WINTER WELLNESS DIRECTORY 2024

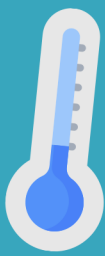
Helping you live well this winter



MyHealth My self, My life

mind in Hillingdon

H4All stronger together





INTRODUCTION



H4All are delighted to share our Winter Wellness Directory 2024 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 (Citizens Advice Bureaux) research has revealed that, in the last couple of years, this has been overtaken by energy debt.

A recent poll by the GLA (Greater London Authority) 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, we wish you a very healthy and safe winter season.

****This advice booklet is designed to provide you with 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



£250-600

Winter fuel payment

What is it?

Anyone who is pension age on or before 25 September 2022 (born on or before 25 September 1957) will get between £250 and £600 to help pay their heating bills. This is known as a 'Winter Fuel Payment'

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 any of the above benefits, 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 2023 to 2024 is 31 March 2024.

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 0160.



GOVERNMENT SCHEMES AND PAYMENTS

Free or Reduced Cost Services

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, jobseeker's Allowance or State 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



Free eye tests (dependent on benefit type) and discounted glasses

GOVERNMENT SCHEMES AND PAYMENTS

Universal Credit migration



You need to move to Universal Credit if you've received a Migration Notice, as one or more of your benefits will be ending soon.

What is it?

Universal Credit is replacing the following six benefits in the UK:

- Working Tax Credit
- Child Tax Credit
- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Income-related Employment and Support Allowance (ESA)
- Housing Benefit (renting)

When does it start

The rollout started with those households in receipt of Tax Credits from October 16. Migration Notice letters will be issued from the DWP explaining exactly what people need to do.

What to do

Those who receive the letter will need to make their claim for Universal Credit within three months from the date of their letter. If they don't their tax credits will end. Once the application is made, claimants should receive their first payment after five weeks and will then receive payments twice a month from then onwards.

GOVERNMENT SCHEMES AND PAYMENTS

Universal Credit migration

Extra info

Anyone transitioning over to Universal Credit will have their benefit entitlement protected through "Transitional Protection". This means that people with no change in their circumstances will not have a reduced entitlement at the point when they move over.

Be aware that anyone moving to Universal Credit ahead of receiving their migration notice letter will not be eligible to receive the transitional protection. The majority of people should be moved over by 2024/2025 - except for those who get ESA and do not get Tax Credits, where the deadline has been pushed back to 2028.



GOVERNMENT SCHEMES AND PAYMENTS

Universal Credit migration



Support

Universal Credit Migration Notice helpline

Monday to Friday, 8am to 6pm

Phone: 0800 169 0328

(If you cannot hear or speak on the phone, dial 18001 then 0800 169 0328)

0800 phone numbers are free to call from mobiles and landlines.

You can contact an adviser through the free Help to Claim phone service.

Advisers are available 8am to 6pm, Monday to Friday:

Phone: 0800 144 8 444

citizens advice

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 jobseeker's 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.

GOV.UK

GOVERNMENT SCHEMES AND PAYMENTS

Broadband when on Benefits or Universal Credit

Broadband for Less

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 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 will still only pay £15 per month (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.

GOV.UK

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

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 WiFi, which you can connect to with your own devices.



Free public WiFi spots

Free WiFi 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.

GOVERNMENT SCHEMES AND PAYMENTS

Healthy Start

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.

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
- you get Child Tax Credit, you can apply online:
- you have at least one child under 4 years old
- your family's annual income is £16,190 or less.

To Apply:

Email: healthy.start@nhsbsa.nhs.uk
Tel: 0300 330 7010
Website: www.healthystart.nhs.uk/

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. Money will be added to this card every 4 weeks. The amount is dependant on the age of your child.

You can also 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

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

Hilllingdon

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

This new grant funding to local authorities is intended to support low-income households with the cost of food, utilities and related costs (and essential goods, in exceptional circumstances)

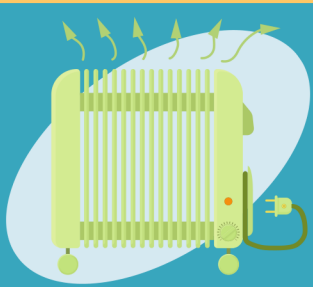
The fund will run until Friday 31 March 2024 Once funds have been exhausted, no further payments will be made.

Heater Loan Scheme

The 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.



Heater Loan Scheme

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.

COUNCIL HELP
Hilllingdon

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@hillingdon.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 (www.streetlink.org.uk) or download the app



DEBT ADVICE AND BUDGETING CONTACTS



MAYOR OF LONDON

Mayor of London - Hub

If you're in financial difficulty, the Hub contains information about benefits, grants and discounts you can get 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

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



www.moneyhelper.org.uk/en - Tel: 0800 011 3797



DEBT ADVICE AND BUDGETING CONTACTS



StepChange Debt Charity

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

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.

www.stepchange.org – Tel: 0800 138 1111

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 – Tel: 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/ - Tel: 0808 808 4000



Local Government Association

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

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.

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.

www.mhma.org.uk/toolkit



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.

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

BELL FARM Christian Centre

1st Saturday of Each Month - Mornings

dash

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

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.
(Tel: 0121 321 1324 or email admin@britishgasenergytrust.org.uk)

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 30.3p and 45.5p

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 an 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 5.2p per hour

An electric heater will cost you £1.30 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 6.7p and 10.4p 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 72.8p

Kitchen costs

- To use a dishwasher for an hour will cost from 54.6p to 78p when now it's between 29.4p and 42p.
- To boil a kettle of water for three minutes will set you back 7.80p when now it's 4.2p.
- To use an oven for an hour will cost between £1.04 to £1.14 but now its 56p and 61.6p.
- A washing machine will cost 62.4p to 67.6p per hour when now it's 33.6p to 36.4p.
- On top of that, a microwave will cost you 5.2p to 13p for every 10 minutes of usage but now the same amount of usage costs between 2.8p to 7p.
- A tumble dryer will set you back £1.04 to £1.56 for each hour of use and now it's 56p to 84p.
- Finally, a toaster will cost you 20.8p to 39p for 30 minutes of use but now costs between 11.2p to 21p.

HOUSEHOLD BILLS AND APPLIANCES

Budgeting tips

With the average energy bills consistently rising, many households have been making changes in a bid to cut costs.

Consider buying a slow cooker or air fryer

Buying an air fryer or a slow cookers can be more economic as an alternative 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?



VS



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.

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 about 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.
www.ccw.org.uk/save-money-and-water/water-meter-calculator/

Mobile phone contracts

Everyone's mobile phone usage is different, so matching 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.

www.billmonitor.com/consumer

For more help with budget planning, visit page 15 for different organisations that can help with this.

Subscriptions

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

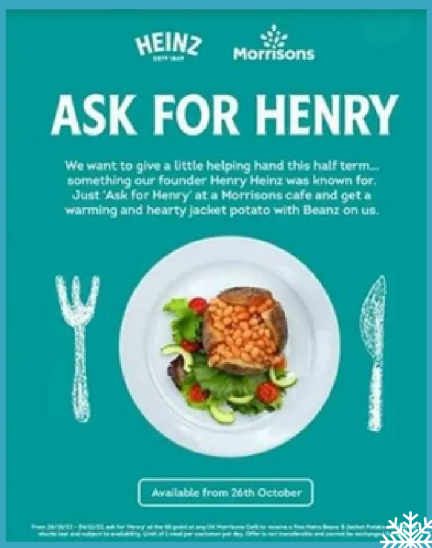
REDUCED AND FREE MEALS

£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 teas and coffees for just £1 in any of its 205 cafes all day and every day until end of February 2024. The 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 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 Beanz, 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 mould. Additionally, you may be more likely to be exposed to season-specific allergens, like fireplaces, pine trees and wreaths.

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 minimise 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

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.



GP services

GPs have access to your medical records giving them a better picture of your ongoing 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.



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.



See over page for contact details



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 GP's 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 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:
www.careandsupport.hillingdon.gov.uk

If you need help because of the cold weather please contact Hillingdon Council Adult Social Care
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)
Tel: 01895 556 633

healthwatch Hillingdon

Healthwatch Hillingdon monitor the borough's 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
Tel: 01895 272 997 Monday to Friday 9am-5pm
Email at: office@healthwatchhillingdon.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

The Confederation
Better Health Through Collaborative Primary Care

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 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.theconfederationhillingdon.org.uk



LOCAL SUPPORT
Charities



MyHealth is a patient education and empowerment programme offering Hillingdon residents and 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
- Paediatric Eczema
- Viral induced wheezing
- Diet & Nutrition for Weight Loss
- Anxiety & Depression
- Stress Management

MyHealth
My self, My life

You can book your FREE place by contacting the team below
Tel: 01895 543 437
Email: nhsnwl.myhealth@nhs.net
Web: www.myhealthhillingdon.co.uk

H4All
stronger together

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

H4All Services include the following:

Tel: 01895 543 434
Email: info@h4all.org.uk
Web: www.h4all.org.uk/

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.



LOCAL SUPPORT
Charities



Harlington Hospice is a community hospice working throughout the London Borough of Hillingdon. They provide services for people at the end of their lives and support families with bereavement and loss.
Tel: 020 8759 0453
Email: enquiries@harlingtonhospice.org
Web: www.harlingtonhospice.org

Hillingdon Mind provide a range of support, advice and information for people suffering with mental health issues within the London borough of Hillingdon. They aim to promote and protect good mental health for all.

Tel: 01895 271 559
Email: mind@hillingdonmind.org.uk
Web: www.mindinhillingdon.org.uk

Carers Trust Hillingdon offer support and guidance to carers of all ages throughout the London Borough of Hillingdon. They aim to provide the information, advice, training and support you need when you become a carer.
Tel: 01895 811206
Email: office@hillingdoncarers.org.uk
Web: https://carerstrusthillingdon.org

Age UK Hillingdon, Harrow and Brent Provides a wide range of services that make later life better. They are well established in the Borough and have worked with and for older people for over 25 years.
Tel: 020 8756 3040
Email: enquiries@ageukhhb.org.uk
Web: www.ageuk.org.uk/hillingdonharrowandbrent



Disablement Association Hillingdon provide advice, support and activities that allow disabled people to take control of their lives and become more independent, confident and part of the community.

Tel: 020 8848 8319
Email: info@dash.org.uk
Web: www.dash.org.uk



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 taking at least 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 helping 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

MENTAL HEALTH SERVICES AND SUPPORT LINES

24/7

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
Web: 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

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

headspace

Calm

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 brands.

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 month's 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's the end of the day, although some aren't the healthiest options and 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

Uxbridge - St. Margaret's Church Centre

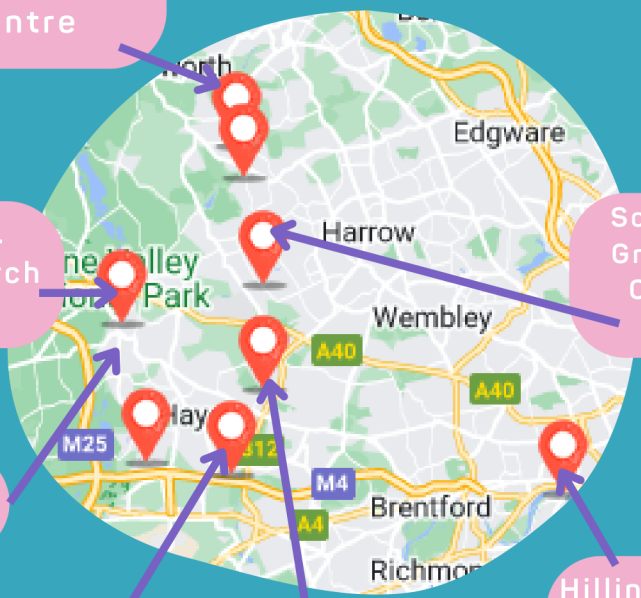
Broom Tree Cafe

Hayes - Life Oasis Centre

Hayes - St. Edmund Centre

South Ruislip - St. Gregory The Great Catholic Church Centre

Hillingdon Foodbank Main 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

Broom Tree Cafe

The Kingsborough Centre,
4 New Windsor Street
Uxbridge
UB8 2TU

SATURDAY
11:00AM - 1:00PM

Hayes - Life Oasis

Life Oasis Centre
59 Carfax Road
Hayes
UB3 4RD

SUNDAY
12:30PM - 1:30PM

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

Nikki - nikkiw@hillingdonmind.org.uk

Evelyn - 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 stronger together

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.

Food Vouchers - CAB

citizens advice

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, toothpaste, 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 of at the foodbank.



HILLINGDON
LONDON

WARM WELCOME CENTRES 2024 HILLINGDON





The purpose of the 2023/2024 Warm Welcome Centres is to provide residents with a positive and relevant activity throughout the winter months. Our goal is help improve health and wellbeing through these centres while providing relevant health information where needed.

Activities at the centres include:

- Strength and balance classes
- Parent toddler groups
- Health speakers
- Knit and Natter groups
- Family games

Each warm welcome centre will provide various activities through the winter months as well as offering tea, coffee & free WiFi

Mondays

Hillingdon Sports and Leisure centre	Free hot drink, Wifi and hot shower	12:00-13:00
St Margarets Uxbridge	Bereavement support and gentle exercise group	11:00-13:00
Oak Farm Library	Family games	All day
Manor Farm Library	Games afternoon	14:00-16:00
Hayes and Harlington Community Centre	Lounge access for all ages	09:00

Scan me

Warm Welcome Centres

Tuesdays

Oak Farm Libary	Family Games	All day
Manor Farm Library	Crossword Group	14:00-16:00
Charville Community Centre	Open session for all ages	09:00-12:00
Hayes and Harlington Community Centre	Coffee morning (over 65s)	10:00-12:00
Barnhill Community Centre	Pensioners group	13:00-16:00

Wednesdays

HAWG (Hillingdon Asian Women's Group)	Health workshops	12:30-14:30
Fairfield	Cocial group and activities with refereshments	13:00-13:30
St Margarets Uxbridge	Parent and toddler group	10:00 - 11:30
Hayes End Methodist	Coffee morning with soup, activities, exercise and health speakers	11:30-14:00
Oak Farm Library	Knit and Knatter (over 65s)	14:00-16:00
Oak Farm Library	Family games	All day
Charville Community Centre	Senior citizen group	12:00-14:30
Hayes and Harlington Community Centre	Lounge access for all ages	09:00

Thursday

Warm Welcome Centres

Uxbridge Centre	Weekly coffee morning	10:30-12:30
Uxbridge Centre	Fortnightly exercise	13:00-14:00
Oak Farm Library	Family Games	All day
Charville Community Centre	Open Session for all ages	09:00-12:00
Hayes and Harlington Community Centre	Coffee morning (over 65s)	10:00-12:00

Friday

Hillingdon Sports and Leisure centre	Free hot drink, Wifi and hot shower	12:00-13:00
Fairfield	Coffee shop	10:00-12:00
St Margarets Uxbridge	Drop in (Foodbank available)	11:00-13:00
Uxbridge Centre	Strength and balance	1:30 - 2:15
Uxbridge Library	Friday Friends Hot drink, games and activities	10:00 - 12:00
Oak Farm Library	Men's game Group	14:00-15:00
Oak Farm Library	Coffee Morning (bi-monthly)	10:30-12:00
Oak Farm Library	Knit and Knatter (over 65s)	11:00-13:00
Hayes and Harlington Community Centre	Lounge access For all ages	09:00