



# Warm and Well in Merton

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# What is Warm & Well in Merton?



- Raising awareness of the importance of keeping warm in Winter and giving support on how best to stay warm and well, helping to reduce the number of winter hospital admissions in Merton.
- A partnership between Merton Council, Wimbledon Guild, Age UK Merton and Thinking Works
- Running from January 2019 to March 2020 with 3 main aims:
  - 1) To make sure that people at risk receive correct, clear, consistent, useful advice and information to help them stay warm and well
  - 2) To improve awareness and encourage collaboration between services by providing information about what works, and what services are available
  - 3) To support individual people to maximise their income, stay active and keep warm in Winter

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# What does Warm & Well offer?

Warm & Well Pack

Information and advice for individuals

Information for organisations working with people at risk

Financial support for individuals

Free home energy check\*

\*If the individual meets the criteria, also subject to change

# Warm & Well Pack

- A Warm & Well pack will be distributed to community organisations in wards highlighted by Public Health with the highest level of need.
- It will include the Age UK Winter Wrapped Up Guide, which gives information and advice on how to stay warm and a **free thermometer**. You can access this online:

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[https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig27\\_winter\\_wrapped\\_up\\_inf.pdf](https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig27_winter_wrapped_up_inf.pdf)

Or you can order copies from Age UK Advice on 0800 169 65 65







- The Winter Warm and Well packs will also include a Warm & Well checklist and information about activities, lunch and social clubs available in the borough.



## Warm & Well in Merton Checklist

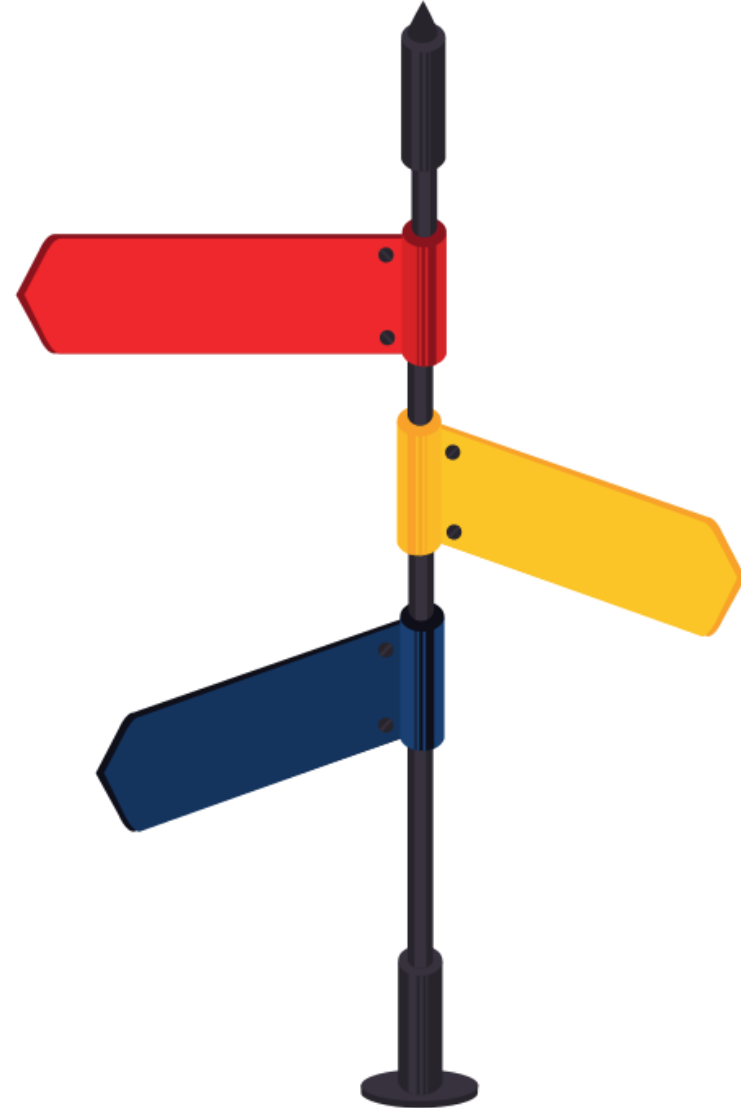
<p>How do you keep warm in Winter?</p> 	<p>If you need support or more information, you can contact:</p> <ul style="list-style-type: none"> <li>Wimbledon Guild: 0208 946 0735</li> <li>Age UK Merton if aged 60+: 020 8648 5792</li> </ul> <p>Merton residents over 65 years, or with a long-term health condition or disability, or an income under £20,000 a year can have a free 'Healthy Homes' visit. You can receive advice on keeping warm and well at home and have free devices installed to help cut your water and energy use. *</p> <p>Please contact Thinking Works: 0800 118 23 27</p>
<p>Are you getting the best deal on your energy supplier?</p> 	<p>Switching energy suppliers could save money on your heating bills. The following organisations provide free price comparisons:</p> <p><a href="http://www.uswitch.com/">www.uswitch.com/</a> - 0800 6888 557  <a href="http://www.moneysupermarket.com">www.moneysupermarket.com</a> – 0800 177 7087  <a href="http://www.simplyswitch.com">www.simplyswitch.com</a> – 0800 011 1395</p> <p>If you need support or more information, you can contact:</p> <ul style="list-style-type: none"> <li>Wimbledon Guild if aged 55+: 0208 946 0735</li> <li>Age UK Merton (State Pension Age and over): 020 8648 5792</li> </ul>
<p>Are you getting all the benefits to which you are entitled?</p> 	<p>You may be eligible for benefits to help with your energy bills such as Winter Fuel Payments or the Warm Home Discount scheme. You can use a benefits calculator to check this:</p> <p><a href="https://benefitscheck.ageuk.org.uk/Home/Start/">https://benefitscheck.ageuk.org.uk/Home/Start/</a>  <a href="https://benefits-calculator.turn2us.org.uk/AboutYou">https://benefits-calculator.turn2us.org.uk/AboutYou</a>  <a href="https://www.gov.uk/benefits-calculators">https://www.gov.uk/benefits-calculators</a></p> <p>If you need support with working out your benefits, please contact:</p> <ul style="list-style-type: none"> <li>Wimbledon Guild if aged 55+: 0208 946 0735</li> <li>Age UK Merton (State Pension Age and over): 020 8648 5792</li> </ul>
<p>Do you need financial help to ensure you can keep warm and well in Winter?</p> 	<p>Wimbledon Guild can provide grants for items people in Merton desperately need such as fuel costs, food, warm clothing, bedding etc when they have exhausted all other avenues of help.</p> <p>Contact Wimbledon Guild Welfare:  <a href="mailto:welfare@wimbledonguild.co.uk">welfare@wimbledonguild.co.uk</a></p>

\*Subject to change

<p>Are you struggling to buy food?</p> 	<p>If you need Food Bank vouchers, please contact:</p> <ul style="list-style-type: none"> <li>Wimbledon Guild: 0208 946 0735</li> <li>Age UK Merton: 020 8648 5792</li> </ul>
<p>Have you had the flu jab this winter?</p> 	<p>Contact your GP to book this. It is free for people aged over 65 and also those aged under 65 who have conditions that make them susceptible to complications if they have flu. Ask your GP or pharmacist for more information.</p>
<p>Have you had any falls in the last year and how has this affected you?</p> 	<p>If you are worried about falling, Merton Falls Prevention Service provides assessment, advice and exercise for older people who are at risk of falling. Please call: 0333 241 4242</p> <p>Increasing physical activity can improve strength, balance and coordination. For an assessment and referral to an exercise class please contact:</p> <ul style="list-style-type: none"> <li>Wimbledon Guild: 0208 946 0735</li> <li>Age UK Merton: 020 8648 5792</li> </ul>
<p>Do you know what to do if there is a cold snap on the way?</p> 	<p>Watch/listen for the Met office cold weather alerts – TV/Radio/Internet</p> <p>Keep your main living room around 21°C/70°F and the rest of your home heated to at least 18°C/65°F and wear suitable clothing. Where do you usually sit in the house? You can place your free thermometer there to check the temperature.</p>
<p>Are you keeping active and busy?</p> 	<p>There are lots of social activities and classes locally. Wimbledon Guild and Age UK can connect you to these.</p> <p>Please contact:</p> <ul style="list-style-type: none"> <li>Wimbledon Guild: 0208 946 0735</li> <li>Age UK Merton: 020 8648 5792</li> </ul>
<p>Are you feeling connected?</p> 	<p>The Merton Befriending Service can match you with a volunteer to visit regularly:</p> <ul style="list-style-type: none"> <li>Wimbledon Guild: 020 8946 0735</li> <li>Age UK Merton (65+): 020 8648 5792</li> </ul> <p>Wimbledon Guild offer counselling and group therapy for anyone over 18 who lives, works or studies within Merton and offer charitable rates.          Contact Wimbledon Guild: 0208 296 0030</p>

# Information and Advice for individuals

- Age UK have partnered with Thinking Works to provide Merton residents with good quality energy efficiency advice and access to energy savings products
- Supporting individuals and increasing outreach in priority areas throughout Merton.
- Age UK Merton will advise on the issue of winter warmth and fuel poverty including money & benefits, transport (Dial-a-Ride, Taxi Card & Blue Badge), housing and access to local services.
- This advice will be delivered out of Age UK Merton's centre in Mitcham and across the wider community.



# Information for organisations working with people at risk

- A Warm & Well talk for residents and staff at voluntary and community organisations, health and social care providers
- This will include the opportunity to run through the Warm & Well checklist on a 1:1 basis and to be referred to the appropriate organisation
- There will also be a series of advice clinics and Warm & Well engagement activities initially throughout the priority wards of Cricket Green, Figges Marsh and Pollards Hill.



# Financial Support for Individuals

- Wimbledon Guild can provide welfare grant distribution
- This is for winter items people in Merton desperately need such as fuel costs, food, warm clothing, bedding etc when they have exhausted all other avenues of help
- An application form would need to be completed and a supporting statement (by phone, email or letter) from a referring agent is preferred
- Applicants must provide evidence of being Merton residents, proof of income and photo ID.
- For further information, including the guidance and application form, please contact: [welfare@wimbledonguild.co.uk](mailto:welfare@wimbledonguild.co.uk)





# Free home energy check

- Thinking Works can offer individuals a free 'Healthy Homes' visit to assess their home to help keep their home warm for less- if within certain criteria\*
- Thinking Works can provide 2 LED bulbs, radiator reflector panels and CO detector for free



# Staying Warm and Well in Winter

- Make sure you have a yearly flu jab. It's free for people aged over 65, if you have certain long-term health conditions or if you are a carer
- Keep moving- when indoors, try not to sit still for more than an hour
- Eat at least one hot meal a day and drink several hot drinks
- Several thin layers of clothing will keep you warmer than one thick layer, as the layers trap warm air between them.
- Choose boots with non-slip soles and a warm lining, or wear thermal socks. These boots not only keep your feet warm, they also keep you safe if the ground is slippery
- Check local news and weather reports for advice when bad weather is forecast



To help you **stay well**, it's important to **keep warm**, follow as healthy a lifestyle as you can, and **have a flu jab**.

# Myth-busting



As well as a hat, wrapping a scarf around your neck and mouth can **help to protect** your health. Breathing in cold air raises the risk of chest infections and increases blood pressure.



**18°C/64°F is the ideal** temperature for your bedroom to make sure that you are warm and well in winter.



It's best to keep your house at a **stable temperature** as sudden changes can be dangerous. Try to keep your main living room at 21°C/70°F and close any doors to rooms you're not using.



Contact your local Age UK for a **benefits check**, to find out what financial support is available and to see if you're eligible for any help.

# Contact details



*Age UK Merton*

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

**020 8648 5792**



*Wimbledon Guild*

[ckiernan@wimbledonguild.co.uk](mailto:ckiernan@wimbledonguild.co.uk)

**0208 739 2931**

If you would like us to deliver a Winter Warmth talk at your organisation, please fill in your contact details on the form and we will contact you to arrange this



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