

Useful telephone numbers

Age UK County Durham

Main number	0191 386 3856 info@ageukcountydurham.org.uk
Charity Superstore	0191 384 5098
Help at Home	0191 374 6363
Information & Advice	0191 374 6367 your.rights@ageukcountydurham.org.uk ageuk.org.uk/countydurham
Website	

Age UK Call in Time Telephone friendship service	0800 434 6105
Consumer Advice Helpline	0345 404 0506
Durham County Council	03000 26 00 00
Durham County Council Care Connect	03000 26 21 95
Durham County Council Carers Support	03000 05 12 13
Durham County Council Equipment Advice Service	03000 26 56 67
Durham County Council LOCATE	www.durhamlocate.org.uk
Durham County Council Social Care Direct	03000 267 979
Durham County Council Travel response service	03000 26 99 99
Home fire & crime safety advice (Fire Service & Police)	0845 223 4221
NHS Direct (non-emergency)	111
Northumbrian Water Helpline	0345 717 1100 (open 24 hours)
Police (non-emergency)	101

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Keep warm and well this winter



Home and health tips—be prepared for winter

- * Keep your bedroom and main living room at 18° & 21°C (65°F and 75°F). If you can't heat all the rooms you use, heat the living room during the day and the bedroom before you go to sleep. Keep a check on room temperatures with a thermometer
- * Draw your curtains at dusk and keep your doors closed to block out draughts
- * Wear several light layers of warm clothes (rather than one chunky layer) and even a hat indoors or in bed if it's really cold
- * Keep active - even in your chair. Moving your arms and legs and wiggling your toes are helpful if walking is difficult
- * If you are getting your electric blanket out of storage make sure you check the plug cord and the elements for any signs of wear or damage. If in doubt get it checked (you should get electric blankets checked at least every three years)
- * In case of a power cut, keep a torch by your chair and by your bed and keep a stock of spare batteries
- * Have regular hot drinks and eat at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter
- * Wrap up warm and wear shoes with a good grip if you need to go outside on cold days.
- * Keep a stock of sand or salt for your path
- * Stock up on food like cans of soup, frozen or tinned veg, packet porridge, long life milk and tins of fish and meat (shop online if you can). Freeze bread in sections of a couple of slices
- * Get a free flu jab if you are in a high-risk group or aged 65 and over
- * Make sure you have all your medicines stocked up. Ask your local pharmacy if they offer a prescription pick-up and delivery service – helpful if you can't leave the house
- * Use antibacterial hand gel to protect yourself from the spread of germs
- * If you can't visit friends or family make sure you ring them regularly for a chat
- * Make sure you are claiming all the benefits you are entitled to— call **Age UK County Durham's Information and Advice Service on 0191 374 6367** for more information
- * If you need small home adaptations (e.g. grab rails) call **Age UK County Durham's Help at Home project on 0191 374 6363**
- * Keep a list of useful phone numbers by your phone, there is a list on the back page of this leaflet