

**NHS**

GIVE YOUR  
**NHS + HAND**  
THIS WINTER

# Winter health and wellbeing guide



**PROTECT YOURSELF. PROTECT LOVED ONES. PROTECT EVERYONE.**

# Winter affects us all in different ways.

**As we move into the season of colder weather and darker days, it is important that we all prioritise our health, and the health of those we care for.**

Winter is challenging every year but this year there are additional pressures on health and social care services with the combined challenges of COVID-19 and seasonal flu.

So it's important we do all we can to protect ourselves and each other, and that we take care of our health.

This quick guide brings together some advice and information to help you protect your health and take care of your mental wellbeing this winter.

You'll also find a handy Winter Plan at the end of this booklet where you can make a note of key dates and actions to help see you safely through the winter.



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# COVID-19 and Flu advice

Viruses like flu and COVID-19 and the common cold circulate easily in the winter months. Here are some things we can all do to reduce the risk of spreading illnesses this winter.

## Keep yourself and others well

Follow these steps to help stop the spread of germs



**Wash your hands** regularly and thoroughly with soap and warm water, it's the best way to stop spreading germs.



**Use tissues** to catch your cough or sneeze and then throw them in the bin.



**Wear face coverings** when you are in indoor public spaces or on public transport.



**Don't touch** your eyes, nose or mouth with unwashed hands.



**Open doors and windows** for a few minutes every few hours to keep the room ventilated.



**Keep surfaces** like door handles and toilet flushes clean with anti-bacterial cleaner.

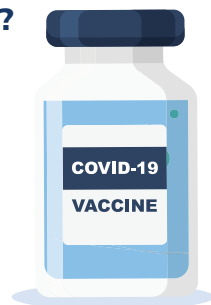


**Try to stay away** from others for 48 hours if you have had sickness or upset stomach.

## Have you had your COVID-19 vaccinations yet?

One of the most important ways you can protect yourself and others against COVID-19 is to get vaccinated.

Anyone over the age of 16 can walk into a drop-in clinic, no appointment is needed and you don't need to be registered with a GP. You can also book an appointment at a vaccination centre or pharmacy at: [www.nhs.uk/covidvaccine](https://www.nhs.uk/covidvaccine) or call **119**.



## COVID-19 booster vaccination

A COVID-19 booster vaccine helps improve the protection you have from your first two doses of the vaccine, giving you longer-term protection against getting seriously ill.

Get your COVID booster vaccination if you had your second dose at least 6 months ago. You can:

- Book a vaccination appointment at a vaccination centre or pharmacy.
- Go to a walk-in vaccination site - no appointment is needed.
- Wait to be contacted by a local NHS service and book an appointment with them.



## Protect yourself and your loved ones from flu

It's easy to pass on flu viruses without knowing.

### Why should I get a flu jab?

- More people are likely to get ill from flu this winter as fewer people built up natural immunity to it last year.
- If you get flu and COVID-19 at the same time, you're more likely to be seriously ill.
- Getting vaccinated against flu protects you and those around you.

Some people will be invited to have both flu and COVID-19 booster vaccines. It's safe to have them at the same time.

Find out how to get your flu vaccine at:  
[www.nhs.uk/wintervaccinations](https://www.nhs.uk/wintervaccinations)

# Help from your NHS

If you are feeling unwell, don't put off getting help. Your NHS is here to help you. Use this guide to help you find the right service for your health needs.

## **Urgent health need? Think 111 first**

- Visit [www.111.nhs.uk](http://www.111.nhs.uk) or call 111 to be assessed for urgent health needs.
- 111 can book you in for health appointments, or arrange for an ambulance.
- Call 111 and select Option 2 to speak to someone about your mental health.

## **Minor injury or illness?**

- Minor injury units offer treatment for burns, simple fractures, broken fingers, and other wounds/illnesses.
- **Norwich Practices Walk-in Centre** on Rouen Rd, Norwich, NR1 1RB. Tel 01603 677500.
- **Cromer Minor Injuries Unit at Cromer Hospital**, NR27 0BQ. Tel 01603 646230.

## **Need help to manage minor illnesses at home?**

- Speak to your pharmacist for clinical advice to help you manage minor illnesses.
- Get advice on how your prescriptions are ordered and collected.

## **Feeling unwell or concerned about recurring symptoms?**

- Arrange an appointment with your GP if you're worried about your health.
- Phone, video, and face to face appointments are available.
- Contact your surgery by phone or go online.

# Children's health

This winter the NHS expects to see an increase in coughs and colds in children who haven't built up much natural immunity during the year.

If your child has flu or cold symptoms, please keep them away from other people who may be at risk of getting ill.

## Try Just One Norfolk first

- Get help and advice on a range of illnesses and ailments.
- Call the Just One Number on 0300 300 0123, text Parentline on 07520 631590, or visit **[www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk)**.

## Speak to your pharmacist

- Get advice and treatment for minor ailments like runny noses, coughs, and rashes.
- Make sure you have common children's medicines like Calpol, Ibuprofen, and Vaporub in stock.

## Call NHS 111 or contact your GP if:

- You're worried about your child.
- Your child has taken less than half their usual amount during the last two or three feeds, or they have had a dry nappy for 12 hours or more.
- Your child has a persistent high temperature of 38°C or above.
- Your child seems very tired or irritable.



## Dial 999 for an ambulance for your baby or toddler if:

- They are having difficulty breathing.
- Their tongue or lips are blue.
- There are long pauses in their breathing.

# Winter health tips



## **Eat a balanced diet and stay hydrated**

Remember to eat plenty of vegetables and fruit. Drink lots of water (and warm drinks in cold weather) and try not to exceed recommended limits.



## **Keep warm**

Heat your home to at least 18 degrees - if you can't heat the whole house, heat the room you are in.



## **Sleep well**

Establish a bedtime routine. Use relaxation exercises to improve sleep.



## **Keep a well-stocked medicine cabinet**

You can buy useful remedies for lots of minor illnesses from your local pharmacist or supermarket. Own-brand versions are often cheaper but just as effective.



## **Stay active**

30 minutes a day including strengthening exercises can help you stay independent. Find gentle exercises you can do indoors at [www.nhs.uk/keep active](http://www.nhs.uk/keep-active).



## **Boost your vitamin levels**

Get outside in the sunshine for 15-20 minutes a day and take a vitamin D supplement to avoid vitamin D deficiency.



## **Stay connected**

Keep in touch with people. Keep a list of useful contacts in or by your phone in case of emergencies and look out for friends and neighbours.



## **Be prepared**

Keep your car winter ready with an emergency kit in the boot. Keep a few extra store cupboard items in case you can't get out for a few days.



## **Keep your home safe**

Check your home for trip hazards and electrical concerns. Make sure you have a working smoke alarm.

# Get ready for winter

**In this section find resources and ideas to help you winter proof your home, and to take care of yourself and those you care for.**

## **Are you living in a cold home?**

Make sure you're getting the support you're entitled to so you can keep your home warm. The organisations below offer expert advice on ways you can keep your home warm and save money, including information on boiler services and insulation. Book these services in early to warm your home efficiently this winter.

- **Norfolk:** [www.norfolkwarmhomes.org.uk](http://www.norfolkwarmhomes.org.uk) or call 01603 430103
- **Waveney:** Call Warm Homes Healthy People on 03456 037 686

## **Avoiding Trips and Falls**

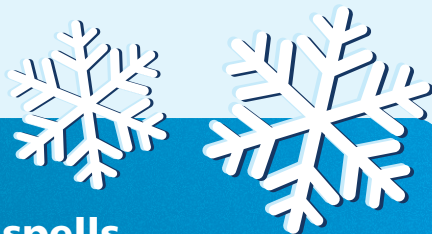
Trips and falls are more common in the winter months.

The risk of accidents can be reduced by:

- Wearing appropriate footwear for the weather/environment.
- Being aware of any medications that could affect balance.
- Staying fit with exercises to improve stability.
- Moderating alcohol consumption.
- Seeing where we're going – use a torch when walking in dark places and keep up to date with eye checks.
- Immediately mopping up spillages.
- Getting help to do things you're unable to do safely on your own.
- Making sure that house shoes (especially slippers) fit well.

## **Keep active whilst indoors**

Moving your body can help to keep you warm in winter. Don't sit still for long periods of time, it makes you feel cold and muscles stiffen up. This increases the risk of falling. Aim to move around at least once an hour. Visit [www.nhs.uk/keepactive](http://www.nhs.uk/keepactive) for gentle exercises you can do at home.



## Be prepared for cold spells

Sign up to receive cold weather alerts from the Met Office so you'll know when to take steps to keep warm and stay inside.

**[www.metoffice.gov.uk/public/weather/cold-weather-alert](http://www.metoffice.gov.uk/public/weather/cold-weather-alert)**

Food is a vital source of energy and helps to keep your body warm, so have plenty of hot food and drinks. Keeping up a healthy balanced diet can be easier if you have:

- **A stock of tinned / frozen foods**
- **A grocery delivery service**  
(your local library can help you to sign up to one if you're not sure).
- **Someone you can ask to help with groceries if needed**

Visit **[www.ofgem.gov.uk](http://www.ofgem.gov.uk)** to see if you can go on your water and power supplier's Priority Services register for extra help and support if there's a power cut.

Norfolk and Suffolk county councils each have webpages with information to help you be prepared for winter:

In Norfolk visit

**[www.norfolk.gov.uk/safety/norfolk-winter.co.uk](http://www.norfolk.gov.uk/safety/norfolk-winter.co.uk)**

In Waveney, search **"Seasonal Winter"** at **[www.suffolk.gov.uk](http://www.suffolk.gov.uk)**.



**Be sure to use the Winter Plan at the end of this booklet to note your details.**



# Caring for ourselves and each other

For many people, winter can be a very isolating time. Being part of a local group can help you feel connected, and many local groups now meet online.

If you find yourself feeling lonely, contact the Silver Line on 0800 470 8090, a free and confidential helpline providing information, friendship and support to older people.

## Mental health support

Take time to look after yourself this winter, especially if you are caring for someone else. For practical tips and advice about ways to boost your mood and to help you cope and feel more in control, visit **[www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)**.

Wellbeing Norfolk and Waveney offer a range of mental health support services you can self-refer to. Find out more at **[www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)** or call 0300 123 1503.

If you or a loved one are experiencing a mental health crisis, call the NSFT First Response helpline 24-hours a day for advice and support on 0808 196 3494.



## Look out for other people

Remember that other people, such as older neighbours, friends and family members, may need a bit of extra help over the winter. Keep in touch with regular phone calls, or doorstep visits. Ask after their health, and ask if they need any practical help.

# Financial help

No one should be hungry or cold this winter. If you think you might need help paying the bills, are worried about the cost of food or cannot afford to heat your home, you may be able to get support. For more information visit:



**Norfolk:** [www.norfolk.gov.uk/wintersupport](http://www.norfolk.gov.uk/wintersupport)

**Waveney:** [www.suffolk.gov.uk/coronavirus-covid-19/suffolk-advice-and-support-service](http://www.suffolk.gov.uk/coronavirus-covid-19/suffolk-advice-and-support-service)

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## My winter plan

|                                                  |              |
|--------------------------------------------------|--------------|
| <b>I can get food deliveries</b>                 |              |
| <b>from:</b>                                     |              |
| <b>I need to order medicines</b>                 |              |
| <b>by:</b>                                       | <b>from:</b> |
| <b>If I need to order home fuel</b>              |              |
| <b>I'll do it by:</b>                            | <b>from:</b> |
| <b>I will sign up to cold weather alerts by:</b> |              |
|                                                  |              |

### Key contact details

|                                                               |
|---------------------------------------------------------------|
| <b>If I need help from a friend / neighbour I'll contact:</b> |
|                                                               |
| <b>If I need someone to talk to, I'll contact:</b>            |
|                                                               |
| <b>My local pharmacy phone number is:</b>                     |
|                                                               |
| <b>My emergency plumber's name and number:</b>                |
|                                                               |



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Find more information and advice to keep  
you and your family well this winter at

**[www.winterwellnorfolkweney.co.uk](http://www.winterwellnorfolkweney.co.uk)**



If you would like this information in large print or in an alternative version, please contact us on 0344 800 8020 and we will do our best to provide it.

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