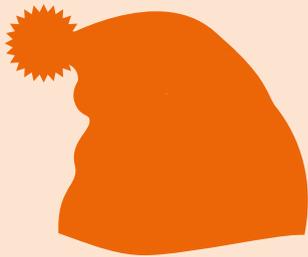


Winter wrapped up

A guide to keeping warm, safe and well this winter

Health & wellbeing



**SPREAD
THE
WARMTH**



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***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.***

What this guide is about

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.

Throughout this guide you will find suggestions for organisations that can offer further information and advice about your options. Their contact details can be found in the 'Useful organisations' section (see pages 23-26). Contact details for organisations near you can usually be found in your local phone book. If you have difficulty finding them, your local Age Cymru should be able to help (see page 23).

This guide is applicable in Wales only. In Northern Ireland, contact Age NI and in England, contact Age UK for their versions of the guide (see page 23). In Scotland, contact Age Scotland for a copy of their free Hot Tips Calendar (see page 23).

Key

what
next?

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

Preparing for winter

Getting ready for the cold weather means that you're more likely to keep warm and well this winter. Here are some things you can do before winter sets in to stay safe and ward off the winter chills.

- Get your heating system serviced every year to ensure it's running safely and efficiently. Gas heating must be serviced by a qualified Gas Safe-registered engineer (see page 25). If you are a tenant, your landlord should check your gas heating system and appliances for safety at least once a year. Never block air vents and if you have wood-burning, coal or gas heaters make sure there's adequate ventilation.
- See our free guide *Save energy, pay less* for tips on insulating and draught-proofing your home. You could also check with your energy supplier to see whether they have further advice to help you prepare for winter.
- 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 at least every three years. (also see page 13 for more information on electric blanket testing).
- 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.

- You should have a carbon monoxide alarm fitted in each room that has a gas appliance, as there is a risk of carbon monoxide poisoning if air vents become blocked. It is possible to buy alarms that are audible, visible and or vibrate. For more information on this contact Age Cymru Advice or Action on Hearing Loss Cymru (see the useful organisations section on pages 23).
- Ask your family, friends or neighbours 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. If temperatures have dropped below freezing you will need to scatter more of the mixture. 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 and some larger supermarkets.
- If the area you live in is prone to flooding, sign up for free flood warnings from Floodline (see page 25).
- Consider fitting a grab rail if you have steps at your front or back door. Contact your local Age Cymru for more information.
- 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.
- Have a flu jab. It's free and is offered annually to people aged 65 and over, carers, or younger people with certain long term conditions. If you think you may be eligible and have not received a letter of invitation from your GP, contact your GP practice or pharmacy to check and make an appointment. If you or someone you know is housebound it is often possible for a district nurse to vaccinate you and your carer at home.

- 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 and long life 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 battery operated radio, torch and spare batteries handy in case severe weather causes a temporary 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 24). They may be able to match you with a dog-walking volunteer in your area.
- Use page 27 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 Cymru can advise you.

To help you stay well, it's important to keep warm at home and outdoors, eat a balanced nutritious diet, keep moving, and have a flu jab every year.



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 safe and well, follow as healthy a lifestyle as you can, and have a flu jab every year. 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. Age Cymru has a LIFT programme (low impact functional training) which is a chair-based exercise programme. For more information on this contact us for a free leaflet.

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 at least 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, if not better. 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 is good idea too.

Have a seasonal flu jab

If you are aged 65 and over, health experts recommend that you have a flu jab every year. Flu viruses change regularly and immunity wanes, so it is advisable to have a flu jab every year. Flu is not only unpleasant, it can increase the risk of developing more serious illnesses such as bronchitis and pneumonia, or can make existing conditions worse. In the worst cases, flu can result in a stay in hospital, or even death.

As mentioned earlier in this guide, 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 can take up to 2 weeks for immunity to build so it's best to have the flu jab as soon as it becomes available to you during the autumn, but any time is better than not at all. Your vaccinated arm may be sore, or you may have a slight temperature or aching muscles for a few days, but side effects are rare. The flu jab cannot give you flu as the vaccine does not contain a live virus.

Check you've had a 'pneumo' jab

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

Check you've had a shingles jab

The shingles jab is given as a one-off jab to prevent or reduce the symptoms of shingles, a common, painful skin disease. If you are aged between 70 and 79 you could be eligible. Speak to your GP for more information.

Have good hand hygiene

Good hand hygiene is a simple way to prevent the spread of germs and flu. Make sure you wash your hands regularly with soap and warm water. Where it is not possible to wash your hands with soap and warm water immediately, use an anti-bacterial hand sanitizer. Clean surfaces like your telephone, door handles, light switches and computer keyboard regularly to get rid of any 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.

Consider taking a vitamin D supplement

Our bodies create vitamin D from sunlight when we're outdoors. We need it for healthy bones, teeth and muscles. During the winter months in the UK the sun isn't strong enough for our bodies to make vitamin D, and it's difficult to get the amount we need from food alone. You might want to speak to your GP to discuss taking a supplement to boost your levels in winter.

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. You can also contact Help Me Quit (see page 25).

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, thick tights, leggings or leg warmers 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 12–15).

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. PPP Taking Care Limited also provides Age UK branded personal alarms*. For more information about the service and the likely costs, call 0800 032 9425.

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 and waterproof clothes, boots, food, water, a blanket, a torch and a spade in case you need them.

* Age UK Personal Alarms are provided by PPP Taking Care Limited, a subsidiary of AXA PPP healthcare Group Limited, which is registered in England and Wales (number 01488490). Registered address: 5 Old Broad Street, London, EC2N 1AD. VAT number 243 674 160. PPP Taking Care Limited is brought to you by Age UK Trading CIC, a commercial arm of Age UK (registered charity no. 1128267). Age UK Trading CIC donates its net profits to Age UK. Age UK Trading CIC is registered in England and Wales no. 01102972. Registered office: Tavis House, 1-6 Tavistock Square, London WC1H 9NA.

Staying safe

Put guards on open fires, and don't hang washing near to an open fire. Don't place damp clothing on warm radiators. Don't block up air vents, as fires and heaters need ventilation. Good ventilation also helps to prevent condensation.

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 4pm. 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 Cymru to see if they offer a befriending service. If there are no local services and you're interested in a weekly telephone friendship call, contact Age UK's *Call in Time* service on 0800 434 6105.

It helps to do something you enjoy every day. If possible, go for a short walk or a stroll in the middle of the day, if it's not too cold. Try and get out in the fresh air if you are well enough to do so, whilst 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. For more information, see our free guide *Your mind matters*.

Shorter daylight hours can leave us feeling low. 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.



‘I feel so much better knowing that I don’t have to struggle to choose anymore between eating and heating and I feel as though I can cope better with my everyday life. I’ve learnt there’s no shame in asking for help when you need it.’



‘After hearing about Age Cymru on the radio I decided to give them a call as I didn’t know where else to turn. My heating system uses oil and I didn’t have any money left to buy oil for the winter.’

‘My local Age Cymru referred me to the Citizens Advice Bureau for debt advice and also to the SWALEC Priority Assistance Fund, which I didn’t even know existed. They also referred me to the local Food Bank – I was a little embarrassed at first; I’ve worked hard all my life and had always paid my way and muddled through and here I was at my age having to rely on the generosity of others. My local Age Cymru kindly delivered the food parcel to me at home as I couldn’t

afford to travel into the town to collect it myself. They also visited me weekly for two months to see how I was getting on. They went through a benefits eligibility check with me using Turn2Us.org benefit calculator and from this were able to tell me that I was eligible for further financial support. They helped by filling in an application to the local Credit Union for a Fuel Savings Budget Account.

‘My local Age Cymru really helped me survive the winter and took away my stress and worry for me. I would advise anyone to ring Age Cymru for help.’

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. If your hands and face get cold they can trigger a rise in blood pressure which puts you at risk of a heart attack. 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.
- 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 maybe 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 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 your home heated to at least 65°F/18°C. Contact your local Age Cymru or visit your nearest Age Cymru retail shop for a free thermometer card. You can use it in your living room (ideal temperature 70°F/21°C) and in your bedroom (ideal temperature 65°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.

- Keep your bedroom window closed at night when the weather is cold. The coldest time of the day is just before dawn. Remember breathing in cold air raises the risk of chest infections, heart attack and stroke.
- Contact your local Age Cymru for a benefits check and advice on any other financial support you may be eligible for. If you're having difficulty paying your heating bills, contact Charis Grants or the Speakeasy Energy Advice Project who can direct you to grants to help with utility debts (see pages 24 and 26).

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 5 August 1953 are entitled to the Winter Fuel Payment in 2017-18 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 26) 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 the Guarantee Credit part of Pension Credit or if you're on a low income. It's a one-off discount usually made between October and March. If you have a prepayment electricity meter, you can receive the discount as a voucher to top up your meter. Check with your energy supplier or ask an advice agency such as Age Cymru. Find out more at www.gov.uk/the-warm-home-discount-scheme.

what next?

Contact your local Age Cymru to arrange a benefits check (see page 23) or use our online benefits calculator – go to www.agecymru.org.uk/letstalkmoney. 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.

Insulation and draught proofing

Draught proof doors and windows, insulate the loft, lag the hot water tank and pipes. 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. Nest or the Energy Saving Trust should be able to advise you (see pages 25 and 26). For more energy saving tips see our free information guide *Save energy, pay less*.

Check your heating system

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 25). If you are a tenant, your landlord should check your gas heating system and appliances for safety at least once a year.

Priority Services Registers

Energy suppliers and distribution network operators have Priority Services Registers for people who need extra help. This could be because you're over pension age or living with a long-term health condition or disability. You might need support temporarily following an injury or illness. If you sign up for priority services you could get extra help and support, such as a unique password for you to confirm the identity of an electricity or gas employee calling at your home; or moving a prepayment meter if you are no longer able to access it.

You pay your gas and electricity bills to your energy supplier, and your distribution network operator is the company in charge of the supply to your area. Contact the Energy Networks Association to find out who your network operator is. To make sure you get as many services as possible you should join both your supplier's register and your distribution network operator's register, as they may offer different services.

What to do if you can't pay your bill

Contact your energy supplier if you're having trouble paying your bills. Companies should not disconnect all-pensioner households during the winter months. You may be able to set up a repayment plan, or have a prepayment meter installed. 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*. Also, see our free factsheet *Help with heating costs in Wales*. For further advice contact the Citizens Advice Consumer Service (see page 24).

The Nest scheme

You might be able to get help from a scheme called Nest. This is a Welsh Government scheme to reduce the number of households in fuel poverty. You may qualify if your house has a low energy-efficiency rating and you receive certain means-tested benefits, such as Pension Credit. If you're eligible you may be able to get improvements such as a new central heating boiler, various insulation measures, draught proofing or renewable energy technology. Contact Nest for further details (see page 26). The Nest scheme will come to an end on 31 March 2018. The Welsh Government will be replacing it with a different scheme, though at the time of writing (September 2017) there are no details about this.



Energy Companies Obligation scheme

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 25).

Switching energy supplier

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 *Getting the best energy deal* for more information.

Myth-busting

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

Do any of these apply to you?



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.



No. **65°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 Cymru 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.

Spread the Warmth this winter with Age Cymru

Winter can be especially hard for many older people. Our campaign called Spread the Warmth aims to tackle the problems that winter brings and make it easier for thousands of older people in need to manage during the colder months.

Some older people find it difficult to pay their heating bills and keep their homes warm enough. We know that thousands live in just one room to keep warm and make difficult choices between heating and eating. We believe this must change.

But Spread the Warmth is about more than helping with fuel bills and warm clothes. We all struggle to get out and about when the weather takes a turn for the worse, and it can be particularly difficult for people who are disabled, in poor health or lonely. Many older people become isolated and more vulnerable.

We want to make winter better for older people – those who may otherwise have nowhere to turn. Working with our partners, we're also delivering practical services like home visits, befriending and information and advice. We will reach thousands of people in Wales this winter who desperately need our help to keep warm, healthy and in touch with others.

We need you to help us Spread the warmth this winter.

www.agecymru.org.uk/stw Call us: **029 2043 1555**



Useful organisations

Age Cymru

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

To find out if there's a local Age Cymru near you and to order free copies of our information guides and factsheets call:

Age Cymru Advice 08000 223 444 (9am to 5pm, Monday - Friday) or email: advice@agecymru.org.uk

If you prefer, you can also contact us by letter at:
Age Cymru, Tŷ John Pathy, 13/14 Neptune Court,
Vanguard Way, Cardiff CF24 5PJ

Website: www.agecymru.org.uk/advice

In England, contact

Age UK: 0800 169 65 65

www.ageuk.org.uk

In Northern Ireland, contact

Age NI: 0808 808 7575

www.ageni.org

In Scotland, contact

Age Scotland 0800 124 4222

www.agescotland.org.uk

Action on Hearing Loss

The largest charity in the UK tackling hearing loss.

Free Helpline: 0808 808 0123 (or Textphone: 0808 808 9000)

Website: www.actiononhearingloss.org.uk

Care and Repair Cymru

Older people's housing champion working to ensure all older people have homes that are safe, secure and appropriate to their needs.

Call your local agency: 0300 111 3333
www.careandrepair.org.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 Networks Association

Contact them to find out who your network operator is.

Tel: 020 7706 5100
www.energynetworks.org

Energy Saving Trust

Provides free advice on saving energy.

Tel: 0300 123 1234

www.energysavingtrust.org.uk

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 the 24-hour National Gas Emergency Helpline on 0800 111 999

www.gassaferegister.co.uk

Gov.uk

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

www.gov.uk

Help Me Quit

Find your local group and for general advice on quitting.

Tel: 0800 085 2219

www.helpmequit.wales

Nest

Welsh Government scheme to reduce the number of households in fuel poverty.

Tel: 0808 808 22 44 (free from landlines or a mobile)
www.nestwales.org.uk

NHS Direct Wales

NHS 24-hour helpline for advice if you feel unwell.

Call 0845 46 47

They also have a website that provides information about NHS services, healthy living and health conditions.

www.nhsdirect.wales.nhs.uk

Speakeasy Advice Centre

Advice organisation that can offer advice on fuel debt, welfare benefits and housing. They are based in Cardiff, but operate an Energy Advice Project which can provide advice over the telephone to people in all parts of Wales.

Tel: 029 2045 3111
www.speakeasy.cymru/energy

Winter Fuel Payment helpline

Tel: 0345 9 15 15 15
www.gov.uk/winter-fuel-payment

This information guide has been prepared by Age Cymru and contains general advice only, it should not be relied on as a basis for any decision or action and cannot be used as a substitute for professional medical advice.

Neither Age Cymru nor any of its subsidiary companies or charities accepts any liability arising from its use and it is the reader's sole responsibility to ensure any information is up to date and accurate.

Please note that the inclusion of named agencies, websites, companies, products, services or publications in this information guide does not constitute a recommendation or endorsement by Age Cymru or any of its subsidiary companies or charities.

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Our network includes Age Cymru local partners, Age NI, Age Scotland and Age UK.

Helpful telephone numbers

Gas supplier

.....

Electricity supplier

.....

Water supplier

.....

Plumber

.....

My local pharmacy

.....

My GP practice

.....

.....

My local Age Cymru

.....

.....

Flu jab date

Boiler check date

Other

.....

Supporting the work of Age Cymru

We provide vital services, support, information and advice to thousands of older people across Wales.

In order to offer free information guides like this one, Age Cymru relies on the generosity of its supporters. 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 Cymru, simply complete the attached donation form, call us on **029 2043 1555** or visit **www.agecymru.org.uk/donate**

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 Cymru shop, visit **www.agecymru.org.uk/shop** and enter your post code into the 'What does Age Cymru do in your area?' search function. Alternatively, call us on **029 2043 1555**

3 Leave a gift in your will
The money we receive from gifts left in wills is vital for us to continue our work. To find out more about how you could help in this way, please call the Age Cymru legacy team on **029 2043 1555** or email **legacy@agecymru.org.uk**

**Thank
you!**

Can you help Age Cymru?

Please complete this donation form with a gift of whatever you can afford and return to: Age Cymru, FREEPOST RLTL-KJTR-BYTT, 13/14 Neptune Court, Vanguard Way, Cardiff CF24 5PJ. Alternatively, you can phone 029 2043 1555 Monday to Friday 9am – 5pm or visit www.agecymru.org.uk/donate. 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 Cymru

Card payment

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

(Maestro only)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Signature X
Expiry date	/	Issue no. (Maestro only)	<input type="text"/>	<input type="text"/>		

Gift aid declaration

(please tick) Yes, I want Age Cymru 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/capital gains tax to cover the amount that all charities and Community Amateur Sports Clubs will reclaim on my donations in the tax year. Date: ___/___/___
I understand that other taxes such as VAT and Council Tax do not qualify.



Age Cymru is a registered charity 1128436. Company limited by guarantee and registered in England and Wales 6837284. Registered office address: Tŷ John Pathy, 13/14 Neptune Court, Vanguard Way, Cardiff, CF24 5PJ. We work in partnership with local Age Cymru partners to provide direct help to over a million people every year.
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What should I do now?

For more information on the issues covered in this guide, or to order any of our publications, please call us free on **08000 223 444** or visit **www.agecymru.org.uk**

The following may be useful:

- Age Cymru's information guide, *More money in your pocket: A guide to claiming benefits for people over pension age*
- Age Cymru's factsheet, *Help with heating costs in Wales*

We offer a wide range of products and services specially designed for people in later life. For more information, please call **0800 085 37 41**.

If contact details for your local Age Cymru are not in the box below, call free on **08000 223 444**.

