



Mark Williams, Head of Communications and Fundraising at Wimbledon Guild



# What is Warm & Well in Merton?

- Raising awareness of the importance of preparing for next 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 and Age UK Merton
- 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

**Warm  
& Well  
in Merton**



# Winter pressures

An estimated 43,900 excess winter deaths occurred in England and Wales in 2014/15; the highest number since 1999/00, with 27% more people dying in the winter months compared with the non-winter months (Office of National Statistics).



The majority of deaths occurred among people aged 75 and over; there were an estimated 36,300 excess winter deaths in this age group in 2014/15, compared with 7,700 in people aged under 75 (Office of National Statistics)



In 2016/17 there were 851 emergency admissions for injuries due to falls among people aged 65 years and over. Falls are the leading cause of older people being admitted to hospital as an emergency (Merton Joint Strategic Needs Assessment 2018)



Merton's 2018 Joint Strategic Needs Assessment (JSNA) predicts the number of people aged 65-84 years old will increase by 11.2% to 24,350 by 2025. This is likely to lead to greater numbers of older people suffering from falls and excess winter deaths.

# What does Warm & Well offer?

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Warm & Well Pack

Information and advice for individuals

Information for organisations working with people at risk

Financial support for individuals

# Warm & Well Pack

- The Warm and Well packs include:
  - A Warm & Well checklist
  - Information about activities, lunch and social clubs available in the borough.
  - Age UK Winter Wrapped Up Guide, which gives information and advice on how to stay warm and a **free thermometer**.
- Age UK Winter Wrapped Up Guide is also online on the Age UK website - [www.ageuk.org.uk](http://www.ageuk.org.uk)



# Warm & Well Checklist



## Warm & Well in Merton Checklist



<p><b>How do you keep warm in winter?</b></p> 	<p>If you need support or more information about keeping warm and well, 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><b>Are you getting the best deal on your energy supplier?</b></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</p> <p><a href="http://www.moneysupermarket.com">www.moneysupermarket.com</a> – 0800 177 7087</p> <p><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> <p>Age UK Merton (State Pension Age and over): 020 8648 5792</p>
<p><b>Are you getting all the benefits to which you are entitled?</b></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></p> <p><a href="https://benefits-calculator.turn2us.org.uk/AboutYou">https://benefits-calculator.turn2us.org.uk/AboutYou</a></p> <p><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 &amp; over): 020 8648 5792</li> </ul>
<p><b>Do you need financial help to ensure you can keep warm and well in winter?</b></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>
<p><b>Are you struggling to buy food?</b></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><b>Have you had the flu jab this winter?</b></p> 	<p>The flu jab is free for people aged over 65 and those who have conditions that make them susceptible to complications if they have flu. Ask your GP or pharmacist for more information.</p>

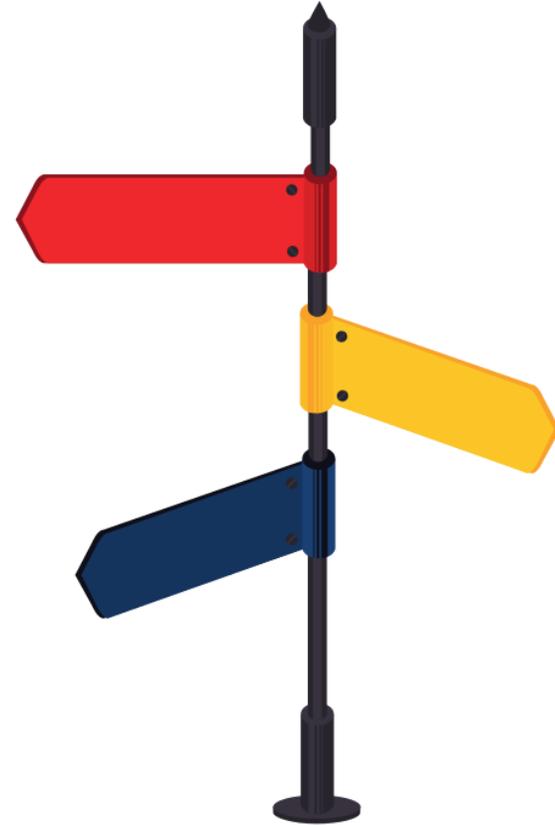


<p><b>Have you had any falls in the last year and how has this affected you?</b></p> 	<p>If you are worried about falling, Merton Falls Prevention Service provides assessment, advice and exercise for older people who are at risk of falling. Please call: 0333 241 4242</p> <p>Increasing physical activity 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><b>Do you need any specialist equipment or adaptations in your home?</b></p> 	<p>Occupational Therapy in Merton provide specialist equipment and adaptations such as toileting/bathing equipment and grab rails, to help people stay independent at home and in everyday life. The council may cover the cost, depending on customers' circumstances and need. Disabled facilities grants (DFGs) can help meet the cost of providing adaptations.</p> <p>Contact Occupational Therapy in Merton: 020 8545 4477 / 4428 Mon to Fri 9:30am to 12:30pm (no facility to leave messages)</p>
<p><b>Do you know what to do if there is a cold snap on the way?</b></p> 	<p>Watch/listen for 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.</p> <p>Where do you usually sit in the house? You can place the free thermometer (from your pack) there to check the temperature.</p>
<p><b>Are you keeping active and busy?</b></p> 	<p>There are lots of social activities and classes locally. 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><b>Are you feeling connected?</b></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.</p> <p>Contact Wimbledon Guild: 0208 296 0030</p>



# Information for individuals

- Age UK Merton and Wimbledon Guild are giving advice on:
  - Keeping Warm & Well
  - Fuel poverty
  - Money & benefits
  - Transport (Dial-a-Ride, Taxi Card & Blue Badge)
  - Housing
  - Access to local services



# Information for organisations

- We are holding Warm & Well talks for residents and staff at voluntary and community organisations, health and social care providers

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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

- We are starting Warm & Well engagement activities in the priority wards of Cricket Green, Figges Marsh and Pollards Hill.



# Financial Support for Individuals

- Wimbledon Guild can provide grant distribution:
  - 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)



# 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

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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



*Wimbledon Guild*

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

**0208 946 0735**

**07551 014 515**



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