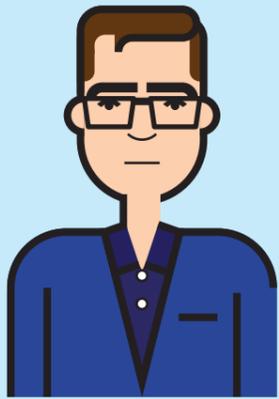


Keeping Well this Winter





“In Greater Manchester we want to make sure everyone, no matter what their situation, can access the information and advice they need to keep safe and well, especially during Covid-19.

This booklet is designed for older people so that we can all look after ourselves, our family and friends this winter and I’d encourage you to have a look at the advice and information.”

Andy Burnham, Mayor of Greater Manchester

By following Government guidance we are protecting ourselves, our families and our communities. No matter who we are, we are all in this together and can help and support each other this winter.

At this time of year, shorter days and colder weather mean it’s normal to stay in more and be less active. We’re more likely to become ill from flu and colds, and to feel a bit down. Due to Covid-19, this year it is especially important for those who are older and those with pre-existing health conditions to take extra care and be prepared. Together we can support and protect each other by keeping in touch and looking after ourselves at this time.

This booklet updates an earlier version, adds new sections and has lots of ideas and suggestions to help us keep active and connected, stay safe and well, and manage our money and home. It is written for those with less or no access to online resources and includes a list of useful contact numbers. There are also lots of online resources available to support the information provided here. Ask a friend, family member or volunteer to help find and print additional resources if possible.

Contents

- 6** Mind matters
- 8** Money matters
- 11** Moving more
- 13** Moving well at home
- 24** Keeping nourished
- 26** Safety at home
- 30** Contacts

A reminder – what have we been asked to do?

Keep up to date and follow Government advice to help stop the spread of Covid-19.

Even in lockdown - unless we are shielding - we can still...



Shop for basic necessities, such as food or medicine or to access money.



Go for a walk or to exercise, either with members of our household or one other person.



For a medical appointment, or need to provide care for another person, or help someone in need.



If we have a medical emergency.



Travelling to and from work if you are a key worker, or if working at home is not possible.

Different advice may apply at different Covid-19 Tier levels. If you are unsure contact your Local Authority or Community Hub (contact numbers listed at the back of booklet).

We should follow these simple steps to protect ourselves and our community:



Hands: Wash your hands with hot water and soap more often for 20 seconds each time.



Face: Cover face when in public spaces such as shops or restaurants.



Space: Keep a minimum of two metres (six feet) apart from anyone outside your household.

For some of us, putting up a small sign in our home to remind us of these things will be helpful.

We all need to look after ourselves this winter, especially if we have existing health conditions and may need to shield.

With everything going on, and the changes to day-to-day life, many of us may feel worried or sad. At this time, it can be hard to know what to do if you are unwell or have a concern about your health. It's good to remember that the NHS has made changes to make sure it's safe for us to be seen during the Covid-19 pandemic.

It's still important to:

- get medical help if you think you need it.
- keep any appointments or procedures you have booked – unless you're asked not to attend.
- go to hospital if you're advised to.



Vaccines requested by the NHS!

The flu vaccine is free every year on the NHS for those in 'at risk' group such as those over 65, people with a long-term health condition or if you are a carer. Contact your GP surgery or your local pharmacy to get booked in for your jab. Once uptake has been maximised in the most 'at risk' groups, subject to supply, the hope is to then invite the newly eligible 50 to 64 year olds for vaccination.

Your GP might also offer you the one-off free 'pneumo' (or pneumococcal) jab which protects against potentially serious pneumonia infections. A vaccine for Covid-19 is expected in the near future and older people are a priority group.



Contacting your GP and Visiting Hospital

If you need to contact a GP, phone your surgery and a phone appointment with a doctor or nurse may be booked for you. You'll only be asked to visit the surgery if necessary. If you have a routine appointment at a hospital, make sure you keep it unless told otherwise by a health professional.



Pharmacies and Dentists

If you have a repeat prescription that you usually request at your GP surgery or pharmacy, you can do this over the phone. Your local pharmacist can also give advice and treatment for many minor health problems. It's a good stock up on medicine cabinet essentials like painkillers and cold and flu remedies. If you have an urgent dental problem, please phone your usual dental practice.

If you're not sure what to do, the NHS 111 phone service is available for help and advice 24 hours a day, 7 days a week. For life-threatening emergencies, call 999 for an ambulance.

Mind matters

Our mind matters and keeping our mind active is important. We all need to think about our mind in the same way that we need to think about our bodies, especially in times of change.

Where possible, try to keep up with normal everyday activities and interests, especially by staying connected and keeping in touch with friends, family and neighbours. Keeping active with interests and hobbies we enjoy helps keeps our mind well, as does getting out for exercise or a walk. Using a calendar can help remind us of important events and to connect with others.

There may be times when things change for us, so knowing what to do if something does change will help us cope better. It is important to keep in touch and remember others are likely to be feeling similar so sharing and being kind will help. For most of us, these feelings will pass. We've all faced challenges over the past year. You may have found your own ways of coping, but it's also natural to feel anxious or even overwhelmed by the situation we are in. If things are starting to get on top of you, you don't need to try and cope alone. There are helplines and local organisations who are here to listen and support. Have a look at the helpful contacts page at the back of this booklet for more information.

Finding joy each day can really help, such as noticing the things we appreciate like nature, a call or a walk with a friend or family member, a good cup of tea, completing a word search, baking, trying something new, or seek out the winter sun. It's good to keep the big picture in mind, this crisis will end.



“Even at this time community grows, even by a phone call, life becomes a bit easier and worthwhile”

Elaine

Take time to focus on activities you enjoy at home



Stay connected with others

- Stay in touch with friends, family, neighbours, clubs, and your community by phone or meeting for a walk if permitted. It can be useful to keeping a list of these phone numbers to remind us to call.
- Asking for help with shopping and running errands.
- Volunteer to get or become a phone befriender to others.



Plan practical things

- Keep up with usual everyday activities and interests at home.
- Make a 'to do list' for each day: writing shopping lists, making calls, order repeat prescriptions.
- Continue accessing treatment and support for health conditions from your GP.



Stay on top of difficult feelings and worries

- Try to focus on things in your control.
- Limit how much news you watch or listen to and use trusted sources (BBC/ITV).
- Take time to chat about how you're feeling with others, it can really help.



Take time to notice and feel joy

- Take time to focus on activities you enjoy at home
- Remembering important people and better times can be helpful, such as looking at holiday photographs.
- Set yourself a goal, learn a new skill, or take on a challenge.
- Take note of things that bring you joy and share with others or record in a diary.

If you start to feel overwhelmed, some simple breathing exercises can help:

1. Sit or lie down in a way that's comfortable for you.
2. Take a deep breath in and hold it, at the same time raising and tightening your shoulders, and clenching your fists.
3. Count slowly to five as you breathe out.
4. Do this several times.

Money matters

Scammers are people who want to try to cheat us out of our money. Any of us can be targeted for scams but the good news is that we can protect ourselves by knowing what to look out for.



- Take time to think about any offer, if it sounds too good to be true, it probably is.
- Avoid giving out personal information such as your bank details.
- Watch out for any unexpected phone calls or visitors at your door - you don't have to open the door to anyone you don't know, or let strangers in.
- For official visitors, check their identity by phoning the number from a bill or official letter rather than the number on their identity card. Don't worry about leaving someone waiting - if they're who they say they are, they won't mind.
- If you receive a phone call out of the blue, don't be afraid to simply hang up. You could use an answerphone to screen your calls. Wait at least 5 minutes between calls to check the line is free. You can register for free with the Telephone Preference Service to block marketing calls **0345 0700707**. To report a suspected scam, ring Action Fraud **0300 123 2040**.



STOP!

Is anyone expected?
Back door locked?



CHAIN!

Put chain on before
opening the door.



CHECK!

Ask for the caller's ID
Check it by PHONE!

**Greater Manchester Crime Stoppers –
0800 555 111**

Police non-emergency number – 101

**The team at Citizens Advice can go through
an eligibility checker over the phone –
0800 144 8848**

In these challenging times, it's good to check you're getting all the money you're entitled to.

Pension Credit is a Government entitlement for people over state pension age to top up retirement income. On average that's an extra £60 per week you – or someone you know - could be getting. Plus, people who receive Pension Credit can also get free dental treatment and possibly help with Council Tax, housing costs, TV licence and heating bills.

Thousands of people are already claiming Pension Credit, but there are still 50,000 households in Greater Manchester who are eligible but aren't claiming.

You could get Pension Credit even if you own your home, have savings, or a private pension. The team at Citizens Advice can go through an eligibility checker over the phone. Calls usually take less than 10 minutes, you'll just need information about your income, pension and savings.



"I was quite surprised to be awarded £40 per week of Pension Credit on the strength of one interview. The money makes a very pleasant difference to my standard of living."

Carole



Take a picture of your Quick Response code on your mobile smart phone to take you to information on the website www.citizensadvicegm.org/pensioncredit



“I am a live-in carer for my mother who is shielding in her 90s. I have learned I also need to look after myself as well by listening to music, going for a walk or a bike ride.”

Harry



Moving more

Why being active and moving is important

Our everyday activities such as attending clubs, exercise classes, appointments, meeting friends and family or volunteering have temporarily changed.

For some of us, we may notice that we are not as mobile as we were before the pandemic and our joints and muscles feel a little stiff. The following exercises will really help us in regaining our strength, balance, and flexibility. All of which will help us to continue doing activities of daily living such as washing, getting dressed and preparing food, as well as doing the things we enjoy. Moving around regularly, even if a little and often will really help keep our joints flexible.

Instead our indoor activities such as cooking, eating, getting dressed, reading and watching television make up much more of our day. Finding ways of being active at home will help us feel better. It will also help our bodies be better protected for fighting infection and illness.

Most of us are able to go outside to exercise. Going for a daily walk is a great way to enjoy the outdoors and get some fresh air. Even in lockdown we can do this with someone outside of our household, as long as we ensure we are two metres apart.

If you are not able to go outside, standing by an open window or on a doorstep to get some fresh air can feel good too. There are also exercises we can do in our homes, that will help us to carry on doing the things we enjoy.

Being active every day helps us to:

- Keep our spirits up.
- Get a good night's sleep.
- Have a good appetite.
- Stay at a healthy weight.
- Keep your bowels healthy.
- Keeps our muscles and bones strong.
- Prevent health conditions from getting worse.

Being active every day helps to reduce:

- Risk of falls and fractures.
- Risk of heart attack, stroke, diabetes and some cancers.
- Risk of weight related issues.

Quick safety check before exercising

Being active is safe for the majority of people and it has many benefits for our health and wellbeing. There are some small steps you can take to reduce the chance of problems occurring.



Most people can exercise without speaking to a doctor first, especially if their medical condition is under control. However, if you have any symptoms from a heart, kidney or metabolic condition you should check with your GP before you start.



Prepare your exercise space by clearing away unnecessary clutter.

- Keep something sturdy and solid nearby for support (for example a kitchen work surface).
- Have a glass of water ready to sip as you exercise.
- Wear well fitting and supportive shoes, and loose clothing.
- If you are exercising on your own, keep a telephone nearby, just in case you need it.



Set the pace, always warm up and start exercising at a level you find easy and build up gradually.

- If you experience severe pain anywhere or dizziness, stop and rest.
- Remember, it is not unusual to feel some aching or discomfort if you are moving body parts that are stiff and not used to exercise.
- It is common to feel a bit stiff for a few days after exercising in the muscles you have used more than usual. This is normal and shows that your body is responding to the increased movement.
- Try not to hold your breath as you exercise, breathe normally throughout.



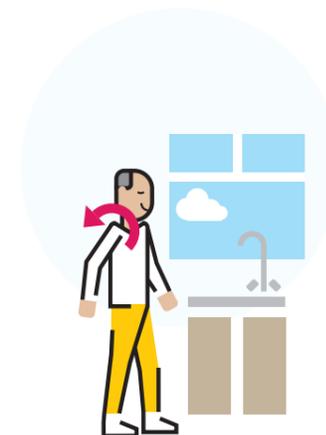
“Just because I’m older doesn’t mean I can’t be a volunteer. From home I can volunteer to call someone and have a chat. We probably can help each other just by talking and I might even make some new friends in the process.”

Gill

Moving well at home

Any movement is good, particularly if it makes us feel a little bit warm and makes us breathe a little faster. For almost everyone exercise is safer than not moving! Small chunks of movement every day helps increase energy. There are ways we can move well at home:

- **Strength and balance exercises that will help to keep you strong and steady on your feet.**
- **Aerobic exercise that warm you up and get you breathing slightly harder to help keep you fit and well.**
- **Breaking up periods of inactivity, such as sitting or lying down throughout the day with movement and activities.**



Strength and balance exercises

Our muscles, bones and joints like to be moved. Lack of movement is bad for our bodies. Just like a car, the body needs to be moved regularly or it will get stiff and rusty.

These exercises will help us stay strong and active. Aim to do these regularly throughout the week, maybe splitting them up and doing them a few at a time during the day, after breakfast or before lunch, whilst boiling the kettle or speaking on the telephone.

It's always good to 'warm up' your muscles and joints and to 'cool down' after any exercise.

The 'warm up'

Always begin with a warm up to prepare for the main exercises. There are four warm up exercises. Complete them all if doing the exercises in one session.

If spreading the exercises over the day, do the seated march first to warm up. You can also do these warm up moves throughout the day to help mobilise the joints, especially after sitting for an hour or so.



"I used to go to a class every week but now I'm doing my exercises at home they really help me to keep mobile and it helps me to think about how to structure my day!"

Christine



The 'seated march'

Warms muscles and prepares for movement.

What to do

- Sit tall at the front of the chair.
- Hold the sides of the chair.
- March with control.
- Build to a rhythm that feels comfortable.
- Continue for 1-2 minutes.



Shoulder circles

Warms muscles and prepares for movement.

What to do

- Sit tall with arms at your sides.
- Lift both shoulders up to ears, draw them back then press them down.
- Repeat slowly five times and feel the shoulder joints loosen.



Ankle loosener

Loosens ankles, improves heel to toe walking action, keeps us stable.

What to do

- Sit tall at the front of the chair.
 - Hold the sides of the chair.
- Place the heel of one foot on the floor then lift it and put the toes down on the same spot.
- Repeat five times on each leg.



Spine twists

Loosens spine, helps looking over shoulders, turning in bed.

What to do

- Sit very tall with feet hip width apart.
- Place your right hand on left knee and hold the chair back with the left hand.
- Twist the upper body and head slowly to the right, back to the middle, and round to the left.
- Repeat four more times slowly each way.

Main exercises – seated

Make sure that the chair you use is sturdy and stable, so it doesn't move around when you're getting in and out of it. Wear comfortable clothes and supportive footwear.



Wrist strengthener

Improves grip strength, helps opening jars.

What to do

- Fold or roll a hand or tea towel into a tube shape.
- Sit tall then squeeze the towel tightly with both hands, hold for a slow count of five then release.
- Repeat this exercise 6-8 times.

More challenging option

Squeeze then twist your towel before holding for 10 seconds.



Arm swings

Helps with stamina and endurance.

What to do

- Sit tall away from the chair back.
- Place both feet flat on the floor below knees.
- Bend elbows and swing arms from the shoulder.
- Build to a rhythm that is comfortable.
- Continue for 30 seconds.

More challenging option

Increase pace and time to 1-2 minutes.



Pelvic floor strengthener

Helps reduce 'leaking' when coughing and laughing.

What to do

- Tighten the muscles as if you were trying to stop passing urine and wind at the same time and hold.
- Try to hold for 10 seconds.
- Rest for four seconds, then repeat.
- Perform this 10 times.

Avoid

- Squeezing legs together.
- Tightening buttocks.
- Holding breath.

More challenging option

10 quick contractions by drawing up the pelvic floor.



"These days I think it's good for me to watch the amount of alcohol I'm drinking and also have days without."

Don



Front knee strengthener

Strengthens the knee for walking and bending.

What to do

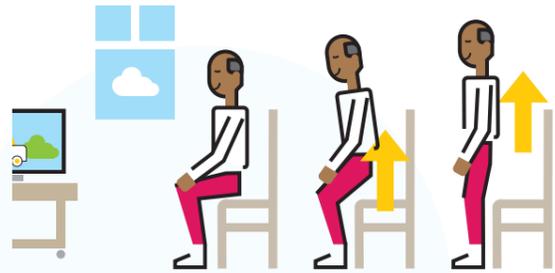
- Sit back in the chair, back supported and feet under knees.
- Brush one foot across the floor then lift the ankle slowly and straighten (do not lock) the knee.
- Lower the foot with control.
- Aim to lift for a slow count of three and lower for a slow count of five each time.
- Repeat 10 times on one leg then swap legs.

More challenging option

Sit away from the back of the chair so more of your leg is off the chair when you lift. Keep the back strong while you lift the leg.

Main exercises – standing

Make sure that you are near a sturdy and stable worktop, and that any chairs used will not move during the sit to stand exercise. Wear comfortable clothes and supportive footwear.



Sit to stand

If repeated regularly and slowly will improve lower limb strength and stability.

What to do

- Sit tall near the front of the chair.
- Place feet slightly behind knees.
- Lean slightly forwards.
- Stand up (using hands on the chair for support if needed. Progress to no hands over time).
- Step back until legs touch the chair, then stand tall, bend knees and slowly lower bottom back into the chair.
- Repeat 10 times.

More challenging option

Try doing the exercise extra slow and hover for a few seconds just before finally sitting.



Heel raises

Help strengthen muscles at the front of the foot, improves balance.

What to do

- Stand tall holding a sturdy table, chair or even the sink!
- Raise heels taking your weight over the big toe and second toe, hold for a second.
- Lower heels to the floor with control.
- Repeat 10 times.

More challenging option

Repeat the exercise, doing it slowly and hold for a second or so just before putting the heel down again.



Toe raises

Helps strengthen the muscles that lift the toe up, important for when stepping and for balance.

What to do

- Stand tall holding a sturdy table, chair or even the sink!
- Raise toes taking weight back onto heels and without sticking bottom out.
- Hold for a second.
- Lower toes to the floor with control.
- Repeat 10 times.

More challenging option

Repeat the exercise, doing it slowly and hold for a second or so just before put the toe down again.



Marching to improve huff and puff

Helps maintain bone density at the hip and spine.

What to do

- Stand to the side of the chair holding on with one hand.
- Stand tall.
- March on the spot swinging the free arm.
- Keep marching for 30 seconds.
- Turn slowly around then repeat using the other arm.
- Repeat three times.

More challenging option

If balance is good then bring in both arms and march with more effort.



“Drinking a glass of water before meals and a balanced diet are vital ingredients in keeping our body and mind well while staying at home.”

Bhim & Yogesh

Main exercises – standing

Make sure that you are near a sturdy and stable worktop, and that any chairs used will not move during the sit to stand exercise in particular. Wear comfortable clothes and supportive footwear.



Leg swings

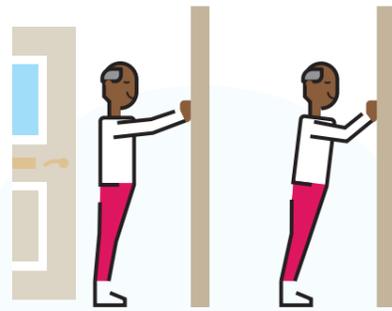
Helps improve strength on the straight leg, improves balance and stability.

What to do

- Stand to the side of the chair holding on with one hand.
- Stand tall.
- Swing the leg furthest away from the chair forwards and back with control.
- Perform 10 swings.
- Turn slowly to repeat on other leg.

More challenging option

Raise the knee up higher to the front and make the movement slower.



Wall press-ups

Helps improve upper body strength, helps maintain bone density at the wrist.

What to do

- Stand at arms length from wall.
- Place hands on the wall at chest height, fingers upwards.
- Keeping back straight and tummy tight, bend elbows lowering body with control towards the wall.
- Press back to the start position.
- Repeat eight times.

More challenging option

Perform the movement more slowly or start further away from the wall.



One leg stands

Helps improve walking stability.

What to do

- Stand close to support surface and hold on.
- Balance on one leg, keeping the supporting leg straight but knee soft.
- Stand tall and look ahead
- Hold for 10 seconds.
- Repeat with the other leg.

More challenging option

Try to use the support surface less and hold the position for longer, up to 30 seconds.

Aerobic exercises

Any activity that warms you up and gets you breathing slightly harder such as:



Dancing.



Going up and down stairs.

Breaking up sitting

Activities you can do to break up periods of inactivity such as:



Cleaning (dusting, polishing, making the bed, washing up).



Gardening (if you have one or planting bulbs, herbs or houseplants indoors).



Stretch or stand during TV advert breaks or after each chapter of your book.

Keeping nourished

What we eat and drink is really important for our health. It keeps our immune system strong and resilient as well as enabling us to have the energy to do the things we enjoy.

Planning for and preparing meals and cooking is also a good way to keep up our daily routine, for many it can be an enjoyable part of the day.

Here are some top tips:



Enjoy your food – why not try some new foods or go back to old favourites? Dig out some old and new recipes to try.



Have plenty of variety in your diet – to help you get all the nutrients you need and maintain a healthy weight.



Keep an eye on yourself – if you think you are eating less than usual or don't have much appetite keep track of your weight or check if your clothes, jewellery or belts are looser than usual.



If you have a poor appetite – have you been losing weight without trying or have a low body weight? You should try to increase the amount of energy and protein you get each day. You may find it useful to:

- Eat little and often.
- Use full-fat food and drinks (for example, full-fat milk, yoghurts, cheese).
- Eat more protein such as meat, fish, eggs, pulses or nuts.
- It may help to speak to your GP.



Keeping your kitchen cupboard and freezer stocked – keep some simple, tasty foods and long-lasting foods, such as dried milk powder, tinned soup, rice pudding.



Make meal preparation easy – ideal for when you need something quick and simple, for example, ready meals, snacks, finger food and meal delivery services.



Think about how you will get your shopping – ask a neighbour, family member or Community Hub to help.



Stay well hydrated – we need about 6-8 drinks per day to stay well hydrated. This reduces infections and improves concentration, energy and mood, so we can keep our minds active.



If you drink alcohol – it is recommended to not have more than 14 units (one unit is a half pint or a small glass of wine) a week. Try to spread this out and have alcohol free days. Alcohol does dehydrate you, so if you can, have water, juice or a soft drink in between.

Keeping well at home daily goals checklist

Setting daily goals, routine and structure help to provide purpose and a sense of achievement.

This might include working through that list of the things you keep meaning to do but never get around to or to help you work through the information and ideas that have been shared in the booklet.

Keeping in touch

- Talk to family and friends via the phone or over the fence.
- Talk to others about how you feel or help you may need. We all need advice and reassurance and others likely feel similar to us.
- You may want to chat to a befriender or volunteer yourself.

Moving more

- Try to move more throughout your day, if possible getting out in the fresh air for a walk, or in the garden, or standing on your doorstep.
- Try building seated and standing exercises into your daily routine around your home.
- Break up long periods of inactivity with chunks of movement.

Eating and drinking

- Drink plenty of liquids including water.
- Stick to regular meal times but if your appetite is poor have healthy snacks in addition to your meals.
- Eat a balanced diet of high protein (meat, eggs and nuts) foods, dairy products, starchy foods (bread cereals, potatoes, pasta or rice) and plenty of fruit and vegetables (fresh, frozen, tinned, dried or juice).
- Eat two portions of fish a week, one of which should be oily.

Keeping busy

- Plan your day – try to get up and go to bed at a similar time each day.
- Do activities you enjoy, such as watch a film, read a book or do some puzzles.
- Try to do new things each day or start that project you've been meaning to.

Feeling joy

- Find a window with a view to take in the 'outside world'. Appreciate the nature around you.
- Listen to some music.
- Try something different, or something you have you done in the past that you have time to do again. Talk about it with friends.

Safety around your home

What to do if you fall

If you do have a fall, lie still for a minute, try to stay calm and check yourself for injuries. Even if you are unhurt, make sure that you tell a healthcare professional, family member or carer that you have fallen.

If you know you can't get up, or feel pain in your hip or back, then try to call for help by using your phone or pendant or by banging on radiators or walls.

Try to keep warm by covering yourself with whatever is close by and try and keep moving your limbs and roll from side to side if you are able to.



Roll onto your side, and then push up onto your elbows.



Use your arms to push yourself onto your hands and knees.



Crawl towards a very stable piece of furniture (a sturdy chair or bed) and hold onto it for support.



Slide or raise the foot of your stronger leg forwards so it's flat on the floor.



Lean forwards and push up using your arms and front leg, slowly rising to a standing position.



Turn around and sit down. Sit for a minute or two and catch your breath.

It's important to ensure our home is safe, especially if we are doing more exercise and activities in it.



Keep stairs clear from clutter and well lit.



Ensure shoes and slippers fit properly.



Mop up spills immediately.



Use a non-slip bathmat.



Don't overload electrical sockets.



Remove trailing leads from plugs.



Have a night-light in the bedroom or bedside light or torch by your bed in case you need to get up in the night.



Quitting smoking is one of the best things you can do for your health at any time. Coronavirus is a respiratory disease and smokers are more at risk of severe illness. This means that it is more important than ever to stop smoking and protect others around you from secondhand smoke.

There are lots of ways to do this, for more information, call **0300 123 1044**.

Fire safety in your home

As we spend more time at home, it is important to keep yourself safe from the risk of fire.



You may be spending more time cooking, heating your home, using electrical appliances etc.

- Take care when cooking, never leave cooking unattended and check appliances are turned off.
- If you smoke, quitting or smoking outdoors will help you improve your fire safety. Never smoke in bed, and always extinguish smoking materials properly.
- Be careful when using open fires to keep warm. Make sure you always use a fire guard to protect against flying sparks from hot embers, and never leave candles unattended.
- Keep portable heaters away from curtains and furniture and never use them for drying clothes. Always unplug electric heaters when you go out or go to bed.
- Never use hot water bottles in the same bed as an electric blanket, even if the blanket is switched off.

Greater Manchester Fire and Rescue Service is still offering Safe and Well visits over the phone.

Ring **0800 555815**, leave your details and you will be contacted.

Follow the STOP Fire Message

- S** Have a Smoke alarm on every floor of your home.
- T** Test your smoke alarms weekly.
- O** Be aware of the Obvious dangers in your home.
- P** Plan your escape route, should a fire occur.



“I’ve been advising friends and family not to get hooked on watching, listening to and reading too much news. It only encourages negative feelings.”

Don

Keeping warm

Extra help with heating costs



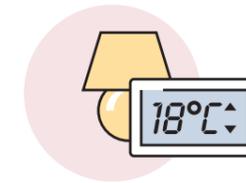
Electricity

Most people born before 6 October 1954 get the Winter Fuel Payment, an annual tax-free payment to help with heating costs. If you qualify but don't get paid automatically you'll need to make a claim. Ring the Winter Fuel Payment helpline on **0800 731 0160** with your National Insurance number and bank details ready.

You may also get a Warm Home Discount, a one-off discount on your energy bill, if you receive the Guarantee Credit part of Pension Credit or you're on a low income. Not all suppliers participate in the scheme, so check with your supplier.

If you receive Pension Credit or other income-related benefits, you're automatically paid a Cold Weather Payment when the temperature is 0°C or below for seven days in a row.

You might want to sign up to your energy supplier's Priority Services Register. This means you can get extra help and support if there's a power cut.



Winter ready tips

The weather over winter can be unpredictable and can sometimes stop us getting out and about.

- Check your boiler has been serviced.
- 21 degrees C is the ideal temperature for your living room, and 18 degree C for your bedroom.
- Make sure you can access and turn off any stopcocks in case you need to stop your pipes from freezing and bursting.
- Having a torch, candles and blanket handy is good in case there are power cuts.
- Spare batteries are always handy to have, like for the TV remote, torch and hearing aids.
- If you have a mobile phone, make sure it is fully charged at home before heading out.
- Stock up your medicine cupboard and check you have enough prescription medication.
- Keep salt handy to put on steps or paths when it's icy out.
- For drivers, check your vehicle is winter ready. Top up anti-freeze screen wash, check your tyres and keep a torch, warm clothes and something hi-vis in the boot just in case.

Helpful numbers and contacts



Getting online

There's help available if you want to get on the internet for the first time or learn how to do more things online. The internet is like a giant library of information. There are many benefits to using it such as:

- Keeping in touch with family and friends, like using email, Facebook or Zoom. You'll also need a device, such as a computer or mobile smart phone.
- Saving money by getting the best deals.
- Learning more about things that interest you.

To access the internet you need to be connected to it. This can be set up through your landline or your mobile phone. You'll also need a device, such as a computer or mobile phone. Many devices that access the internet have a screen you can touch which is often easier than using a keyboard for some of us.

There is support on how to access the internet from your local council. It could include free to borrow devices, free data, free telephone support, and online group classes with other learners. Contact your local Community Hub to find out more.



Local Authority Community Hubs

Community Hubs have been established in each borough to provide support for those who do not have any other way of getting food, medical supplies and other support.

Bolton – 01204 337 221

Monday to Friday: 8.30am to 5.30pm, Saturday: 9am to 1.30pm

Bury – 0161 253 5353

Monday to Friday: 9am to 5pm

Manchester – 0800 234 6123

Monday to Friday: 9am to 5pm, Saturday: 10am to 2pm

Oldham – 0161 770 7007

Monday to Friday: 9am to 5pm

Rochdale – 01706 923 685

Monday to Friday: 9am to 5pm

Salford – 0800 952 1000

Monday to Friday: 8.30am to 6pm, Saturday 9am to 1pm

Stockport – 0161 217 6046

Monday to Thursday: 9am to 5pm, Friday 9am to 4:30pm

Tameside – 0161 342 8355

Monday to Wednesday: 8.00am to 5pm

Thursday: 8.00am to 4.30pm

Friday: 8.30am to 4pm

Trafford – 0300 330 9073

Monday to Friday: 8.30am to 5.30pm

Wigan – 01942 489018

Monday to Friday: 9am to 5pm,

Saturday and Sunday 9am to 12pm

Greater Manchester Textphone – 07860 022876

Messages will be responded to by the next working day.

Other helpful contacts

Here are a list of helpful contact numbers and websites. If you do not have access to the internet ask a friend, family member, neighbour or community contact to print documents for you.

NHS 111

If you have any concerns about your health.

Age UK 0800 169 6565

Call for local Age UK contacts. Provides help and information for people in later life.

Independent Age 0800 319 6789

Advice and support for older people including information brochures on a range of topics.

Silver Line 0800 470 8090

Helpline If you are over 55, call for a cheerful chat, day or night.

Citizens Advice 0800 144 8848

Free, independent confidential advice by telephone.

Samaritans 116 123

If you want to talk through concerns, worries or troubles.

Refuge 0808 2000 247

National Domestic Abuse Helpline.

Carers UK 020 7378 4999

Advice and support for carers.

Admiral Nurse Dementia Helpline 0800 888 6678

Carers UK 020 7378 4999

Advice and support for carers.

SHOUT Service – Text 'Shout' to 85258

Advice is available for anyone struggling with anxiety, depression, suicidal thoughts, abuse or assault, self-harm, bullying or relationship issues. Available 24 hours a day.

Greater Manchester Bereavement Service 0161 983 0902

Greater Manchester Victim Support 0161 200 1950

For support with any crime including domestic abuse.

LGBT Foundation 0345 330 3030

A national charity delivering advice, support and information services to lesbian, gay, bisexual and trans communities. Also new Rainbow Brew Buddies befriending service.

Age UK Salford 0161 788 7300

Information and resources on nutrition and hydration.

You Can GM 0300 123 1044

Greater Manchester support to stop smoking.

Veterans Gateway 0808 802 1212

Support and advice for Veterans and their families.

Keeping Well this Winter



Take a picture of the Quick Response code on your mobile smart phone to take you to this booklet on the Greater Manchester Combined Authority website www.greatermanchester-ca.gov.uk/what-we-do/ageing/keeping-well-this-winter/

This booklet was created by the Greater Manchester Combined Authority Ageing Hub in collaboration with the Healthy Ageing Research Group, linked to the Manchester Institute for Collaborative Research on Ageing, based at the University of Manchester. Content was produced in partnership with: Greater Manchester Older People's Network, Age UK Salford, Greater Manchester Nutrition and Hydration, Greater Manchester Health and Social Care Partnership, GreaterSport in partnership with GM Moving, Dementia United, Greater Manchester Police and Greater Manchester Housing Providers. With special thanks to Jason Bergen, Later Life Training, the National Centre for Sport and Exercise Medicine, and the Centre for Ageing Better.

Comments or feedback? Email ageinghub@greatermanchester-ca.gov.uk

Designed by Think Design Manchester

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