

Winter wrapped up

A guide to keeping warm
and well this winter

*Health &
wellbeing*

*Free
thermometer
inside*

Information and advice you need to help you love later life.

We're Age UK and our goal is to enable older people to love later life.

We are passionate about affirming that your later years can be fulfilling years. Whether you're enjoying your later life or going through tough times, we're here to help you make the best of your life.

Our network includes Age Cymru, Age NI, Age Scotland, Age International and more than 160 local partners.

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What this guide is about

Winter isn't everyone's favourite season and there's no doubt that the cold weather can be a worry for those of us in later life. As we get older, our bodies respond differently to the cold and this can leave us more vulnerable. But with a little preparation, and by following some simple suggestions, we can help ourselves to stay healthy, safe and as comfortable as possible this winter.

Keeping warm both inside and outside your home can help reduce your risk of the serious health problems that are more common in the colder months, such as chest infections, heart attacks and strokes. This guide explains what you can do to get yourself and your home ready for winter, as well as where to go for more information and support.

This guide is applicable across England and Scotland. In Northern Ireland, contact Age NI and in Wales, contact Age Cymru, for their versions of this guide (see page 26). In Scotland, contact Age Scotland for a copy of their free Hot Tips Calendar (see page 26).

Key



This symbol indicates where information differs for Scotland.



This symbol indicates who to contact for the next steps you need to take.

With a little preparation, and by following some simple suggestions, we can help ourselves to stay healthy, safe and as comfortable as possible this winter.

Preparing for winter

Getting ready for the cold weather – which can start as early as October – means that you're more likely to keep warm and well. Here are some things you can do to stay safe and ward off the winter chills.

- Get your heating system serviced every year to ensure it's running safely and efficiently, or ask your landlord to do this if it's their responsibility. Make sure the person you ask to service it is qualified and registered with the Gas Safe Register (see page 28). Never block air vents and if you have wood-burning, coal or gas heaters make sure there's adequate ventilation.
- Check with your energy supplier for further advice to help you prepare for winter. Our free guide *Save energy, pay less* has tips on insulating and draught-proofing your home.
- Make sure you know where your main stopcock is and check that it's easy to turn. If it's jammed, you may need to get it replaced. If water pipes freeze they can burst, so you need to be able to turn off the water at the main stopcock.
- Have your electric blanket serviced – this should be done at least every three years.
- Make sure your smoke alarm is working. You can ask your local fire service to check your home for fire safety. It's free and you may be eligible to get free smoke alarms fitted.
- Install an audible carbon monoxide alarm in each room that has a gas appliance.
- Ask your family or friends if they could call or visit you more often if there's an extended period of cold weather.
- Keep a mixture of salt and sand handy to put on steps or paths in icy weather. Some councils provide free bags of the mix, if you or someone else can pick them up. Otherwise you could try a local DIY store.

- If the area you live in is liable to floods, sign up for free flood warnings from Floodline (see page 28). Find out if there is a community flood group in your area by contacting the National Flood Forum (see page 29). In Scotland, contact the Scottish Environment Protection Agency (see page 29).
- Consider fitting a grab rail if you have steps at your front or back door. Ask your local Age UK for more information.
- In Scotland, contact Care and Repair Scotland (see page 27).
- Keep simple cold, flu and sore throat remedies in the house. Your pharmacist can make suggestions and also advise you on how to manage minor illnesses.
- Follow up your GP's invitation to have a flu jab.
- Order repeat prescriptions in plenty of time, particularly if bad weather is forecast. Ask your local pharmacy if they offer a prescription pick-up and delivery service.
- Keep basic food items in the cupboard or freezer in case it's too cold to go shopping. You could also do your food shopping online and get it delivered to your door.
- Keep a radio and torch handy in case of a power cut. Keep your mobile phone, laptop or tablet fully charged, so you can use the battery power if there's no electricity.
- If you're worried about walking your dog in icy weather, contact The Cinnamon Trust (see page 27). They may be able to match you with a dog-walking volunteer in your area.
- Use page 24 to write down emergency numbers, such as utility companies, and keep this by your phone.
- Make sure you claim all the financial support you can to help with heating bills. Your local Age UK can advise you.

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

Staying safe and healthy

If you're exposed to a cold environment for a long time, or to extreme cold for only a short time, your blood pressure rises which means you could be at risk of a heart attack or stroke.

To help you stay well, it's important to keep warm at home and outdoors, follow as healthy a lifestyle as you can, and have a flu jab. To find out more about following a healthy lifestyle see our free guides *Healthy living* and *Healthy eating*.

Keep moving

Staying active is not only essential for your general wellbeing and fitness – it also generates heat and helps to keep you warm. When you're indoors, try not to sit still for more than an hour. Get up and walk around, make yourself a warm drink and spread any chores throughout the day. Chair-based exercises which you can do while sitting or holding on to the back of a chair are helpful if walking is difficult, along with moving your arms and legs and wiggling your toes. You can watch videos online that demonstrate chair-based exercises.

Eat well

Hot meals and drinks help to keep you warm, so eat at least one hot meal each day and have hot drinks during the day. Include a good range of foods in your diet and aim for five portions of fruit and vegetables each day, so that you're getting plenty of nutrients and vitamins. Remember that frozen vegetables are as good as fresh. It's important to eat enough, especially in winter. If you're worried about a poor appetite, speak to your GP. Having a hot drink before bed and keeping one in a flask by your bedside are good ideas too.

Have a seasonal flu jab

If you're over 65, the Government recommends that you have a seasonal flu jab. Flu viruses are always changing, so you need a jab every year, using the latest vaccine. Flu is not only unpleasant, it can also develop into pneumonia, which can be serious.

The flu jab is free to people aged 65 and over and also to carers and people under 65 who have conditions that make them susceptible to complications if they have flu. Ask your GP if you think you could be eligible.

It takes up to 10 days for the vaccine to take effect, so it's best to have it early on in the winter. Your vaccinated arm may be sore, or you may have a slight temperature or aching muscles for a few days, but other side effects are rare.

Check you've had a 'pneumo' jab

The 'pneumo' (or pneumococcal) jab is a one-off jab that helps protect you against pneumonia, meningitis and septicaemia. Ask your GP about it if you're over 65 and haven't had one.

Have good hand hygiene

Good hand hygiene is a simple way to prevent the spread of flu. Make sure you wash your hands regularly with soap and water, and clean surfaces like your telephone, door handles and keyboard regularly to get rid of germs. Use tissues to cover your mouth and nose when you cough or sneeze and place used tissues in the bin as soon as possible.

Give up smoking

This is a good thing for your overall health, as smoking lowers your immune system and can cause serious health conditions. After you stop smoking, you'll quickly notice that your breathing is easier and that doing any exercise is more comfortable. Ask at your GP practice about NHS services to help you give up. If you live in England, call the free NHS



Smokefree Helpline (see page 30). If you live in Scotland call Smokeline (see page 30).

Protect yourself against chilblains

Chilblains are itchy red swellings that occur when your skin gets cold and you try to warm up too quickly, often by sitting close to a radiator or other source of heat. If you suffer from these, dab the swellings with calamine or witch hazel to reduce itching, but don't scratch them as this could cause an infection. Speak to your pharmacist for advice on treating chilblains.

To help prevent chilblains, keep your whole body warm at all times – have a look at the tips on the pages that follow. Wear trousers, socks or thick tights and a scarf, hat and gloves whenever you go out in the cold. Talk to your GP if you get chilblains regularly or have diabetes.

Keep warm

Even when temperatures don't seem extreme, cold weather can make you more vulnerable to some illnesses so it's vital for your health that you stay warm during the cold winter months. Read the sections 'Keeping warm indoors and out' and 'Keeping your home warm' to find out more (see pages 14–17).

Get a personal alarm

Personal alarms allow you to call for help if you're unwell or have a fall and can't reach a telephone. You press a button on a pendant you wear around your neck or as a wrist band. This will connect you to a 24-hour call centre, where you can talk to someone who will contact a designated person to help you – usually a neighbour, friend, relative or the emergency services.

Contact your local council to see whether they run a personal alarm scheme. Age UK also provides Personal Alarms.* For more information about Age UK Personal Alarms and the likely costs, call 0800 707 6369.

Take care when driving

If you absolutely have to drive in bad weather, make sure you allow extra time for your journey. Tell someone your destination and when you expect to arrive. Always fully charge your mobile phone before you set off on a journey and make sure you have warm clothes, boots, food, water, a torch and a spade in case you need them.

Keep your spirits up

It's not unusual to feel a bit down in winter – particularly when the days are short and it can get dark by 3.30pm. Try to keep to your usual routine and if you can't visit friends or family, make sure that you phone or Skype them regularly for a chat. If you're feeling lonely contact your local Age UK to see if they offer friendship services. If there are no local services and you're interested in a weekly telephone friendship call, contact the national Call in Time Service at Age UK on 0844 225 0320 to find out more.



In Scotland contact Age Scotland for information about friendship services.

It helps to do something you enjoy every day. If possible, go for a short walk in the middle of the day, if it's not too cold, or at least go outside while there is daylight. There may be local classes or social groups you can attend. Check your local community centre or library noticeboard to find out what opportunities there are in your area.

If you feel down for several weeks and it's stopping you going out, making you feel listless and lacking in energy, it's very important to share these feelings with someone, perhaps a friend or your GP.

It helps to do something you enjoy every day. If possible, go for a short walk in the middle of the day, if it's not too cold, or at least go outside while there is daylight.



*Age UK Personal Alarms is a product name of and is provided by Aid-Call Limited, which is a commercial services arm of Age UK. Aid-Call Limited is registered in England and Wales number 01488490. Registered address Tavis House, 1-6 Tavistock Square, London WC1H 9NA. VAT number 710 3843 66. Aid-Call Limited is a wholly owned subsidiary of Age UK (registered charity number 1128267 and registered company number 06825798) and donates its net profits to Age UK. Age UK is a registered trademark. The use and name of the logo 'Age UK' is done under licence agreement between Age UK and Aid-Call Limited.

‘I was starting to panic about how I’d manage, when my neighbour suggested I call our local Age UK to see if they could do anything.’

Mary was worried about how she would manage at home when her heating stopped working.

‘I’ve lived in my house for the last 30 years and while I love it here it can get cold and draughty in winter. I’m usually fine with an extra jumper and hot water bottle, but last January my heating stopped working.

‘I called the Council to tell them I was freezing cold, but they said it might be some time before someone could come out to check my heating. I was starting to panic about how I’d manage, when my neighbour suggested I call our local Age UK to see if they could do anything.

‘I gave them a ring and the man I spoke to arranged for a portable heater to be sent round the same day. It was such a relief. I used it in my lounge, which meant I didn’t have to stay in bed all day to keep warm.

‘It was so cold that I don’t know how I would have survived if Age UK hadn’t given me a heater. I called back to say thank you, and the lady who answered gave me details of some grant schemes that could help to insulate my home. Next winter I’ll be prepared – I won’t have to dread the cold weather again.’



Keeping warm indoors and out

Even if it isn't a severe winter, cold weather makes us more vulnerable to certain illnesses. Follow these tips to stay healthy and keep warm indoors and out.

- Make sure you keep your hands and face warm. As well as wearing gloves and a hat, always wrap a scarf around your face when you go out in cold weather, even for short intervals. This helps to warm the air you breathe. If your hands and face get cold they can trigger a rise in blood pressure which puts you at risk of a heart attack.
- Several thin layers of clothing will keep you warmer than one thick layer, as the layers trap warm air. Clothes made from wool or fleecy synthetic fibres such as polyester are a better choice than cotton. Start with thermal underwear, warm tights or socks.
- If you're sitting down, a shawl or blanket will provide a lot of warmth. Try to keep your feet up, as the air is cooler at ground level.
- Wear warm clothes in bed. When it's very cold, wear thermal underwear, bed socks and even a hat – a lot of heat is lost through your head.

- Use a hot-water bottle, wheat bag or an electric blanket to warm the bed, but never use a hot-water bottle and an electric blanket together as this can be dangerous.
- Check whether your electric blanket can be kept on all night or whether it's only designed to warm the bed before you get in. Get it checked every three years by an expert. Local trading standards departments often offer free testing, or you can ask at the shop where you bought the blanket (they may charge). If you have any continence difficulties, talk to your doctor before using one.
- Keep your feet warm. As with your hands and face, cold feet can trigger a potentially dangerous rise in blood pressure. Choose boots with non-slip soles and a warm lining, or wear thermal socks. These boots keep you safe if the ground is slippery and keep your feet warm.
- Check local news and weather forecasts for advice when bad weather is forecast.

Even if it isn't a severe winter, cold weather makes us more vulnerable to certain illnesses.



Keeping your home warm

Most of us spend a lot of time indoors in winter, so it's important that you are comfortable and safe there. And it's essential that you keep your home warm. Low temperatures increase the risk of flu and other respiratory problems and can raise blood pressure. Blood pressure takes longer to return to normal in older people who have been out in the cold, increasing the risk of heart attacks and strokes. The colder your home, the higher the risk to your health.

- Keep your main living room around 70°F/21°C, and the rest of the house should be heated to at least 64°F/18°C. We have included a thermometer in the middle of this guide for you to pull out and keep. You can use it in your living room (ideal temperature 70°F/21°C) and in your bedroom (ideal temperature 64°F/18°C) to keep your home at a safe temperature. You may want your main living room to be warmer than this, and if you feel cold, turn the heat up regardless of what the thermometer reads.
- Get to know how the timer and thermostat on your heating system work. If it's very cold, set the timer to switch the heating on earlier, rather than turning the thermostat up to warm your house quickly. If you have individual thermostats on your radiators, make sure they're set at the right temperature in the rooms where you spend time. For more information about how to understand your heating controls, see our free guide *Save energy, pay less*.

- Close the curtains at dusk and fit thermal linings if you can. This will keep the heat in.
- Put guards on open fires, and be careful not to hang washing too close to the fire.
- Don't block up air vents, as fires and heaters need ventilation. Good ventilation also helps to prevent condensation.
- Keep your bedroom window closed at night when the weather is cold. The coldest time of the day is just before dawn. Breathing in cold air raises the risk of chest infections.
- Test your carbon monoxide alarms. You should have one fitted in each room that has a gas appliance, as there is a risk of carbon monoxide poisoning if air vents become blocked.
- Contact your local Age UK for a benefits check and advice on any other financial support you may be eligible for (in Scotland, contact Age Scotland). If you're having difficulty paying your heating bills, Charis Grants can direct you to grants to help with utility debts (see page 27).



If you feel cold, turn the heat up regardless of what the thermometer reads.



What extra money could I be eligible for?

Many of us worry about rising fuel costs, so it's important to make sure you're not missing out on any benefits or discounts you're entitled to that will help you keep your home warm.

Most people born before 6 January 1953 are entitled to the Winter Fuel Payment in 2015–16 to help with heating costs. This is a tax-free payment of between £100 and £300 paid to you between November and December. Previous recipients should get the payment automatically, but if this is the first year that you are eligible, contact the Winter Fuel Payment helpline (see page 30) to ensure that you don't miss out.

If you receive Pension Credit, or certain other benefits, you're automatically paid a Cold Weather Payment when the temperature is at 0°C (32°F) or below for seven days in a row.

You may be entitled to a Warm Home Discount on your electricity bill if you receive Pension Credit or if you're on a low income. It's a one-off discount usually made between October and March. Check with your energy supplier or ask an advice agency such as Age UK. Find out more at www.gov.uk/the-warm-home-discount-scheme.

what next?

Contact your local Age UK to arrange a benefits check (see page 26) or use our online benefits calculator – go to www.ageuk.org.uk/benefitscheck. See our free guide *More money in your pocket: a guide to claiming benefits for people over pension age*.

Heating your home efficiently

Energy prices are high at the moment, but heating your home is easier and cheaper if it is well insulated and your heating works properly.



- Draught-proof doors and windows, insulate the loft, lag the hot-water tank and pipes, and consider getting cavity-wall insulation. These measures will help to keep your home warm and your bills down – and you may be able to get financial help to put them in place. The Energy Saving Trust or Home Heat Helpline can advise you (see pages 27 and 28). In Scotland, contact Home Energy Scotland (see page 27). For more energy-saving tips see our free information guide *Save energy, pay less*.
- Have your heating system serviced each year and check that it's working before the cold weather starts. Gas heating must be serviced by a Gas Safe-registered engineer – ask to see their Gas Safe ID card, or note down their licence card number. Visit the Gas Safe Register website or call the free helpline to find out how to check their licence, or to find a registered engineer in your area (see page 28).
- Ask your energy supplier about their Priority Services Register, a service for older and disabled people. Services include the option of having bills in Braille or large-print text and (if you meet certain criteria) free annual gas safety checks and alternative facilities for cooking and heating if your energy supply is interrupted.

- Contact your energy supplier if you're having trouble paying your bills. Companies should not disconnect all-pensioner households during the winter months. For more information on getting support to keep your home warm see our free guides *More money in your pocket: a guide to claiming benefits for people over pension age* and *Save energy, pay less* and our factsheet *Help with heating costs*.



In Scotland, contact Age Scotland for a similar version of this factsheet (see page 26). For further advice contact the Citizens Advice Consumer Service (see page 27).

- You may have heard of the Government's Green Deal scheme which allowed you to take out a loan to make energy-efficiency improvements to your home. You then repaid the loan over time through your energy bill. The Green Deal has recently been stopped by the Government so no new applications are being considered. If you signed up before the scheme closed you should not be affected by the changes. For more information call the Energy



Saving Trust (see page 27) or in Scotland, call Home Energy Scotland (see page 27). See our free factsheet *Help with heating costs* for more detailed information. In Scotland, contact Age Scotland for a similar version of this factsheet (see page 26).

- You could be eligible for financial help from the Energy Companies Obligation (ECO) scheme if you're on a low income, receive certain means-tested benefits such as Pension Credit, or live in a home that would be costly and difficult to make more energy efficient. To find out whether you're eligible, call the Energy Saving Trust (see page 27).



In Scotland, to find out about this and a similar Home Energy Efficiency Programmes scheme, call Home Energy Scotland (see page 27).

- Check your current energy tariff and shop around to see if you can get a better deal. See our free guide *Save energy, pay less* and our factsheet *Switching energy supplier* for more information. As well as comparing suppliers, you may want to look into the tariffs that Age UK Enterprises has in association with E.ON. For more information, call E.ON on 0800 015 6784.*

***Heating your home is easier
and cheaper if it is well
insulated and your heating
works properly.***



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Myth-busting

Here are some myths you might hear about winter and the cold.

Do any of these apply to you?



‘A hat is **all I need** to keep warm on a winter’s day.’

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.



‘A **warm bedroom** is bad for my health.’

No. **64°F (18°C) is the ideal** temperature for your bedroom to ensure that you are warm and well in winter.



'I only need to put the heating on for a **couple of hours** a day to keep warm.'

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 70°F (21°C) and close any doors on rooms you're not using.



'I'll only get the **benefits of insulation** in winter.'

Insulation is a bit like a thermos – it keeps **warm things warm** and **cool things cool**. So your home will stay warm in winter and cool in summer. You'll see the benefits all year round.



'I don't **qualify** for any help with my heating costs.'

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.



'I've heard that keeping my bedroom **window open** at night is good for my health.'

Actually, if you leave your window open you're likely to breathe in cold air which **lowers body temperature** and raises the risk of chest infections, heart attacks and strokes.

Helpful telephone numbers

Gas supplier

.....

Electricity supplier

.....

Water supplier

.....

Plumber

.....

My local pharmacy

.....

My GP practice

.....

.....

My local Age UK

.....

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Other

.....

.....

.....

Many of us worry about rising fuel costs, so it's important to make sure you're not missing out on any benefits or discounts you're entitled to that will help you keep your home warm.

Useful organisations

Age UK

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 169 65 65

Lines are open seven days a week from 8am to 7pm.

www.ageuk.org.uk

Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

In Wales, contact

Age Cymru: 0800 022 3444

www.agecymru.org.uk

In Northern Ireland, contact

Age NI: 0808 808 7575

www.ageni.org

In Scotland, contact **Age Scotland** by calling Silver Line Scotland: 0800 470 8090 (This is a partnership between The Silver Line and Age Scotland)
www.agescotland.org.uk

Care and Repair Scotland

Offers advice and assistance to help people repair, improve or adapt their homes.

Tel: 0141 221 9879

www.careandrepairsotland.co.uk

Charis Grants

Directs people to grants to clear utility debts owed to certain energy providers.

Tel: 01733 421 021

www.charisgrants.com

Cinnamon Trust

Charity for older people and their pets. They have volunteers who may be able to walk your dog for you in icy conditions.

Tel: 01736 757 900

www.cinnamon.org.uk

Citizens Advice Consumer Service

A consumer advice and complaints service.

Tel: 0345 404 0506

www.adviceguide.org.uk

Energy Saving Trust

Provides free advice on saving energy.

Tel: 0300 123 1234

www.energysavingtrust.org.uk

In Scotland, contact **Home Energy Scotland**

Tel: 0808 808 2282

www.energysavingtrust.org.uk/scotland

Floodline

Free 24-hour service that provides flood warnings by phone, text or email.

Tel: 0345 988 1188

Gas Safe Register

You can check if an engineer is on the register by visiting the website.

Tel: 0800 408 5500

If you suspect a gas leak, call 0800 111 999

www.gassaferegister.co.uk

Gov.uk

The government website of services and information that includes advice on taking care of yourself in winter.

www.gov.uk

Green Deal

Government scheme that let you take out a loan to make energy-efficiency improvements to your home. The Green Deal is now closed to new claimants.

www.gov.uk/green-deal-energy-saving-measures

Home Heat Helpline

Provides advice for people having difficulty paying their fuel bills. It offers advice on cheaper payment schemes, grants for insulating homes, how to get on to the Priority Services Register for extra services, and information on extra government benefits.

Tel: 0333 300 66

Textphone: 0800 027 2122

www.homeheathelpline.org.uk

National Flood Forum

Offers support and representation to communities and individuals at risk of flooding.

Tel: 01299 403055

www.nationalfloodforum.org.uk

In Scotland, contact **Scottish Environment Protection Agency (SEPA)**

Tel: 0345 988 1188

www.sepa.org.uk

NHS 111

Free NHS 24-hour helpline for advice on urgent but non-life threatening symptoms.

Tel: 111

In Scotland, contact **NHS 24**

Tel: 111

www.nhs24.com

NHS Choices

Provides web-based information about NHS services, healthy living and health conditions.

www.nhs.uk

In Scotland, contact **NHS Inform**

www.nhsinform.co.uk

NHS Smokefree

Provides help and advice to stop smoking

Tel: 0300 123 1044

www.nhs.uk/smokefree

In Scotland, call **Smokeline**

Tel: 0800 84 84 84

www.canstopsmoking.com

Ready Scotland

Provides useful tips on preparing for winter and dealing with emergencies.

www.readyscotland.org

Winter Fuel Payment helpline

Tel: 0345 9 15 15 15

www.gov.uk/winter-fuel-payment

Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: Age UK, Tavis House, 1-6 Tavistock Square, LONDON WC1H 9NA. Alternatively, you can phone 0800 169 87 87 or visit www.ageuk.org.uk/donate. If you prefer, you can donate directly to one of our national or local partners. Thank you.

Personal details

Title:	Initials:	Surname:
Address:		
Postcode:		
Tel:	Email:	

By providing your email address and/or mobile number you are agreeing to us contacting you in these ways. You may contact us at any time to unsubscribe from our communications.

Your gift

I would like to make a gift of: £

☐ I enclose a cheque/postal order made payable to Age UK

Card payment

I wish to pay by (please tick) ☐ MasterCard ☐ Visa ☐ CAF CharityCard
☐ Maestro ☐ American Express

(Maestro only)

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Expiry date / Issue no. (Maestro only)

Signature X

Gift aid declaration

☐ (please tick) Yes, I want Age UK and its partner organisations* to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as gift aid donations. I confirm I pay an amount of income tax and/or capital gains tax at least equal to the tax that the charity will reclaim on my donations in the tax year. Date: __/__/__ (please complete). *Age Cymru, Age Scotland and Age NI



The Age UK Group may use the information you have supplied to tell you about our other charitable services or to ask you to support our work. Age UK (registered charity no 1128267) comprises the Charity, its group of companies and national partners (Age Cymru, Age Scotland & Age NI). If you would prefer not to hear from us do let us know by phoning 0800 107 8977 or by writing to us at our registered address. The registered address is Tavis House, 1-6 Tavistock Square, London WC1H 9NA.

Supporting the work of Age UK

Age UK will be doing everything it can to help vulnerable older people keep warm this year. Our work includes providing information and advice to older people about the steps they can take to beat the cold weather or the financial help that's available to help them meet the costs of staying warm.

With your help we can do so much more to reduce the number of unnecessary deaths this winter. If you would like to help us, here are a few ways you could get involved:

1 Make a donation
To make a donation to Age UK, simply complete the enclosed donation form, call us on **0800 169 8787** or visit **www.ageuk.org.uk/get-involved**

2 Donate items to our shops
By donating an unwanted item to one of our shops, you can help generate vital funds to support our work. To find your nearest Age UK shop, visit **www.ageuk.org.uk** and enter your postcode into the 'What does Age UK do in your area?' search function. Alternatively, call us on **0800 169 8787**

3 Leave a gift in your will
Nearly half the money we receive from supporters come from gifts left in wills. To find out more about how you could help in this way, please call the Age UK legacy team on **020 3033 1421** or email **legacies@ageuk.org.uk**



**Thank
you!**

What should I do now?

For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit **www.ageuk.org.uk/healthandwellbeing**

Our publications are also available in large print and audio formats.

The following Age UK information guides may be useful:

- *Healthy living*
- *More money in your pocket*
- *Save energy, pay less*

The Age UK Group offers a wide range of products and services specially designed for people in later life. For more information, please call **0800 169 18 19**.

If contact details for your local Age UK are not in the box below, call Age UK Advice free on **0800 169 65 65**.

