Executive (HSE) **Gas Safety Advice Line** on **0800 300 363**
- \* **do not go back into the property** - wait for advice from the emergency services
- \* **get immediate medical help** - you may not realise if you're badly affected by the carbon monoxide and going outside into fresh air won't treat any exposure by itself.

The Isles of Scilly fire and rescue service may be able to provide you with a free carbon monoxide detector. Contact **0300 1234 105** or email **HFSCReferrals@scilly.gov.uk**



## 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.



## Safety checks

**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. The best time to have your chimney swept is at the start of the heating season. Contact **Solid Fuel Association**. Ask your LPG gas supplier if they can carry out a safety check for you.

**Boiler servicing** - Your boiler should be serviced at least once a year to maintain its efficiency and ensure it is running safely. Having a service can also help you save money by using less fuel, avoiding unexpected breakdowns, reducing expensive repair bills and extend the working life of your boiler.

**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 <https://uk-air.defra.gov.uk/library/burnbetter/>

If you use bottled gas, **Wales & West** are able to supply you with a Locking Cooker Valve. It is a simple safety device which can be fitted (subject to survey) to existing gas cooker pipework free of charge. They help people who can no longer use their gas cooker safely, such as people living with Alzheimer’s or Dementia, and who could put themselves and their home at risk by leaving gas unignited or forgetting to turn the hob off. This helps people remain safely in their own homes, and gives peace of mind to family or carers, knowing they won’t come to harm when they are alone. Contact **Wales & West** utilities to find out if you could be eligible.

# WINTER Wellbeing

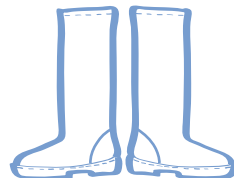
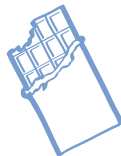
**Accidents in the home** - Are regrettably a regular cause of injuries to young children. **Children's Services** on the Isles of Scilly promote safety in the home initiatives and are able to offer advice and guidance to local families. Home safety kits are also available through the Children's Centre which can help decrease the risk of harm. For more information, please contact **Children's Services**.

## Trips and falls

In winter you need to be particularly careful to avoid trips and falls. Some 50,000 people in Cornwall and the Isles of Scilly fall each year, many of 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.

To help you with things like delivering essential supplies and prescriptions. Contact **Healthwatch** for volunteer support here on Scilly.





## Driving in winter, especially on the mainland

It's worth making these checks regularly - and particularly before a long winter journey:

- \* Check and replace the anti-freeze in the radiator.
- \* Make sure your lights are clean and check the bulbs.
- \* Ensure your windscreen is clean.
- \* Replace the battery if it's not reliable.
- \* Ensure your tyres are correctly inflated and replace them before the tread has reached the legal minimum.

Always avoid driving in ice and wintry conditions unless absolutely necessary. If you have to drive:

- \* Use dipped headlights in fog so other drivers can see you. If it's really foggy (less than 100m visibility) and you can't see much, then switch on your fog lights and rear high-intensity lights.
- \* Don't brake harshly – you risk locking up your wheels and you could skid further.
- \* Don't overtake unless it is safe to do so – there may be un-cleared snow or previously untreated surfaces on the road ahead.
- \* Make sure your car is safe.

You can view current travel conditions in Cornwall on the **BBC Cornwall** website or contact the **Highways Agency**. Latest severe weather warnings for Cornwall and the South West are available from the **Met Office**. It's a good idea to have an emergency kit in your car if the weather looks bad, including food, extra warm clothes and a torch.





## Getting from A to B

If you need transport to get to your hospital appointment on the mainland, **TAP** (Transport Access People) also have a fleet of car drivers who will organise transport for you. **TAP** can take wheelchair and walking frame users. There is a charge for this service, payable per mile. **Cornwall Public Transport** represents all public transport operators running services in Cornwall. **Volunteer Cornwall** provide a similar car service, again a charge per mile is payable.

On the Isles of Scilly you can use **Buzza Bus** for subsidised transport around St Mary's. There are concessionary boat tickets available to those of state pensionable age and resident on the off-islands, which you can apply for through **Adult Social Care**, as well as Health passes available to all ages to subsidise access to health appointments on St Mary's.

If you have an appointment at a RCHT hospital and your flight to/or from the islands is cancelled due to bad weather, you can contact the **Patient Transport Office** on **01872 25 22 11**. If it looks like you are going to be stuck on the mainland due to fog, call them before 8pm Monday to Friday and before 5pm on a Saturday.

### Concessionary travel on Scilly

Boat Passes are a discretionary concession to ensure off-island residents can reach vital services - mainly available on St Marys. Each year eligible residents receive a total of 52 single fare vouchers. Boat passes are available to people of pensionable age, or those that meet disability criteria, in order to access services on St Mary's such as health appointments, Normandy swimming pool, collecting prescriptions etc. Please contact **Adult Social Care** for more information.

Get help with travel

## Health Pass

Health Passes are issued in order to support access to health appointments on St Mary's which fall outside of the times covered by regular boat journeys. Please contact **Adult Social Care** for more information or email concessionary travel (see details below) with your request for a Health Pass providing your health appointment details.

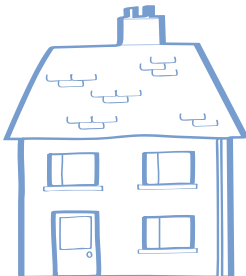
Call **01720 424470** or email **concessionary@scilly.gov.uk**.

## Mainland Medical Travel

When you receive an appointment from the mainland, contact the Patient Transport Service to book your flights – your boat fare will be covered by the NHS. There will be a small charge but the majority of the cost of the flights will be covered. The number for Patient Transport is **01872 252 211**. You may be able to claim back some travel costs. More information can be accessed on the NHS website under Healthcare Travel Costs Scheme or by contacting **0300 330 1343**.

## Car share

If you are travelling to a mainland health appointment and wish to share a lift with other travellers from the islands, contact **St Mary's Health Centre** to let them know your times of travel and they will try to match you up. The **GoEV project** allows residents or businesses to book and use electric cars on St Mary's - you can register by calling **07340 558 351** or by visiting **[www.ioscv.co.uk/carshare](http://www.ioscv.co.uk/carshare)**



## 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 **The Council of the Isles of Scilly** as soon as possible.

# Off-island medical travel to the mainland

Off-island residents can claim for the transfer boat from the off-island to St Mary's, when attending a mainland medical appointment for NHS funded treatment.

**1** Call Patient Transport (01872 252211) to book a medical flight and inform them at the time of booking that you require a medical warrant for off-island travel.

**2** You will be issued with a code number for the off-island element of your travel and an Off-Island Travel Claim Form will be emailed/posted to you. Include the code number on the form in order to claim back.

**3** Pay for the boat on the day and claim back the cost using the Off-island Claim Form. These forms are also available using the link opposite.



[healthwatch.website/9cg](https://healthwatch.website/9cg)

## Key information

- Claims without an authorisation code provided by Patient Transport cannot be processed.
- Claims must be made within three months of the date of travel.

(Patients travelling to the mainland and back in the same day will be entitled to the reimbursement of either a scheduled boat fare or a special boat fare, dependent on the time of their travel. This relates to whether the time of the patient's appointment is before the scheduled boat services begins operating. If this is the case, Patient Transport will issue a reference number for the chartered boat which operates outside of normal hours).

## Condensation and mould

**Damp housing** 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 contact **Community Energy Plus**.

**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.



## Domestic Abuse/Violence

**Both women and men can be victims of domestic violence, although women are the victims in three out of four incidents reported to the police.** It isn't just the victim who is harmed but their families and all who are close to them. An average of 35 violent episodes are experienced before police are called, and many incidents remain unseen and unreported. Contact **National Domestic Violence Helpline** or the **First Light - Cornwall and Isles of Scilly**, Tel: 0300 777 4777 In an emergency please call 999 and ask for the Police.

**Victim Support in Cornwall and Isles of Scilly** provides free, confidential support to victims and witnesses of crime. This support includes practical advice (insurance claims, seeking medical help, home and personal security advice) and emotional support.



## Where is best on the Isles of Scilly?



Cornwall and  
Isles of Scilly



There is a range of places and people who can help with illness and injuries.

Scan to visit our webpage for more information.



### Self care

Treat headaches, coughs and colds, sunburn, minor cuts and grazes yourself.



### Visit the pharmacy

For emergency supply of repeat medicines. Advice on minor infections and ailments, treatment for common conditions.



### Contact your GP surgery

For persistent symptoms, aches and pains. Visitors should contact their own GP.



### Visit the minor injury unit

For sprains, broken bones, minor burns, head injuries. X-ray facility (by appointment only, on a Thursday).



### Use NHS 111

For urgent and out of hours advice, use [111.nhs.uk](https://111.nhs.uk) online or call 111.



### Emergency dental care

Severe trauma to teeth, uncontrolled bleeding, dental infection.



### Mental health support

Cornwall and Isles of Scilly's 24/7 mental health helpline: 0800 038 5300



### Call 999

Please only call 999 in a life- or limb-threatening emergency.

# 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.



## Money and Work

**St Mary's Library** offers so much more than just books! Over the winter period especially, the Library is open and offers residents a warm and welcoming space where they can meet friends, have a hot drink, use our selection of board games, have a hot cup of soup on a Thursday and meet our Adult Social Care team (11:30am – 1.30pm) or participate in one of our community events.

Managing money affects many people in the Isles of Scilly 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.

**Inclusion Cornwall Hub** has information on where to access a wide range of support moving you from welfare, towards and into work.

## WINTER Wellbeing

**Citizens Advice Cornwall** offer free/confidential and independent advice by phone for many issues including debt, welfare benefits and housing. Citizens Advice /Council of the Isles of Scilly <https://www.scilly.gov.uk/learning-leisure/citizens-advice>. **Citizens Advice Cornwall** can also be accessed by calling and making a digital appointment at **Carn Gwaval** through the customer hub team.

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.

**Pension Credit** is a tax-free means-tested benefit for retired people on a low income under roughly £200 a week. If you are eligible for Pension Credit Guarantee Credit, you can access a host of benefits including Council Tax Relief; financial help with your housing costs; a free TV licence if you're over 75; and help with health costs (free NHS dental treatment, help with the cost of glasses, transport to hospital). It takes minutes to check if you qualify online: [www.gov.uk/pension-credit-calculator](http://www.gov.uk/pension-credit-calculator) or call the Pension Service helpline on **0800 99 1234**.

**Council Tax Support** means if you live on your own, you can claim a discount 25% 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 how much income, capital and savings your household has.



**Age UK** Our Information and Advice volunteers work alongside our Helpline to ensure that people are aware of the benefits they can claim for. They provide practical support with enquiries about entitlements and completion of application forms. This service is free of charge.

**Veteran's Gateway** put 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.

## Drug and Alcohol Misuse

**We Are With You** provides a range of treatment services to help people recover from problems with drugs and alcohol. There is specialist support for children and families who are affected by substance misuse. **We Are With You** also offer support and information to friends and family affected by someone's drug and alcohol misuse. Harm reduction and needle exchange services are also available.





# Mental Wellbeing

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

With one in four people 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.

## You can also visit our mental health webpages:

 [www.cornwall.gov.uk/mentalhealth](http://www.cornwall.gov.uk/mentalhealth) for more help and advice on mental health, including a range of psychological wellbeing guides

 [www.cornwall.gov.uk/wellbeingguides](http://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.

**How are you  
really feeling?**

**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](http://www.cornwall.gov.uk/mhsafetyplans)

Find out about the five steps to mental wellbeing online at:  
[www.nhs.uk/mental-health](http://www.nhs.uk/mental-health)



# Mental Health: NHS Talking Therapies

## What is NHS Talking Therapies?

We offer free, confidential support for people with mild to moderate anxiety and depression.

We can offer you help if you are aged 16 or older, live in Cornwall, have a local GP, and are experiencing problems with stress, worry or low mood.



## How can we help?

We know that people can benefit from different types of support.

-  1-to-1 therapy
-  Couples' therapy
-  Support in group settings
-  Text therapy
-  Online guided self-help

## What do we do?

We offer varied treatments. We will work with you and select a therapy based on your needs and lifestyle, including:

- Silvercloud online therapy
- group courses
- cognitive behavioural therapy
- individual and couples counselling
- mindfulness

All our treatments are based on NICE guidelines and proven to support recovery.

## Who do we work with?

We are an open, accessible, and non-judgemental service!

We work with:

- anyone aged 16 or older in Cornwall who has a GP
- people with long-term health issues
- those with mild to moderate depression
- older adults
- those experiencing negative issues associated with the menopause or having a baby

## How do you refer?

You can refer via your GP.

You can also refer yourself by calling and speaking to a trained consultant on **01208 871 905**.

Or visit our website:



[cornwallft.nhs.uk/talking-therapies](https://cornwallft.nhs.uk/talking-therapies)

*"When I came to Talking Therapies, I was a very troubled person, anxious and lost, thinking I could not manage another day like this. After 20-weeks of 1-to-1 therapy I now wake up looking forward to the day. I'm a different person. It's changed my life."*  
**Wilma, 58, Counselling for Depression**

## Off-island Directors

We have had a good response to our recent post about joining Healthwatch as a volunteer Director which is really positive. We would like to have representation from each of the off-islands. If you have knowledge, skills and experience that could help us make a positive difference to health and social care for your local community, we would love to hear from you.



## WINTER Wellbeing

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**.



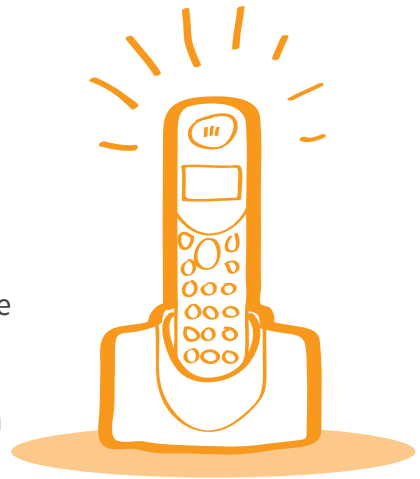
### Feeling SAD in winter

**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.

### Keep in touch

Remember to keep in touch with those around you, whether family, friends, community or carers. On the islands it is possible to be isolated, especially during winter. There is a befriending service available to older people through **Age UK Cornwall and Isles of Scilly** which is a vital service for older people. If you are housebound, or if your circumstances have recently changed through bereavement, they can telephone you on a regular basis. Please contact **Adult Social Care** who can refer to **Scilly Support Services**.



## Join in

The **Memory Café** meets every Wednesday and Friday afternoons - 2-4pm. For further information please contact **Memory Cafe** or the **Older Persons Community Support Facebook** page.

The **Carers Support Group** please phone **Adult Social Care** on **01720 424 470** for support, information and advice and dates of future meetings.

The **Council of the Isles of Scilly** runs a **Learn Scilly** programme and an Active Scilly service with lots of opportunities to try new things and to be more active.

**u3a** is a national organisation and on Scilly we are one of over 1000 groups. We welcome both men and women who are no longer in full-time work – we get together for monthly meetings and interest groups during the daytime. These include, Walking, ‘Stay Active’, Creative Writing, Art Appreciation. Join us to make new friends and get the most out of life!



*It's good to talk*

**Healthwatch Isles of Scilly** - if you have any comments or concerns about experiences you have had with social care or health services you can always talk to **Healthwatch Isles of Scilly**. They represent patient voice and can call service providers to account.

Help is also available for children, young people and families. **Children's Services** offer a wide range of services and sessions designed to support health and well being. They work in partnership with a range of organisations that can offer support where it is most needed.



**RCHT Patient and Family Experience team** is a confidential service which can inform you about NHS services in Cornwall and the Isles of Scilly. They provide a friendly face to help you understand the NHS and can help sort out problems with you or on your behalf.

# WINTER Wellbeing

**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.

**Age UK Cornwall & Isles of Scilly** offers a dedicated Helpline, which provides information and advice and connects individuals to social groups, clubs and activities in their area.

## Volunteer

**Scilly Support Service** - become a volunteer, help the community through Healthwatch. We work closely with adult social care to help with befriending, shopping, medical escorts, walking buddies, assistance with online information and accessing remote consultations.

You can volunteer as much or as little of your time as suits you and there are many opportunities locally.

You can volunteer whether you are employed or claiming benefits and your age doesn't matter. Contact **Healthwatch** on Scilly to find out more.

**Age UK Isles of Scilly** has a number of areas which are reliant on the expertise and skills of volunteers. From befriending to volunteer driving or project support, if you have the time to give, no matter how much, give them a call.



# INFORMED

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

Service	Contact details
<b>A</b> <b>Active Scilly / Council of the Isles of Scilly</b>	<a href="http://www.scilly.gov.uk/learning-leisure/active-scilly">www.scilly.gov.uk/learning-leisure/active-scilly</a> ☎ 01720 424400
<b>Adult Social Care</b>	<a href="http://www.scilly.gov.uk">www.scilly.gov.uk</a> ✉ <a href="mailto:asc@scilly.gov.uk">asc@scilly.gov.uk</a> ☎ 01720 424470
<b>Age UK &amp; Silverline Regular Telephone Friendship on line</b>	<a href="http://www.thesilverline.org.uk/helping-you/">www.thesilverline.org.uk/helping-you/</a> ☎ 01872 266383
<b>Age UK Cornwall and the Isles of Scilly</b>	<a href="http://www.ageuk.org.uk/cornwall/">www.ageuk.org.uk/cornwall/</a> ☎ 01872 266383
<b>AskSARA</b>	<a href="http://cornwall.livingmadeeasy.org.uk/">cornwall.livingmadeeasy.org.uk/</a> ☎ 0300 1234 131 - adults ☎ 0300 1234 101 - children
<b>B</b> <b>BBC Cornwall</b>	<a href="http://www.bbc.co.uk/cornwall">www.bbc.co.uk/cornwall</a>
<b>Befriending (Age UK Cornwall and the Isles of Scilly)</b>	<a href="http://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/">www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/</a> ☎ 01872 266383
<b>Buzza Bus</b>	<a href="http://www.scilly.gov.uk/social-care-health/concessionary-travel/buzza-bus-0">www.scilly.gov.uk/social-care-health/concessionary-travel/buzza-bus-0</a> ☎ 01872 266866 / 07810 747369
<b>C</b> <b>Carers support group</b>	☎ 01720 424470
<b>Carn Gwaval Wellbeing Centre</b>	☎ 01720 424400

Service	Contact details
<b>Changing Lives Project</b>	<a href="http://www.volunteercornwall.org.uk">www.volunteercornwall.org.uk</a> 📞 01872 265305
<b>Childrens Services (Isles of Scilly)</b>	<a href="http://www.scilly.gov.uk/childrens-services/">www.scilly.gov.uk/childrens-services/</a> ✉ <a href="mailto:childrensservices@scilly.gov.uk">childrensservices@scilly.gov.uk</a> 📞 01720 424492
<b>Children's Social Care</b>	<a href="http://www.scilly.gov.uk/childrens-services/children's-social-care">www.scilly.gov.uk/childrens-services/children's-social-care</a> 📞 01720 424483 ✉ <a href="mailto:childrensocialcare@scilly.gov.uk">childrensocialcare@scilly.gov.uk</a>
<b>Churches</b>	
Parish Church (CofE)	<a href="http://www.scillybells.co.uk/church.php">www.scillybells.co.uk/church.php</a> Facebook: Isles of Scilly Parish Church Chaplain to the Isles of Scilly 📞 01720 423911
Isles of Scilly Methodist Circuit	The Methodist Minister 📞 01720 422406
<b>Citizens Advice Cornwall</b>	<a href="http://www.citizensadvicecornwall.org.uk">www.citizensadvicecornwall.org.uk</a> 📞 03444 111 444 Text the word Advice to 78866
<b>Community Energy Plus</b>	<a href="http://www.cep.org.uk">www.cep.org.uk</a> 📞 0800 954 1956 ✉ <a href="mailto:advice@cep.org.uk">advice@cep.org.uk</a>
<b>Concessionary travel</b>	<a href="http://www.scilly.gov.uk">www.scilly.gov.uk</a> 📞 01720 424470
<b>Cornwall Community Foundation</b>	<a href="http://www.cornwallcommunityfoundation.com">www.cornwallcommunityfoundation.com</a> 📞 01566 779333
<b>Cornwall Council</b>	<a href="http://www.cornwall.gov.uk">www.cornwall.gov.uk</a> 📞 0300 1234 100
<b>Cornwall Partnership NHS Foundation Trust</b>	<a href="http://www.cornwallft.nhs.uk">www.cornwallft.nhs.uk</a> 📞 01208 251300



Service	Contact details
<b>Cornwall Public Transport</b>	<a href="http://www.cornwallpublictransport.info">www.cornwallpublictransport.info</a>  0871 200 22 33
<b>Cornwall Rural Community Charity (CRCC)</b>	<a href="http://www.cornwallrcc.org.uk">www.cornwallrcc.org.uk</a>  01872 273952
<b>Cornwall Women's Refuge Trust</b>	<a href="http://www.CWRT.org.uk">www.CWRT.org.uk</a>  01872 225629
<b>Council of the Isles of Scilly</b>	<a href="http://www.scilly.gov.uk">www.scilly.gov.uk</a>  0300 1234 105
 <b>Devon and Cornwall Police</b>	<a href="http://www.devon-cornwall.police.uk">www.devon-cornwall.police.uk</a>  101
<b>DisAbility Cornwall and Isles of Scilly</b>	<a href="http://www.disabilitycornwall.org.uk">www.disabilitycornwall.org.uk</a>  01736 759500
<b>Disabled Living Foundation</b>	<a href="http://www.dlf.org.uk">www.dlf.org.uk</a>  0300 999 0004
 <b>Fire service</b>	 999 in an emergency  0300 1234 105 CloS general enquiries  01720 424 591 St Mary's Fire Station  <a href="mailto:iosfs@fire.cornwall.gov.uk">iosfs@fire.cornwall.gov.uk</a>
<b>First Light - Cornwall and Isles of Scilly</b>	Domestic Abuse and Sexual Violence Recovery Service - Including Children (5 and above) and Young People  0300 777 4777  999 in an Emergency
 <b>Health and Social Care Team</b>	<a href="http://www.scilly.gov.uk">www.scilly.gov.uk</a>  01720 424470
<b>Healthy Cornwall</b>	<a href="http://www.healthycornwall.org.uk">www.healthycornwall.org.uk</a>  01209 615 600
<b>Healthy Start vouchers</b>	<a href="http://www.healthystart.nhs.uk">www.healthystart.nhs.uk</a>  0845 607 6823
<b>Healthwatch Isles of Scilly</b>	 <a href="mailto:contact@healthwatchislesofscilly.co.uk">contact@healthwatchislesofscilly.co.uk</a>  01720 423037

Service	Contact details
<b>H</b> Highways Agency	<a href="http://www.highways.gov.uk">www.highways.gov.uk</a> 📞 0300 123 5000
<b>I</b> Inclusion Cornwall	<a href="http://www.inclusioncornwall.co.uk">www.inclusioncornwall.co.uk</a> 📞 01872 326 440 ✉ <a href="mailto:hello@inclusioncornwall.co.uk">hello@inclusioncornwall.co.uk</a>
<b>I</b> Isles of Scilly Energy Clinic	✉ <a href="mailto:energyclinic@ioscv.co.uk">energyclinic@ioscv.co.uk</a> 📞 01720 575 303
<b>I</b> Isles of Scilly Pharmacy	📞 01720 422021
<b>J</b> Jobcentre Plus	<a href="http://www.gov.uk/contact-jobcentre-plus">www.gov.uk/contact-jobcentre-plus</a> 📞 0800 1690 190
<b>J</b> Jobcentre Plus Response to Redundancy	📞 01872 355068
<b>K</b> Kernow Credit Union	<a href="http://www.kernowcreditunion.co.uk">www.kernowcreditunion.co.uk</a> 📞 01209 314449
<b>L</b> Learning Disability Liaison Team	<a href="http://www.cornwallft.nhs.uk/learning-disability-team">www.cornwallft.nhs.uk/learning-disability-team</a> 📞 0300 1234 131
<b>L</b> Learn Scilly /Council of the Isles of Scilly	<a href="http://www.scilly.gov.uk/learning-leisure/learn-scilly">www.scilly.gov.uk/learning-leisure/learn-scilly</a> 📞 01720 424444
<b>M</b> Medical Launch	📞 01720 423953
<b>M</b> Memory Cafe	📞 01720 422663 or 01720 422002
<b>M</b> Met Office	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a> 📞 01392 885680
<b>N</b> NHS 111	<a href="http://www.nhs.uk">www.nhs.uk</a> 📞 Dial 111 free
<b>N</b> National Domestic Violence Helpline	<a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a> 📞 0808 2000 247

Service	Contact details
<p><b>National Grid</b> (previously Western Power Distribution)</p>	<p>General contact enquiries: ☎ 0800 096 3080</p> <p>Power cuts and emergencies: ☎ 0800 6783 105 or 105</p> <p>Web chat: <a href="http://nationalgrid.co.uk">nationalgrid.co.uk</a></p> <p>Minicom: 0845 601 2318</p>
<p><b>NHS Integrated Care System (ICS)</b></p>	<p><a href="http://cios.icb.nhs.uk/">cios.icb.nhs.uk/</a> ☎ 01726 627 800</p>
<p><b>NHS Talking Therapies (IAPT)</b></p>	<p>Cornwall Partnership NHS Foundation Trust (<a href="http://cornwallft.nhs.uk">cornwallft.nhs.uk</a>) ☎ 01208 871905</p>
<p><b>Normandy Swimming Pool</b></p>	<p><a href="http://www.scilly.gov.uk/learning-leisure/active-scilly/swimming-pool">www.scilly.gov.uk/learning-leisure/active-scilly/swimming-pool</a> ☎ 01720 424400</p>
<p><b>Out of Hours GP services</b></p>	<p>☎ Dial 111 free</p>
<p><b>Patient and Family Experience team</b></p>	<p>Royal Cornwall Hospitals Trust ☎ 01872 252793 ✉ <a href="mailto:rcht.patientexperience@nhs.net">rcht.patientexperience@nhs.net</a></p>
<p><b>P Patient Transport Office</b></p>	<p>Royal Cornwall Hospitals Trust ☎ 01872 252211</p>
<p><b>R Royal British Legion</b></p>	<p><a href="http://www.rbl.org.uk">www.rbl.org.uk</a> ☎ 0808 802 8080</p>
<p><b>Royal Cornwall Hospitals NHS Trust</b></p>	<p>Includes West Cornwall Hospital and St. Michaels Hospital <a href="http://www.royalcornwall.nhs.uk">www.royalcornwall.nhs.uk</a> ☎ 01872 250000</p>
<p><b>Royal Voluntary Service</b></p>	<p><a href="http://www.royalvoluntaryservice.org.uk">www.royalvoluntaryservice.org.uk</a> ☎ 0330 555 0310 / 01209 218179</p>
<p><b>S SADA</b></p>	<p><a href="http://www.sad.org.uk">www.sad.org.uk</a></p>
<p><b>Samaritans</b></p>	<p><a href="http://www.samaritans.org">www.samaritans.org</a> ☎ 116 123</p>

Service	Contact details
<b>Silverline and Age UK Helpline for Older People</b>	☎ 0800 470 8090 (24hrs)
<b>Smile Together Dental</b>	☎ 0333 405 0291 (option 5)
<b>Solid Fuel Association</b>	www.solidfuel.co.uk ☎ 01773 835400
<b>St Mary's Health Centre</b>	☎ 01720 422628
<b>St. Mary's Community Hospital</b>	www.cornwallft.nhs.uk ☎ 01720 422392
<b>St Mary's Library</b>	www.scilly.gov.uk/learning-leisure/library-0 ☎ 01720 424499
<b>T TAP Transport services</b>	☎ 01872 223388
<b>U u3a</b>	☎ 01720 422942 - Linda Wornes www.u3asites.org.uk/isles-of-scilly
<b>V Veterans' Gateway</b>	www.veteransgateway.org.uk ☎ 0808 802 1212
<b>Victim Support</b>	www.victimsupport.org.uk ☎ 0808 1689111- 24 hours, 7 days a week ☎ 0300 3030554 - local support 12-6 Mon - Fri
<b>Volunteer Cornwall</b>	www.volunteercornwall.org.uk ☎ 01872 265300
<b>W Wales &amp; West Utilities</b>	☎ 0800 912 2999 www.wwutilities.co.uk
<b>Winter Fuel Payments</b>	www.gov.uk/winter-fuel-payment/overview ☎ 0800 731 0160
<b>We Are With You</b>	☎ 01872 263001 ☎ 0333 2000325 (24hrs)
<b>Y YZUP</b>	☎ 01872 300 816



Scan the  
QR code to  
find out more



**Free, confidential therapy for anyone over 16  
experiencing anxiety and depression.**

**To self-refer, call [01208 871 905](tel:01208871905) or visit  
[cornwallft.nhs.uk/talking-therapies](https://cornwallft.nhs.uk/talking-therapies)**



**for anxiety and depression**

# Isles of Scilly Pharmacy



## Services we offer include:

- **Dispensing**
- **Flu Vaccination**
- **Pharmacy First**
  - Urinary Tract Infections
  - Impetigo
- **Medicines Advice**
- **Minor Ailments Service**
  - Migraine
  - Conjunctivitis
  - Thrush
- **Blood Pressure Checks**
- **Hospital Discharge Service**
- **New Medicines Service**
- **Emergency Contraception**
- **C-Card Scheme** (Condom supply service)
- **Emergency Supply Service**
- **Weight Management Referrals**
- **Healthy Start Vouchers**

### Contact us:

Tel: **01720 422021**

Facebook: **@IslesOfScillyPharmacy**

Confidential consultation room available

# TOP TIPS

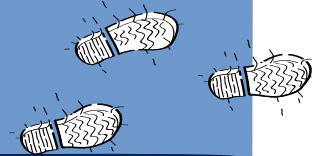
for staying warm  
and well this winter

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 Get your flu, Covid Booster and MMR jabs, ☎ 119 or your GP or pharmacist
- 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





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 future prints please email **phdesk@cornwall.gov.uk** or call **01872 324280**