



Support for you: winter 2021

Find age friendly information, activities and support in Stockport to help you stay well throughout the winter and beyond.

- * Ways to boost your mood
- * Support if you're feeling worried, stressed or low
- * Ideas on staying connected
- * Information on keeping your body healthy
- * Tips to reduce the chance of getting ill this winter
- * Ways to keep independent
- * Support with your money



Ways to **boost your mood**

We all need good mental health. It can help us sleep better, feel better, do the things we want to do and have more positive relationships. It can also help us deal with difficult times in the future.

There are a lot of things you can do to improve your mental health and happiness. The five ways to wellbeing are worth keeping in mind every day:

- 1. Connect:** connecting is all about maintaining good relationships. This could be with friends, family, or people in the community. It can help you feel that you have a strong support system and that you belong.
- 2. Live a healthy life:** being active (however you can), getting enough sleep and having a healthy diet will all have a positive impact on how you feel.

Also, binning bad habits like smoking and cutting down on alcohol and caffeine can have a positive effect on your mood.

- 3. Keep learning:** learning new skills can give you a sense of achievement and confidence. It can also help you meet and interact with new people.
- 4. Give to others:** small acts of kindness towards others can give you a sense of purpose and self-worth. It doesn't have to cost money!
- 5. Be mindful:** noticing your own thoughts, feelings, and the world around you in the present moment can positively change the way you feel about life. Sometimes this is known as being more mindful.

Support if you're feeling **worried, stressed or low**

Reaching out when you're struggling can be hard to do, but it's the first step to feeling better. There are many ways to get support if you're feeling overwhelmed or need someone to talk to, separate to friends and family. The following are all free for residents in Stockport:

In person

- **Open Door:** a safe haven available for everyone over 18. Open Monday to Friday (10am to 8pm) and Saturday and Sunday (12pm to 8pm) at 72-74 Prince's Street, Stockport Town Centre
- **Viaduct Care:** Viaduct's Wellbeing and Self Care service can help you find community activities and groups in your local area,

as well as supporting you with any long-term conditions, practical issues, or loneliness you may have. To talk to Viaduct, please contact your GP practice or visit www.viaductcare.org.uk/self-referer

- **The Prevention Alliance:** this organisation provides help to improve your wellbeing, relationships, housing, finance or employment. You can visit them in person every Wednesday (9.30am to 4pm) at Stockport Homes, 2 Edward Street, Stockport SK1 3NO. Alternatively you can call 0161 474 1042 Monday to Friday (9am to 4.30pm). If you are deaf, text 0753 946 8560

More support options are included on the next page



Over the phone

- **Open Door:** a helpline for anyone struggling, available 24 hours a day, 7 days a week. Call 0800 138 7276
- **NHS Helpline:** get support and advice from NHS mental health professionals, available 24 hours a day, 7 days a week. Call 0800 014 9995
- **The Silver Line:** a service providing information, friendship and advice. It is available 24 hours a day, 7 days a week by calling 0800 470 8090
- **The Greater Manchester Bereavement Service:** support and information after the loss of a loved one. Available Monday to Friday (9am to 5pm and until 8pm on Wednesdays). Call 0161 983 0902 or visit www.greater-manchester-bereavement-service.org.uk

- **Stand TALL (Tackling Abuse in Later Life):** support for people aged 55 or over experiencing domestic abuse. Available Monday to Friday (9am to 5pm). Call 0161 477 4294 or email caithlinmurphy@stockportwithoutabuse.org.uk

Online

- **Online therapy with telephone support (IAPT service):** online programmes completed in your own time. Visit www.penninecare.nhs.uk/healthymindsstockport or call 0161 716 5640
- **Shining a Light on Suicide:** a Greater Manchester website with resources and support for anyone concerned about suicide. Visit www.shiningalightonsuicide.org.uk
- **Healthy Stockport** even more options on how to support your mental health can be found by visiting www.healthystockport.co.uk

Staying **connected**

The following suggestions can help if you want to feel a bit closer to friends, family or the community around you:

- **It's good to talk:** talking to others in person, over the phone or online is important for our happiness. Who haven't you heard from for a while? Can you give them a call, or drop them a line?
- **Get online:** if you need some help getting online, you can call the DigiKnow Helpline on 0753 712 7095. They can provide free guidance and advice
- **Get some extra support:** if you're feeling lonely, Age UK Stockport's Isolation and Social Engagement project can help you find new

interests and ways to re-connect with others in your community. For more information, call 0161 480 1211 or email info@ageukstockport.org.uk

- **If you're feeling lonely:** if you'd like to talk with someone new, call Hullo on 0800 001 4455 and chat with a volunteer for up to 20 minutes each time. Lines are open 7 days a week (9am to 9pm)
- **Write to someone new:** Healthwatch Stockport run a pen pal scheme where you can be matched with someone to send letters to. If you're interested in having a pen pal, please call 0161 974 0753 or email info@healthwatchstockport.co.uk

Find out about **what's happening** **in Stockport**

Whatever you are interested in, there is a group or an event you can join in Stockport:

- **Stockport Homes:** join age friendly activities by calling 0161 474 3773 or visiting www.stockporthomes.org/community/whats-happening-in-my-area
- **Healthwatch Stockport:** if you'd like to volunteer with a local organisation, please call 0161 974 0753 or email info@healthwatchstockport.co.uk
- **Stockport Local Directory:** this website has information about community activities near you. Please visit www.stockport.gov.uk/groups

- **Stockport Events:** a list of upcoming events can also be found on the council website. Visit www.stockport.gov.uk/events



Keeping your **body healthy**

Eating and drinking

What you eat and drink is really important for your health. Choosing healthier foods and drinks can help to keep your immune system strong and give you energy.

- Try to drink about 6 to 8 glasses or beakers of fluid per day to stay well hydrated. The best choices are water, lower fat milk, and sugar free drinks. This reduces infections, as well as improves concentration and mood
- It's a great idea to eat at least 5 portions of fruit and vegetables a day
- If you've been losing weight without trying or have a low body weight, it might be a good idea to eat more protein such as meat, fish, eggs, pulses or nuts. If you can't stomach a big meal, eat smaller portions, but more often

If you want help or advice on how to keep healthy

- **Healthy Stockport:** the Healthy Stockport website has lots of advice and ideas to get you started. Please visit www.healthystockport.co.uk
- **Stockport START:** the START team can support you if you want to make changes, including being more active, losing weight or stopping smoking or drinking. To get in touch with the team, you can call 0161 474 3141, email START@stockport.gov.uk or ask your GP

Top tips: preventing falls

- **Slippers, shoes, feet and clothing:** wear well fitted and supportive footwear. Look after your feet and report any foot problems to your GP
 - **Tablets and toilet:** speak to your pharmacist or GP if your medication is making you feel dizzy, sleepy, lightheaded or unsteady. Give yourself plenty of time to get to the toilet and make sure the path is clear of tripping hazards. If you're always having to rush, speak to a health professional or get advice from your local continence service by calling 0161 835 6476
 - **Eyes and ears:** book in for regular sight and hearing tests and wear your glasses correctly. Speak to your GP if you have ear pain or hearing difficulties, as problems can affect your balance
 - **Activity:** being more active and trying a few activities that make you breathe a bit faster can also improve your balance and strengthen your muscles. It's never too late to start! If you've been inactive for a while, you can gradually build up how much activity you do: just 10 minutes each day of gentle activity to start with can make a big difference. It might also be worth talking to your GP or health professional before you start anything new or rigorous. The Stockport START team can help you to get more active: call 0161 474 3141 or email START@stockport.gov.uk. You can also learn more about getting active by visiting www.keepgmmoving.co.uk
 - **Drinking and diet:** eat a healthy, balanced diet. Make sure you drink enough fluids and reduce the amount of alcohol you drink
 - **Your health, your environment:** make sure your home is well lit and free from trip hazards. Keep up to date with blood pressure checks, medical treatment, home hazard checks and getting help when you need it
- If you need extra support, get in touch with the Steady in Stockport Service by ringing 0161 835 6701 or emailing steadyinstockport@stockport.nhs.uk**

Reduce the chance of getting ill this winter

Protecting yourself against COVID-19

Anyone who gets COVID-19 can become seriously ill or have long-term effects. Vaccination is the best way to protect yourself and others.

If you haven't had your first or second vaccination dose yet, please call 119 (free of charge) or visit www.stockportccg.nhs.uk/news/covid-19-vaccination-options

People aged 50 or over will also be offered a booster dose at least 6 months after you had your second dose. The NHS will let you know when it's your turn to have a booster dose.

It is still possible to catch and spread COVID-19, even if you are fully vaccinated. The following measures will reduce this risk: not all of these are possible all of the time, but if we all do what we can, we can reduce the risk for ourselves and everyone else too.

- + Meet outdoors wherever you can and continue social distancing where possible
- + Wear a face covering in indoor crowded spaces, hospitals and care homes
- + Wash your hands regularly, particularly if out and about, and as soon as you come home
- + Get a PCR test if you feel unwell or have any of the following: a new continuous cough, a high temperature or a loss of (or change in) your normal sense of taste or smell. You should self-isolate while you book the test and wait for the results. Tests can be booked at www.nhs.uk/coronavirus or by calling 119
- + If you do not have symptoms, you can use a rapid lateral flow test to check that you are not positive without knowing it. You should take this test regularly, as well as before you visit someone in a hospital or a care home. Tests are free and available at your local pharmacy, library, at Fred Perry House on Edward Street, or online at www.gov.uk/order-coronavirus-rapid-lateral-flow-tests
- + Be extra cautious and avoid visiting a hospital or care home if someone you live with has COVID-19
- + Make sure enclosed areas are well ventilated by regularly opening windows, especially if you have had visitors indoors

Preventing the flu

Getting the flu vaccination is the most effective way of protecting yourself from the flu.

You can have the NHS flu vaccine at:

- + your GP surgery
- + a pharmacy offering the service
- + your midwifery service if you're pregnant
- + a hospital appointment

If you are eligible for a free flu vaccine, your GP will contact you to make an appointment.

Preventing pneumonia and shingles

Both pneumonia and shingles can be more serious as we get older. For that reason, the pneumonia vaccine can be offered for free to those over 65, and the shingles vaccine can be offered for free to those over 70.

Unlike the flu jab (which is needed every year), you often only need one vaccination each of these in your lifetime. For more information, contact your GP practice.

Feeling unwell

As qualified healthcare professionals, pharmacists can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains. If it's something that could be more serious, please contact your GP practice straight away. It's also important to attend any routine medical appointments: it's better to be safe than sorry!

For details about local health services including GPs and dentists, call the Clinical Commissioning Group on 0161 426 9900 or visit www.stockportccg.nhs.uk/your-health/your-health-services

If your GP practice or dentist is closed but you need help urgently, you can ring your usual practice telephone number and you will be directed to services available at that time. Alternatively, you can ring 111 (available 24 hours a day, 7 days a week) and they will help to find a service for you.

Keeping warm

To help you stay well this winter, please keep warm! This may help prevent colds, flu, or more serious health conditions. The following advice and support will help:

- The ideal home temperature is 21c in living rooms and 18c in bedrooms, and you can help keep the heat in by closing your curtains at dusk and keeping doors shut
- Make sure your heating system is serviced by a professional to help keep you and your home safe this winter
- Try to have regular hot meals and drinks throughout the day
- Age UK Stockport offers a warm home programme. Their Handy Help Team can offer advice, a free home energy check and can deliver practical equipment like draft excluders and energy saving light bulbs. For more information contact Age UK Stockport by calling 0161 480 1211 or emailing info@ageukstockport.org.uk
- Stockport Homes tenants can also access their Energy Advice Team, who can help you source new energy suppliers, access discounts and more. Call 0161 474 3773 or email energy.advice@stockporthomes.org



Fuel payments

If you need support in paying your heating bills, you may be able to access the government's Winter Fuel Payment. If you are eligible, you could get between £100 and £300 towards the cost of heating your home this winter.

To be eligible, you need to:

- Have been born on or before 26 September 1955
- Have lived in the UK for at least one day during the 'qualifying week', which this year was 20 to 26 September 2021

You may not need to make a claim and will receive the money automatically if you are eligible and:

- Receive the state pension
- Receive another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you don't receive either of these, but you are eligible, you may need to make a claim. To do this you can:

- Call the helpline on 0800 731 0160
- Apply via post by downloading the form at www.gov.uk/government/publications/winter-fuel-payment-claim-form and sending to: Winter Fuel Payment Centre, Mail Handling Site A, Wolverhampton, WV98 1LR
- Stockport Homes customers can get support with this by contacting the Independent Living Team on 0161 474 3773

If you've claimed the Winter Fuel Payment before, you don't need to claim again unless you have deferred your state pension.

Most people receive their money in November or December 2021, but you should have received yours by at least 14 January 2022. If you do not receive a payment, call the helpline on 0800 731 0160.

Keeping **independent**

At home

- **Age UK Stockport:** the Age UK team helps people to continue living in their own homes independently and safely. They also provide home safety checks and advice on any adaptations. Just call 0161 480 1211 or email info@ageukstockport.org.uk
- **The Housing Options for Older People's Officer:** the dedicated officer for Stockport can provide advice and information on different housing and care options. Just call 0161 217 6016 or visit www.stockporthomes.org/hoop
- **Independent living:** tenants of Stockport Homes can receive regular calls to chat about independent living. Call 0161 474 3773

Getting out and about in the community

- **The Wellbeing and Independence Network:** a team that supports people to take part in a wide variety of social, leisure, learning, work or volunteering opportunities, in a way that meets your needs. Just call 0161 804 4416 or visit www.winstockport.co.uk
- **Stockport Car Scheme:** this community transport team organises journeys for adults who are unable to use public transport. Call 0161 476 2812
- **National Rail:** the National Rail website has information about accessibility at train stations. Visit www.nationalrail.co.uk/stations for more information

Looking after your memory

- **GP:** If you are worried about your memory have a chat with your GP
- **Alzheimer's Society:** the Alzheimer's Society Charity also provides free information and groups to join. Call 0161 477 6999 or visit www.alzheimers.org.uk
- **Healthy Stockport:** the Healthy Stockport website also has lots of advice on keeping your brain healthy. Visit www.healthystockport.co.uk

Independence for everyone

- **Disability Stockport:** a group that provides information, advice and practical support to residents with any disability or sensory loss. Call 0161 474 8283 or visit www.disabilitystockport.co.uk

- **Walthew House:** Walthew House can also provide support for people who are blind, visually impaired, hard of hearing or have dual sensory loss. Call 0161 480 2612, text 0798 050 7884 or visit www.walthewhouse.org.uk
- **Stockport Stroke Support Group:** this group can help you live the best life you can if you've had a stroke. Call 0303 303 3100 or visit www.stroke.org.uk
- **Signpost Stockport for Carers:** an organisation that provides free, confidential information and support to unpaid carers of all ages. Call 0161 442 0442 or visit www.signpostforcarers.org.uk
- **National Key Scheme:** if you're disabled, the National Key Scheme (NKS) provides independent access to over 10,000 locked accessible toilets across the UK. For more information, please visit www.stockport.gov.uk/national-key-scheme

Support with **your money**

Free advice and support

- **Citizens Advice Stockport:** a team that offers free, confidential and impartial advice and information on a lot of topics. They can also make sure that you are receiving all the money that you are entitled to. Call 0300 330 9073 or visit the website at www.casort.org
- **Age UK Stockport:** free and confidential advice for older people, their families and carers. They can be contacted on 0161 477 1213 or by emailing info@ageukstockport.org.uk
- **Stockport Homes:** tenants of Stockport Homes can also contact the Money Advice and Outreach Service. Please call 0161 474 3773
- **Pension Credit:** you can make sure you are claiming the Pension Credit you're entitled to (which could include extra financial support, a free TV licence and more) by calling 0800 99 1234 or visiting www.gov.uk/pension-credit/how-to-claim

Being aware of scams

- 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
- Check the identity of official visitors 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 you receive a phone call out of the blue, don't be afraid to simply hang up
- Ask neighbours if there is a local Neighbourhood Watch group. If there is no local group, you can contact Stephen Sutherland, Chair of Stockport Neighbourhood Watch Association, to ask for advice and about being kept up to date. You can call Stephen on 0784 552 9538 or email info@social-circle.co.uk
- To report a suspected scam, ring Action Fraud on 0300 123 2040

Help us make Stockport age friendly!

Organisations across Stockport are committed to making Stockport an age friendly borough: a place where people can age really well.

If you want to help, you can sign up to be a Stockport Community Champion. You will receive support from our Community Champion Organisation, Age UK Stockport, and other Community Champions.

**If you are interested, please call
0789 194 9236 or email
communitychampions@stockport.gov.uk**

Keep up to date

You can receive the latest news in the following ways:

- **Stockport Council:** visit www.stockport.gov.uk to sign up to the email newsletter
- **Age UK Stockport:** call 0161 480 1211 or visit www.ageuk.org.uk/stockport to receive the monthly emailed news sheet

If you would like to receive this booklet in a different format, please contact the Stockport Public Health Team by calling 0161 474 2134 or emailing info.wellbeing@stockport.gov.uk