

# WINTER WELLNESS DIRECTORY

Helping you live  
well this winter





# INTRODUCTION



H4All are delighted to share our Winter Wellbeing Directory 2022/23 with you and trust you will find it useful. We are profoundly aware that this information is more necessary than ever this year, with the cost-of-living crisis impacting the majority of households. London is the debt capital of the UK. According to the Money & Pensions Service, a staggering 27% of Londoners are in need of debt advice. Until recently, the most common form of debt was rent arrears, but CAB research has revealed that, in the last couple of years, this has been overtaken by energy debt.

A recent poll by the GLA found some worrying statistics:

- 30% of Londoners are 'just about managing'
- 20% of Londoners are 'financially struggling'
- 20% of lower income Londoners have gone without food or essential items or relied on external support in the last six months

From our broad range of work across the borough, we know that Hillingdon residents are reflected in these figures. This directory aims to give you a comprehensive guide to help you navigate these challenges and stay well. We will keep the document regularly updated. On behalf of the entire H4All team, I wish you a very healthy and safe Winter season.

**Vicki Harrison-Carr, Head of Community Development**

**\*\*This advice booklet is designed to provide you helpful advice and tips on how to manage your finances by giving you ideas on how to reduce your outgoings and should you need to, deal with debt.**

**The information has been sourced through reliable sources as a guide only, it is not definitive and you may find additional advice through CAB or the internet.\*\***

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# GOVERNMENT SCHEMES AND PAYMENTS

## Cost of Living Support Package



**£150**

### Disability Cost of Living Payment

#### What is it?

From 20th September, all those eligible will receive a one off £150 payment to help with the cost of living crisis.



#### Eligibility criteria

You will be eligible if you're getting any of the following:

- Attendance Allowance
- Constant Attendance Allowance
- Disability Living Allowance for adults
- Disability Living Allowance for children
- Personal Independence Payment



**£400**

### Energy Bills Support Scheme

#### What is it?

From October, you should receive a £400 payment to help with the increasing cost of energy bills.

You'll see a discount of £66 applied to your energy bills in October and November, and £67 a month from December to March 2023.







# GOVERNMENT SCHEMES AND PAYMENTS

## Cost of Living Support Package



£400

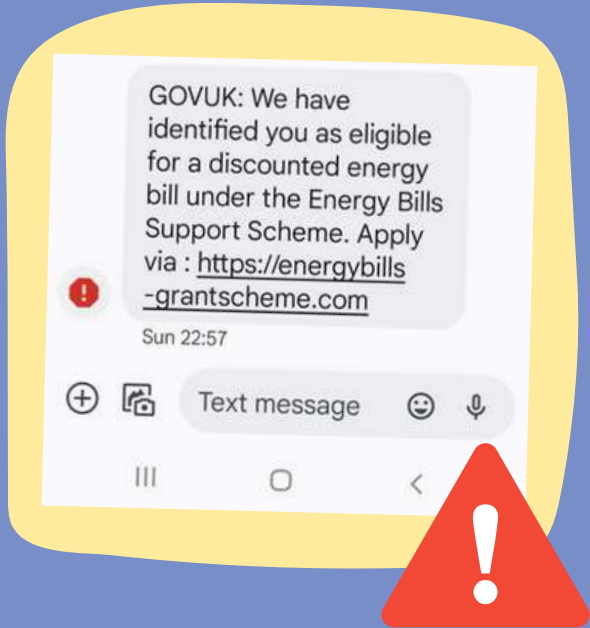
### Energy Bills Support Scheme SCAM

#### What is it?

You do not need to apply or register to receive the £400. It will be applied automatically to your energy account.

If you receive the pictured text (left) or email asking you to 'complete a form' or 'input your bank details', then this is a **scammer**.

If you receive this text message, then please ignore & delete it.



£25

### Cold Weather Payments

#### What is it?

The scheme runs between November 1st and March 31st. £25 will be paid automatically during a period of very cold weather. A person must be living within a "triggered" postcode.



For more information visit:  
[www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)

#### Eligibility criteria

You will be eligible if you're getting any of the following:

- Universal Credit - if they are not employed or self-employed.
- Income Support
- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Pension Credit.
- Support for Mortgage Interest.



# GOVERNMENT SCHEMES AND PAYMENTS

## Cost of Living Support Package



£200-300

## Winter fuel payment

### What is it?

Anyone who is pension age on or before 25 September 2022 (born on or before 25 September 1956) will get an extra £300 in addition to the £200-300 Winter Fuel Payment

Most people who get this will receive payment by direct debit in November or December 2022.

### Eligibility criteria

You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- Get the State Pension
- Income Support
- Get another social security benefit (not including Adult Disability Payment from the Scottish Government, Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

### Extra info

If you do not get either of these, or if you live abroad, you may need to make a claim.

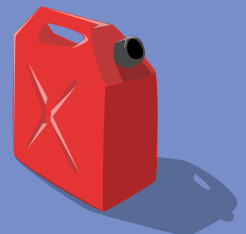
If you've received a Winter Fuel Payment before, you do not need to claim again unless you have deferred your State Pension or moved abroad.

The deadline for you to make a claim for winter 2022 to 2023 is 31 March 2023.

You should be paid by 13 January 2023.

Check your account in November and December to make sure you have been paid.

If you do not get your payment, contact the Winter Fuel Payment Centre on 0800 731 0169.





### What are they?

Below is a list that covers the main services you may receive free or at a reduced cost, if you are claiming Universal Credit, Jobseekers Allowance or Pension.



Free prescriptions for people with zero income or those on a low income



Capped water bills



Free dental treatment



Half price bus or rail fares



Free school meals



Free or discounted gym membership



Discounted childcare costs



Free or cheap broadband from TalkTalk, Virgin Media and BT



Reduced council tax bills



Help with new job costs



Warm Home Discount Scheme of £150 off fuel bills



Eye tests and discounted glasses



# GOVERNMENT SCHEMES AND PAYMENTS

## Jobcentre Plus Travel Discount



### What is it?

If you're unemployed and looking for work, you may get discounted travel in London.

Cardholders are entitled to a 50% discount on selected rail tickets.

Anyone eligible for the discount card can contact their nearest Jobcentre for more information on the card and how to apply: <https://find-your-nearest-jobcentre.dwp.gov.uk/>



### Eligibility criteria

The card is available to those unemployed claiming Jobseekers Allowance or Universal Credit for 3-9 months (18-24 year olds) or 3-12 months (over 25s).

Other benefit recipients may receive a Jobcentre Plus Travel Discount Card from 3 months of their claim and if they are actively engaged with a Jobcentre Plus adviser.





# GOVERNMENT SCHEMES AND PAYMENTS



## Broadband when on Benefits or Universal Credit

### Broadband for Less

Broadband when on benefits or universal credit

\* Broadband is a modern day essential, but it can be difficult to find the money to pay for it if you're on benefits or universal credit.

The cost of living crisis has made things even harder, and nearly everyone is looking at ways to lower their bills.

Thankfully, there are a few things you can do to stay connected without spending a fortune.



# BT

### BT Home Essentials

BT Home Essentials is a low-cost broadband and phone plan for people on certain benefits. At a heavily discounted price of £15 a month, BT says you'll see average speeds up to 67Mb.

### Benefits



- Free installation – you just need to pay for the delivery of the router
- No data caps or download limits
- Guaranteed advertised speeds or get £20 back
- Free BT Smart Hub
- Even if you come off benefits, you'll still only pay £15 (until your contract term is up)

### Eligibility criteria

To qualify, you'll need to be receiving one of the following benefits:

- Universal Credit (all claimants)
- Income Support
- Jobseeker's Allowance (eligibility rules apply)
- Employment and Support Allowance (eligibility rules apply)
- Pension credit (guarantee credit)



You'll need to provide your National Insurance number when you order, so that they can check if you're eligible.





# GOVERNMENT SCHEMES AND PAYMENTS



## Broadband when on Benefits or Universal Credit



### Virgin Media Essentials



Virgin offers Broadband for low-income homes for £15 a month. Essential Broadband is a 30-day rolling contract, meaning you're not locked down and can leave at any time. It only advertises an average download speed of 15Mbps, but promises it won't slow you down at peak times.



### Hyperoptic Fair Fibre

If you're on benefits, Hyperoptic offers significant discounts on their broadband packages. You won't be locked down to a lengthy contract and prices start from £15 a month.



### NOW Broadband Basics



If you are currently receiving Universal Credit or Pension Credit, you get NOW Fab Fibre Membership for £20 a month, with an average download speed of 36Mbps. You can also get Pay as you Use calls plan included at no extra cost. So, you only pay for the calls you make, with no monthly charge.



# ALTERNATIVES TO HOME BROADBAND

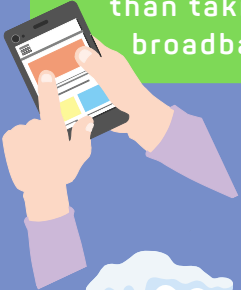


Home broadband might be the obvious answer to getting online, but it's not the only option you have



## Use your mobile

If you have a mobile phone contract with unlimited data, or a big data limit, you could use your smartphone to access the Internet, rather than taking out a home broadband contract.



## Your local library

Not only will your local library have computers you can use with free internet access, they normally have free Wi-Fi, which you can connect to with your own devices.



## Free public WiFi spots

Free Wi-Fi hotspots exist all over the country: in cafes, on trains and around shopping centres. You can usually find somewhere to access free internet while you're out and about.

Some cities like London and Manchester provide public, citywide Wi-Fi, which is a great option if you live in the area.



## Tether to your phone

You don't have to pay for both a home broadband and phone deal. If your signal is strong enough, you could rely on mobile internet to do everything. You could turn your phone into a portable hotspot then tether your devices to it. You'll have to be careful not to go over your mobile data allowance - look out for cheap SIM only deals with a high data cap.

However, not all mobile phone contracts will allow tethering.





### What is it?

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

### What's involved?

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops. Your benefit will be added to this card every 4 weeks.

You can use your card to buy:

- plain liquid cow's milk
  - fresh, frozen, and tinned fruit and vegetables
  - fresh, dried, and tinned pulses
  - infant formula milk based on cow's milk
- You can also use your card to collect:

Healthy Start vitamins

### Eligibility Criteria

If you get Universal credit, you can apply online if:

you're at least 10 weeks pregnant or have at least one child under 4 years old

your family's monthly 'take-home pay for this period' is £408 or less from employment

If you get Child Tax Credit, you can apply online if:

you have at least one child under 4 years old

your family's annual income is £16,190 or less

### Not a British Citizen?

If you're not a British citizen but your child is  
You might be eligible for the Healthy Start scheme if all the following are true:

- You have at least 1 British child under 4 years old - check if your child is a British citizen if you're not sure
- Your family earns £408 or less per month after tax
- You cannot claim 'public funds' (for example, benefits) - either because of your immigration status or because you do not have an immigration status

Your biometric residence permit (BRP) or your online immigration status will say if you cannot claim public funds. You might also have a letter from the Home Office about it.





# COUNCIL HELP

## Hillingdon



Councils have been given extra money to run discretionary funding schemes. This means councils have a lot of flexibility about how they decide to use the money.

If you're struggling, you should ask your local council for help.



### Household Support Fund

The government recently announced that a new household support fund grant will be available to help those most in need this winter.

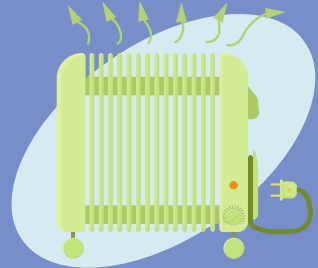
The fund will run until Friday 31 March 2023 and will be used to support low-income households who need help with food, energy and other essential costs.

### Heater Loan Scheme

Our Heater Loan Scheme runs throughout the winter, offering support to older people when the weather gets colder.

The scheme provides the short-term loan of electric heaters to Hillingdon homeowners aged 65+.

Emergency heater loans are usually available for up to 2 weeks.



### Household Support Fund

To request a heater loan, eligible residents can call 01895 556633 (Monday to Friday, 8am to 6pm).

For emergencies during evenings and weekends, call 01895 250111.



### Support for Council Tenants

If you are a Hillingdon Council tenant and struggling financially, the welfare reform and tenancy support team may be able to help.

The team can carry out a welfare benefit health check to ensure you are receiving all the benefits you are entitled to.



### How can they help?

They can also help you:

- Make a Universal Credit claim
- Apply for council tax reduction
- Apply for a discretionary housing payment (if you're a tenant in rent arrears and/or at risk of eviction)
- With budgeting (and understanding priority and non-priority debts)
- Apply for food bank vouchers.

### More help

Where appropriate, the team can also:

- Offer basic debt advice and direct you to specialist debt advice organisations
- Signpost you to employment and training providers.

To get in touch, please email

[housingsupportworkerteam@hillington.gov.uk](mailto:housingsupportworkerteam@hillington.gov.uk)



### Help a rough sleeper

If you are concerned about someone sleeping rough, especially in cold weather, and want to ensure that they get the correct help and support, you can use the StreetLink referral system to let the council know.

StreetLink is a website and mobile app that enables members of the public to alert local authorities and street outreach services to people they have seen sleeping rough and ensures help and support can be given quickly.

Visit the website ([streetlink.org.uk](http://streetlink.org.uk)) or download the app





# DEBT ADVICE AND BUDGETING CONTACTS



## MAYOR OF LONDON

### Mayor of London - Hub

The Hub contains information about benefits, grants and discounts you can get if you're in financial difficulty from the Mayor of London, the government, your local council, charities and advice centres. The information might be relevant for you, or you might want to share it with someone you know.



### What's included?

The site includes:

- Help with your income
- Help paying your bills
- Benefits calculator
- If you can't get benefits
- Support near you
- Help with debts
- Help in a crisis
- Help for migrants
- Deaf and disabled people
- Money and mental health

[www.london.gov.uk/what-we-do/communities/help-cost-living](http://www.london.gov.uk/what-we-do/communities/help-cost-living)



**Money  
Helper**

### Debt Advisers

Debt advisers at Money Helper can:

- give you advice on better ways of managing your money
- check to see if there are any benefits or entitlements you might be able to claim
- tell you about the ways of dealing with debts that are open to you
- get you out of debt faster
- keep everything you tell them confidential.

### Free & Confidential Advice

Money helper gives free and confidential advice on:

- Benefits
- Family & Care
- Money troubles
- Savings
- Everyday money
- Homes
- Pensions & retirement
- Work





# DEBT ADVICE AND BUDGETING CONTACTS



**StepChange**  
Debt Charity

## Step Change Debt Charity

They have more than 25 years' experience providing free, expert debt advice. We're the UK's only full debt support service that gives you complete flexibility.

## How They Can Help You

- We provide free, confidential and expert debt advice and money guidance
- We recommend the best solution or service for your circumstances
- We support you while you deal with your money worries, for as long as you need our help
- We also campaign on your behalf to reduce the risk of problem debt and the harm it causes

[www.stepchange.org](http://www.stepchange.org) – 0800 138 1111

**DF** Debt Free London  
Free, expert advice you can trust

## Debt Free London

They provide free, impartial advice which is available in person or via phone, Whatsapp and video chat

## Get Advice On

- Rent arrears
- Council tax
- Utility bills
- Credit cards
- Loans

[www.debtfree.london](http://www.debtfree.london) – 0800 808 5700



# DEBT ADVICE AND BUDGETING CONTACTS



## National Debtline Charity

They give free and independent debt advice over the phone and online. Use their Cost of living hub to find out if you can pay less for your living costs and to learn about any extra help that might be available.

\*They will never cold call you and will not pass your personal information to other companies.\*



## NATIONAL DEBTLINE



<https://nationaldebtline.org/cost-living-hub-ew/> - 0808 808 4000

## Local Government Association



This hub has been designed to share best practice and help councils to support their residents with the rise in the cost of living. Case studies and resources can be found for each topic by following the below link:



[www.local.gov.uk/our-support/safer-and-more-sustainable-communities/cost-living-hub](http://www.local.gov.uk/our-support/safer-and-more-sustainable-communities/cost-living-hub)



## Get Advice On

You can use it to help guide conversations with your relevant healthcare worker about your mental health and money. You can also take it with you to any money or debt advice appointments you might attend.



## Mental Health & Money Advice

### Mental Health & Money Advice

The Mental Health and Money Toolkit is a resource to help you understand, manage and improve your mental and financial health.





# DEBT ADVICE AND BUDGETING CONTACTS



## Help for Hillingdon: Advice in Community Settings Programme

The Help4Hillingdon partnership in Hillingdon is comprised of four partner organisations: H4All, Bell Farm Christian Centre, Citizens Advice Hillingdon and DASH.

The programme tackles inequalities by delivering finance and benefits advice services in foodbanks and special schools. The programme has achieved significant financial gains for residents, with a total of £270,000 saved in the first two quarters.

There is also a small hardship fund that advisers can access on behalf of service users.



**Below are the different times and locations you can go to receive advice. Make sure to check you are eligible before attending**

## OPEN ACCESS FOR ALL HILLINGDON RESIDENTS



**Thursday Mornings**



**Location:** Bell Farm Christian Centre, West Drayton

**Provider:** Bell Farm Christian Centre





# DEBT ADVICE AND BUDGETING CONTACTS



Help for Hillingdon: Advice in Community Settings Programme

## FOOD BANK USERS



**citizens advice**

**Wednesdays 12pm -2pm**

**Location:** St. Anselm's Church, Hayes  
**Provider:** Citizens Advice

**Fridays 12pm -2pm**

**Location:** Yiewsley & West Drayton Foodbank, St. Matthew's Church, Yiewsley  
**Provider:** Bell Farm Christian Centre



**1st Saturday of Each Month - Mornings**



**Location:** St Gregory the Great Church, South Ruislip  
**Provider:** DASH



## PARENTS OF PUPILS ATTENDING BELOW SCHOOLS:

Please Make an Appointment Through the School

**Two Tuesdays Per Month 9am - 12pm**

**Location:** Hedgewood School

**Provider:** DASH



**Once a Month for 2 hours During School Coffee Mornings**

**Locations:** Grangewood School, Pentland School, Moorcroft School, Sunshine House, Meadow High

**Provider:** DASH





# HOUSEHOLD BILLS AND APPLIANCES



Ofgem has dedicated a page on its website that lists what help is available to people who are struggling with their energy bills. The page lists the steps you should take when things start to get difficult.

## Arrange a Payment Plan

Ofgem states that if you are worried about paying your energy bills, then you should first approach your energy provider and arrange a “payment plan”

When sorting out a payment plan, you can ask for a review of your payments and debt repayments, payment break reductions, and more time to pay.



## Ofgem Website for Energy Advice

<https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-help-if-you-cant-afford-your-energy-bills>

## Other Help Available

- Request access to hardship funds
- Advice on how to use less energy
- Priority Service registration (a free support service if you are in a vulnerable situation)







# HOUSEHOLD BILLS AND APPLIANCES



## Grants

These grants can help make your home more energy-efficient and many offer free boiler checks and upgrades.

Ofgem state that you don't have to be a customer of a specific energy firm to join some of these schemes.

Go to the energy suppliers websites for more information on how to apply.



Bulb Energy Fund



OVO Energy Fund



E.ON Energy Fund



E.ON Next Energy Fund



Octopus 'Octo Assist Fund'



EDF Energy Customer Support Fund



Scottish Power Hardship Fund



British Gas Energy Support Fund

**\*If you can't get a grant from your supplier, you might be able to get a grant from the British Gas Energy Trust. These grants are available to anyone - you don't have to be a British Gas customer. You'll need to get debt advice before applying\***





# HOUSEHOLD BILLS AND APPLIANCES



## Electricity costs

New data from British Gas shows that 23% of our energy usage comes from 'vampire devices' – these are gadgets that use up a significant amount of energy while they're on standby.

The average annual electricity bill is around £474, and £110 of this could be saved by switching off devices like TVs, computers and games consoles at the plug.

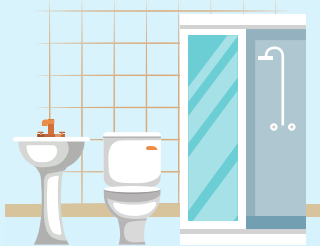


### Bathroom costs

The cost of running a shower for five minutes from October will be between 30.33p and 45.50p

A heated towel rail per hour will cost between 13p to 26p

Five minutes of hair dryer use will cost 8.67p



### Living room costs

The cost of a LCD TV costs 13p to 26p for two hours of use

A computer or laptop will set you back between 1.04p to 3.38p per hour.

An overhead light will set you back between 2.08p and 5.20p per hour

An electric heater will cost you £1.30p per hour





# HOUSEHOLD BILLS AND APPLIANCES



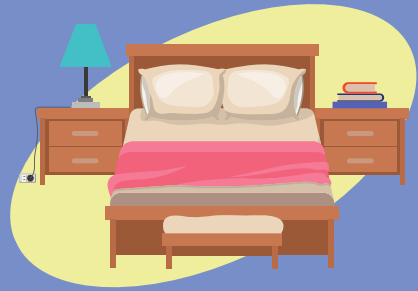
## Electricity costs



### Bedroom costs

Using a bedside light for an hour will cost you 3.12p

While an electric blanket will cost you between 6.76p and 10.40p an hour



### Electricals costs

The team at Go Compare found the cost of running a Hoover for an hour from October will be 52p

Ironing for an hour will cost 72.80p



### Kitchen costs

To use a dishwasher for an hour will cost from 54.60p to 78p when now it's between 29.40p and 42p.

To boil a kettle of water for three minutes will set you back 7.80p when now it's 4.20p.

To use an oven for an hour will cost between 104p to 114p but now its 56p and 61.60p.

A washing machine will cost 62.40p to 67.60p per hour when now it's 33.60p to 36.40p.

On top of that, a microwave will cost you 5.20p to 13p for every 10 minutes of usage but now the same amount of usage costs between 2.80p to 7p.

A tumble dryer will set you back 104p to 156p for each hour of use and now it's 56p to 84p.

Finally, a toaster will cost you 20.80p to 39p for 30 minutes of use but now costs between 11.20p to 21p.





# HOUSEHOLD BILLS AND APPLIANCES

## Budgeting tips



With the average energy bill rising sharply from this month, many households have been making changes in a bid to cut costs.

### Consider buying a slow cooker or air fryer



Sales of air fryers and slow cookers are more economic as shoppers find alternatives to using the oven. These appliances have become more popular due to their energy efficiency - but how much money will they actually save compared to more conventional cooking methods?



#### Slow cooker

A slow cooker will use about the same amount of energy as a lightbulb even if you leave it on all day, helping to cut energy costs compared to an oven or hob. On average, slow cookers use around 1.2kW over the course of eight hours, working out at just 5p per hour.

# VS



#### Air fryer

Air fryers, meanwhile, are more energy-efficient than most ovens due to the fact that they cook food much faster. The average air fryer wattage is 1kW, so using it for ten minutes would cost around 5p - working out at 30p per hour.

#### Microwave



While microwaves may not be as versatile as other cooking methods, they do have their uses for the likes of reheating and defrosting food. They also work out cheaper per hour than air fryers - an average 700w microwave will cost about 1.98p when used for five minutes, or 23.8p over the course of an hour.





# HOUSEHOLD BILLS AND APPLIANCES

## Budgeting tips

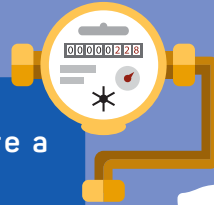


### Switch to a water meter

Switch to a water meter if you are a low water user

It is easy to forget your water bill as it is not possible to switch suppliers.

However, many people could save money by switching to a water meter; it's been calculated that moving to a meter saves the average user £100 a year.



### BEWARE



Some heavy users of water will pay more if they use a meter, so you should always check out the Consumer Council For Water calculator to see whether it is worth you switching.

### Mobile phone contracts

Everyone's mobile phone usage is different so ensuring you match your contract with the way you use your phone will help to ensure that you do not overpay.

Website Billmonitor can analyse your online bills to suggest the best tariff for you.

<https://www.billmonitor.com/consumer/>



### Subscriptions

If you're looking to save extra, a common recommendation is to review and cancel some of your subscriptions if their becoming expensive or you don't use them regularly.

For more help with budget planning, visit page 14 for different organisations that can help with this.



# REDUCED AND FREE MEALS

£1 Cafe meal deal for over 60s



Asda has announced a range of new 'winter warmer' initiatives to support customers and community groups struggling with the cost-of-living crisis.

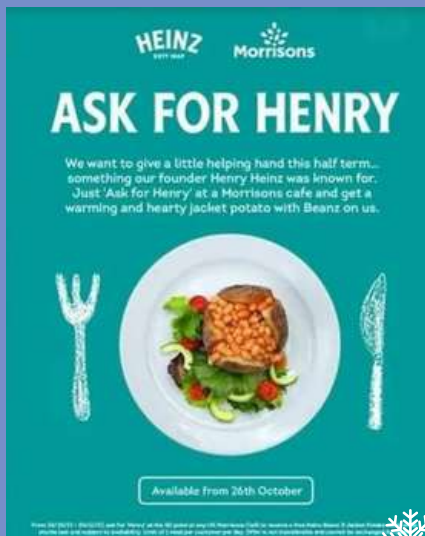
The supermarket is offering those aged 60 and over the chance to enjoy soup, a roll and unlimited tea and coffees for just £1 in any of its 205 cafes all day and every day throughout November and December. The new initiative will run alongside the current 'Kids eat for £1' offer which continues to be hugely popular, with more than 557,000 meals served since the launch in late June.



Ask for Henry

The initiative, which will finish at the end of November, or until stocks last, is said to have been inspired by the 'generous spirit' of Heinz founder Henry J Heinz. Over 160,000 spuds will be available across 397 Morrisons cafes in the UK.

Those wanting to take advantage will need to 'ask for Henry' when at a Morrisons cafe. Each person will then be given one jacket potato covered with Heinz Banz, alongside a salad. Heinz and Morrisons hope the initiative will help families in need of extra support.





# TAKING CARE OF YOU



## The importance of self-care

Self-care is about looking after your own health and making the right choices about where to go for help and advice when you need it.

### Talk to your pharmacist

Many common illnesses and injuries can be treated at home – talk to your pharmacist about remedies and advice on what to do.



### Medical cabinet

Keep a well-stocked medical cabinet. This could include: pain killers, anti-diarrhoeal medicine, rehydration mixture, indigestion remedies, cold and flu remedies, first aid kit with bandages, plasters, antiseptic wipes and cream, eyewash, medical tape, sterile dressing and thermometer.

Find more advice about what to keep in your medicine cabinet on the NHS website.

### Vitamin D

Shorter days, darker nights and more time indoors can make us feel low. The lack of sunlight also means that many of us aren't getting the right amount of Vitamin D, which can also contribute to low mood. It's recommended that we all consider taking a 10 microgram Vitamin D supplement in autumn and winter. This is even more important if you don't go outside very much or if you cover most of your skin.

### Allergies

There are plenty of indoor allergens that can trigger sneezing, watery eyes, and runny noses in the winter – including pets, cockroach droppings, dust mites, and mold. Additionally, you may be more likely to be exposed to season-specific allergens, like fireplaces, pine trees, wreaths

#### Plus, dry homes and offices

Some things you can do to lessen the number of winter allergens you're around on a day-to-day basis include using a humidifier to reduce dryness in your home or office, vacuuming dust regularly, and bathing pets often to minimize dander.



# TAKING CARE OF YOU

## Vaccinations



### Flu Jab



You can get the free NHS flu jab if you're over 50 or have certain long-term conditions, such as heart disease. The flu jab is even more important this winter, with coronavirus still circulating, as it will help you avoid getting both illnesses at once.

### Where can you get it?

You can have the NHS flu vaccine at:

- Your GP surgery
- A pharmacy offering the service – if you're aged 18 or over
- Some maternity services if you're pregnant

### Eligibility Criteria

The flu vaccine is given free on the NHS to adults who:

- Are 50 and over (including those who will be 50 by 31 March 2023)
- Have certain health conditions
- Are pregnant
- Are in long-stay residential care
- Receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- Live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis

### COVID-19 booster

There are 2 booster doses of the coronavirus (COVID-19) vaccine you may be able to get:

- A 1st booster for everyone aged 16 and over, and some children aged 12 to 15, once they have completed their primary COVID-19 vaccination course
- A seasonal booster (autumn booster) for some people, including those aged 65 years or over, those at higher risk or who are pregnant, and frontline health and social care workers

If you have not had a booster dose yet, you're still eligible and can book anytime.







# WHEN TO SEEK MEDICAL HELP

## Breaking down the services



### Visiting the GP

If your GP surgery believes you need urgent treatment, a GP (not always your regular GP) will do their best to see you as soon as possible.



### Calling 111

Call NHS 111. It is a free call from your mobile or landline and it's a 24 hour service, open 365 days a year.

Call NHS 111 if:

- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or advice about what to do next
- You have an emergency or crisis about your mental health



### Urgent Care Centre

The Urgent Care Centre (UCC) provides a walk-in service for patients attending the Accident & Emergency (A&E) department with non-life threatening minor illnesses and injuries that require immediate attention.

The Urgent Care Centre is open for you 24 hours a day 365 days a year.

### GP services

GPs have access to your medical records giving them a better picture of your on-going needs.

They also provide diagnosis, treatment and care for long term conditions such as asthma, diabetes and heart disease as well as:

- Medical tests and prescriptions
- Referrals to hospital specialists and community-based services (e.g. mental health, podiatry, physiotherapy, district nursing, rapid response, social and voluntary care)
- GPs will also give priority to children

### Minor Injuries Unit

Minor injuries might include: cuts, grazes and bruising, minor burns, animal bites and simple broken bones.

This service is not a 'walk-in' clinic; patients are triaged and appointments, if required, are booked via NHS 111 online or by calling 111. If you have a minor injury, please contact NHS 111.

**Please note the MIU does not treat children under the age of 4.**



# WHEN TO SEEK MEDICAL HELP

## Emergency and Out of hours services



**999 - when it's a genuine emergency**

**ALWAYS CALL 999 IF SOMEONE IS SERIOUSLY ILL OR INJURED, AND THEIR LIFE IS AT RISK.**

Examples of medical emergencies include (but are not limited to):

- Chest Pain
- Difficulty when breathing
- Unconsciousness
- Heavy bleeding
- Choking
- Having fits or blackouts
- Broken bones

Once you are connected to a 999 operator, you will be asked some questions to find out what is wrong. Patients will always be taken to hospital when there is a medical need for this. However, ambulance staff now carry out more diagnostic tests and do basic procedures at the scene.

## WHEN MEDICAL ATTENTION IS NEEDED BUT YOUR LOCAL GP SURGERY IS CLOSED:

### GP out of hours

Call your GP practice and follow the instructions to get in touch with your GPs out of hours service.

### Local pharmacy

Your local pharmacy can offer advice and treatment for common problems such as coughs, colds, aches and pains, as well as healthy eating and stopping smoking.

### NHS 111

Call NHS 111 free from a landline or mobile phone, 24 hours a day, 365 days a year.

### Urgent Care Centre

The UCC is located at the entrance of the Hillingdon Hospital A&E department. Open: 24 hours a day, 7 days a week. Call: 01895 279939.

### Minor Injuries Unit

Open: 9am to 8pm, 7 days a week (Closed Christmas Day). Call: 01923 844201.





# LOCAL SUPPORT

## Hillingdon warm spaces



### St. Margaret's Church

Monday – 10 – 12pm. Drop in  
 Wednesday – 10 – 11.30am. Praymates for  
 young parents & toddlers  
 Friday. 11am – 1pm. Foodbank & drop in.  
 Location: Windsor Street, Uxbridge  
 Contact: [secretary@uxbridgeparish.org](mailto:secretary@uxbridgeparish.org). Tel:  
 01895 258766



### Hillingdon Park Baptist Church

Monday to Friday. 12pm. Lunch. £5 for 2  
 courses and free drink  
 Location: 25 Hercies Rd, Uxbridge UB10 9L  
 Contact: [office@hillypark.org.uk](mailto:office@hillypark.org.uk). Tel:  
 01895 814424



### Christ Church

Monday 10 – 2pm Drop in  
 Tuesday & Thursday. Café – 10 – 2pm for  
 affordable refreshments.  
 Location: Redford Way, Uxbridge. UB8 1SZ  
 Contact:  
[publicity@christchurchuxbridge.org.uk](mailto:publicity@christchurchuxbridge.org.uk).  
 Tel: 01895 258956



### Salvation Army

Wednesday & Thursday. 10am – 3pm.  
 Drop in with refreshments.  
 Location: 16b Cowley Road Rd, Uxbridge  
 UB8 2LT  
 Contact:  
[uxbridge@salvationarmy.org.uk](mailto:uxbridge@salvationarmy.org.uk).  
 Tel: 01895 234088  
 Also seeking donations of warm coats  
 and jumpers for winter



### Waterloo Road Church

Monday. 10 – 11.30am Toddler Group  
 Wednesday (Monthly – First  
 Wednesday) 10 -11.00am. Drop in for  
 refreshments  
 Saturday (Monthly – first Saturday)  
 9.30am – 11.30am. Refreshments  
 Location: Waterloo Rd, Uxbridge UB8  
 2QX  
 Contact:  
[contactus@waterlooroadchurch.org.uk](mailto:contactus@waterlooroadchurch.org.uk)  
 Tel: 01895 257663





# LOCAL SUPPORT

## Hillingdon warm spaces



Click on the below libraries to see the opening hours so you can get yourself out of the cold and into the warm



[Botwell Green Library](#)

[Charville Library](#)

[Eastcote Library](#)

[Harefield Library](#)

[Harlington Library](#)

[Hayes End Library](#)

[Ickenham Library](#)

[Manor Farm Library](#)



[Northwood Hills Library](#)

[Northwood Library](#)

[Oak Farm Library](#)

[Ruislip Manor Library](#)

[South Ruislip Library](#)

[Uxbridge Library](#)

[West Drayton Library](#)

[Yeading Library](#)

[Yiewsley Library](#)





# LOCAL SUPPORT

## Hillingdon Services



HILLINGDON  
LONDON

The Care and Support Directory Hillingdon is a website where residents can obtain information and advice about health and social care.

You can use this website to search for different services, providers and events around Hillingdon by going to the web address below

[careandsupport.hillingdon.gov.uk/](http://careandsupport.hillingdon.gov.uk/)



Hillingdon Council Adult Social Care

Keeping warm in winter - Hillingdon Council

Anyone can have an assessment for social services support. (People with over £23,250 savings are classed as self-funders and will be directed to another service)

**Phone:** 01895 556 633



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**healthwatch**  
Hillingdon

Healthwatch Hillingdon monitor the boroughs' health and social care services you use. They can also tell you how to obtain information that will help you make choices about health and care services.

Whether you would like to share your feedback about health and care services, or you are looking for local support - you can get in touch.

You can contact Healthwatch Hillingdon on

**Phone:** 01895 272 997 Monday to Friday 9am-5pm

**Email at:** [office@healthwatchhillington.org.uk](mailto:office@healthwatchhillington.org.uk)





# LOCAL SUPPORT

## Hillingdon Services



Citizens Advice Bureaux aim to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. They value diversity, promote equality and challenge discrimination.



Citizens Advice Hillingdon aims to provide services that are available and appropriate to meet the needs of local people and the specific needs of those who may be disadvantaged in their access to services.

**Tel:** 0344 848 7903

**Web:** [www.hillingdoncab.org.uk/get-advice/](http://www.hillingdoncab.org.uk/get-advice/)



The Confederation, Hillingdon Community Interest Company (CIC) are formed from 43 GP practices in Hillingdon, delivering services at scale on behalf of the member practices. They aim to make General Practice in Hillingdon sustainable and an attractive place to work through collaboration, support and development of the primary care workforce, implement and deliver support services allowing General Practice to work at scale whilst providing efficient and effective patient care

Find out more about who they are, what they do and their services in more detail on the website: [www.theconfederationhilligdon.org.uk](http://www.theconfederationhilligdon.org.uk)





# LOCAL SUPPORT



## Charities



**MyHealth**  
My self, My life



MyHealth is a patient education and empowerment programme offering Hillingdon residents & patients FREE long term condition workshops all facilitated in a group setting by a health professional.

Our current workshops include:



- Diabetes Type 2
- Pre Diabetes
- Menopause
- Hypertension & Cholesterol
- COPD
- Childhood Asthma
- Postnatal Depression
- Dementia Friends
- Paediatric Eczema
- Diet & Nutrition for Weight Loss
- Anxiety & Depression
- Stress Management

You can book your FREE place by contacting the team below

Tel: 01895 543 437

Email: [nhsnw1.myhealth@nhs.net](mailto:nhsnw1.myhealth@nhs.net)

Web: [www.myhealthillingdon.co.uk](http://www.myhealthillingdon.co.uk)



H4All CIO is a Charitable Incorporated Organisation (CIO) made up of five prominent charities: Age UK Hillingdon Harrow & Brent, DASH, Carers Trust Hillingdon, Harlington Hospice and Hillingdon Mind.

H4All Services include the following:

### Wellbeing Service

A free Social Prescribing based service for Hillingdon residents that need support to better manage long term health conditions, frailty and social isolation.

### Community Development

Bringing together the energy, knowledge, and resources from across the voluntary sector to develop strong local support systems for Hillingdon residents.

### Volunteer Hub

A single access point for finding volunteer opportunities within the 5 charity partners and beyond.

### Counselling Hub

A range of counselling services to help people understand and address issues which may be a cause of distress to them.

### Compassionate Hillingdon

Is a community led support service for people who are nearing the end of their life, those living with a long-term or chronic health condition, and the lonely or socially isolated. They also offer companionship, emotional support, and a listening ear and can guide and assist people to access services that may be of help to them.







# TIPS FOR YOUR MENTAL WELLBEING



## NHS Top Tips

There are many people of all ages living with mental health problems and if you or someone you care about is struggling, try just taking one of the NHS five steps to wellbeing to improve your mental health:



### Connect with other people

Good relationships are important for your mental wellbeing. They can help you to build a sense of belonging, provide an opportunity to share positive experiences and give emotional support.

### Be physically active

Keeping active is a great way to improve your mental wellbeing, but this doesn't mean you have to go to the gym. Take a walk, have a kickabout in the garden or just dance around the living room to your favourite music.

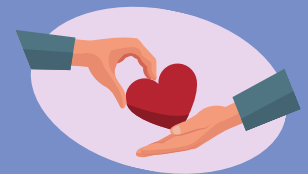


### Learn new skills

Research shows that learning new skills can also improve your mental wellbeing boosting your self-confidence and giving you a sense of purpose.

### Give to others

Acts of giving and kindness can help improve your mental wellbeing by creating positive feelings and help you connect with other people.



### Pay attention to the present moment

Take some time to be more aware of the present moment, including your thoughts and feelings, your body and the world around you. It can positively change the way you feel about life and how you approach challenges.





# S.A.D - WHAT IS IT?



## Seasonal Affective Disorder

### What is it?

Seasonal affective disorder (SAD) is a type of depression that comes and goes in a seasonal pattern.

SAD is sometimes known as "winter depression" because the symptoms are usually more apparent and more severe during the winter.

Some people with SAD may have symptoms during the summer and feel better during the winter.



### Symptoms

- A persistent low mood
- A loss of pleasure or interest in normal everyday Activities
- Irritability
- Feelings of despair, guilt and worthlessness
- Feeling lethargic (lacking in energy) and sleepy during the day
- Sleeping for longer than normal and finding it hard to get up in the morning
- Craving carbohydrates and gaining weight
- Difficulty concentrating
- Decreased sex drive

For some people, these symptoms can be severe and have a significant impact on their day-to-day activities.



Find out more at: [www.nhs.uk/mental-health/conditions/seasonal-affective-disorder-sad/overview](http://www.nhs.uk/mental-health/conditions/seasonal-affective-disorder-sad/overview)





# MENTAL HEALTH SERVICES AND SUPPORT LINES



## CNWL Talking Therapies Service (IAPT)

### Who are they?

Hillingdon Talking Therapies is a free, confidential NHS service which provides psychological treatment for depression and anxiety disorders.

Talking Therapies and counselling services are suitable for people with problems which have arisen fairly recently.

Feelings of low mood, anxiety, particular fears or problems coping with daily life and relationships, are all suitable for brief focussed talking therapies.

People seeking help with difficulties other than depression or anxiety, or whose difficulties require more specialist or intensive treatment which cannot be provided in a primary care setting, can be directed to the appropriate specialist or secondary care mental health services.



### Contact details

Tel: 01895 206800

Email: [hillingdontalkingtherapies.cnwl@nhs.net](mailto:hillingdontalkingtherapies.cnwl@nhs.net)

Web: [www.talkingtherapies.cnwl.nhs.uk](http://www.talkingtherapies.cnwl.nhs.uk)



### Crisis lines

Out of hours Urgent  
Advice Line:  
0800 0234 650

Hillingdon Samaritans:  
116 123





# MINDFULNESS



## What is it?

Mindfulness involves paying attention to what is going on inside and outside ourselves, moment by moment.

It's easy to stop noticing the world around us. It's also easy to lose touch with the way our bodies are feeling and to end up living "in our heads" – caught up in our thoughts without stopping to notice how those thoughts are driving our emotions and behaviour.

An important part of mindfulness is reconnecting with our bodies and the sensations they experience. This means paying attention to the sights, sounds, smells and tastes of the present moment. That might be something as simple as the feel of a banister as we walk upstairs.

Another important part of mindfulness is an awareness of our thoughts and feelings as they happen moment to moment.

Read more on: <https://www.nhs.uk/mental-health/self-help/tips-and-support/mindfulness/>



## Mindfulness Apps

guided lessons on mindfulness, sleep, and simply remembering to breathe, it's the everyday app for feeling better.



the #1 app for Sleep, Meditation and Relaxation  
Meditate, sleep, music, body, masterclass, scenes



# SAVING ON THE FOOD SHOPPING

Tips for cheap and long-lasting shops



Making good use of food, you've bought and reducing food waste is a great way to save money.

## 1. Bulk buying

Bulk buying is the act of purchasing items in large quantities. It can be a great way to save money, but it can also lead us to falling into a trap of buying things we don't need, just because it's great value for money!



## 2. Own brands

Supermarkets sometimes produce their own version of popular items, such as tomato ketchup. These own brand items are typically much cheaper than named brand.

A 460g bottle of named brand ketchup is £2.80, compared to the same size own brand ketchup at 55p



## 3. Batch cooking

Where you cook a week or a months worth of food in one day and place the rest in the fridge or freezer so you can use it later.

You are able to save money as you will have all meals for the week ready so you won't have to buy lunch or dinner for the night.



## 4. Grow your own

Growing your own fruit and veg can be a fun family activity and a great way to reduce costs on your shopping bill. You are able to see and know exactly what goes onto your fresh produce, unlike the produce in stores where you don't know what pesticides they are being sprayed with.





# SAVING ON THE FOOD SHOPPING

Tips for cheap and long-lasting shops



## 5. Organise fridge

Make sure that your fridge is organised so you can open it up and clearly see what you have before it goes bad.



## 6. Make use of freezer

Your freezer is your best friend when it comes to saving money as you can freeze leftovers and keep them for longer.



## 7. Reduced items

Try shopping early or late for the reduced use by yellow label stickers, which you can freeze safely straight away (Supermarkets are beginning to phase out best before/use by dates).



## 8. Too good to go

Check the Too Good to Go App. There are often bargains to be had toward the end of the day, although some aren't the healthiest options! & you must be able to collect your order.



## 9. Get a loyalty card

Many supermarkets offer a loyalty card. You gain points by spending money at the supermarket. You can then redeem these points at the tills.

Some supermarkets have apps, the app will display the deals of the week and which food items you can get discounted by using your rewards card.

Make sure you check the app before you go shopping.





# LOCAL FOOD BANKS



## What are they?

Food banks are community run charitable organisations that help provide emergency food to those who can't afford to buy their own.



## Who can access them?

Only those with a food voucher can receive a food parcel. To be referred for a food voucher, you can ask your doctor, social worker, health professional or citizens advice.

## Food banks in Hillingdon



Northwood - Emmanuel Church Centre

Northwood Hills - URC Centre

Uxbridge - St. Margaret's Church Centre

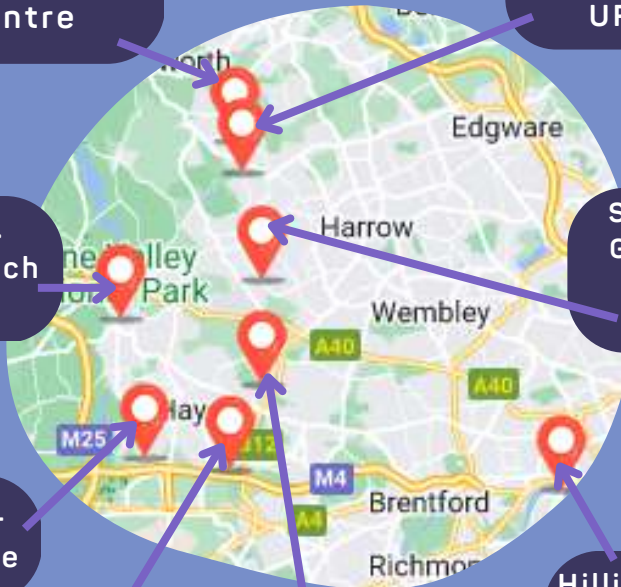
South Ruislip - St. Gregory The Great Catholic Church Centre

West Drayton - Com Cafe Centre

Hillingdon Foodbank Main Centre

Hayes - Life Oasis Centre

Hayes - St. Edmund Centre





# LOCAL FOOD BANKS



## Address and opening times



### Hillingdon Foodbank Main Centre

30 Oxford Rd  
Denham  
Uxbridge  
UB9 4DQ

MON - 11:00 - 13:00  
TUE - 11:00 - 13:00  
WED - 11:00 - 13:00  
THU - 11:00 - 13:00  
FRI - 11:00 - 13:00



### Uxbridge - St. Margaret's Church Centre

St. Margaret's Church  
Windsor Street  
Uxbridge  
UB8 1AB

FRIDAY  
11:00AM - 13:00PM

### Northwood Hills - URC Centre

United Reformed Church  
Joel Street  
Northwood Hills  
HA6 1NL

TUESDAY  
10:00AM - 12:00PM

### West Drayton - Com Cafe Centre

Com Cafe  
62 Byron Way  
West Drayton  
UB7 9JD

WED & THURS  
10:00AM - 12:00PM

### Northwood - Emmanuel Church Centre



Emmanuel Church  
High Street  
Northwood  
HA6 1AS

FRIDAY  
11:00AM - 13:00PM

### Hayes - St. Edmund Centre

St Edmund's Church  
Edmunds Close  
Hayes  
UB4 0HA

SATURDAY  
10:00AM - 12:00PM

### South Ruislip - St. Gregory The Great Catholic Church Centre

St Gregory the Great  
Catholic Church  
447 Victoria Road  
South Ruislip  
HA4 0EG

SATURDAY  
12:00PM - 14:00PM





# LOCAL FOOD BANKS

## Foodbank vouchers



### Food Vouchers - Mind

 mind in Hillingdon

Hillingdon Mind is partnered with the local Foodbank network; if you are a client and need a Foodbank Voucher please contact Nigel, Nikki or Evelyn for help.



### Contact Details

Nigel - [nigel@hillingdonmind.org.uk](mailto:nigel@hillingdonmind.org.uk)

Nikki - [nikkiw@hillingdonmind.org.uk](mailto:nikkiw@hillingdonmind.org.uk)

Evelyn - [evelyn@hillingdonmind.org.uk](mailto:evelyn@hillingdonmind.org.uk)

Or call 01895 271559



### Limitations

The Foodbank has a limit of three vouchers per household in six months but will allow the issuing of further vouchers if you're in severe financial need.



### Food Vouchers - H4All

H4All is partnered with the Trussel Trust Network; if you are a client at H4All and need a Foodbank Voucher please contact the team on 01895 54 34 34

### Food Vouchers - Community Hub

If you need a food voucher, you can also contact the community hub on 0203 949 5786 for a referral or contact your local council.

 citizens advice

### Food Vouchers - CAB

You can ask Citizens Advice to refer you to a food bank. They'll usually make an appointment for you to discuss your situation with an adviser first. Call 0800 144 8848 to arrange your appointment.





# LOCAL FOOD BANKS

## Foodbank parcels



What does a foodbank parcel include?

A typical food parcel includes:

- Cereal
- Soup
- Pasta
- Rice
- Tinned tomatoes/ pasta sauce
- Lentils, beans and pulses
- Tinned meat

### Food items

- Tinned vegetables
- Tea/coffee
- Tinned fruit
- Biscuits
- UHT milk
- Fruit juice



Food banks will also provide essential non-food items like toiletries and hygiene products where they can.

### Non-food items

- Toiletries – deodorant, toilet paper, shower gel, shaving gel, shampoo, soap, toothbrushes, tooth paste, hand wipes
- Household items – laundry liquid detergent, laundry powder, washing up liquid
- Feminine products – sanitary towels and tampons
- Baby supplies – nappies, baby wipes and baby food
- Face masks and hand sanitiser

### Donations

If you're able to, please donate to your local foodbank.

You can check with them to see what items they are most in need of and drop them off at the foodbank.



