Solihull age UK

CARERS TRUST Solihull

CAVA COMMUNITY & VOLUNTARY ACTION

NHS Birmingham and Solihull Clinical Commissioning Group

citizens advice Solihull Borough

colebridge trust

Here to Help this Winter 2021

healthwatch Solihull

Helping Hands

Solihull Action through Advocacy

solihull community advice hub

Solihull Community Housing
Shaping our neighbourhoods

Winter Warmth
Keeping Solihull Warm

Solihull Metropolitan Borough Council
URBS IN RURE

Help and support this winter

Winter can often be a difficult time for people. This year we know it could be even harder so Solihull Council has worked with local voluntary groups to create this information booklet to help you.

Inside you'll find information to help you keep warm, healthy and safe plus details of financial help and assistance. Wherever possible there are telephone numbers as well as web addresses.

If you can't find the help that you need in this booklet, then please call Solihull Connect service at Solihull Council and one of our advisers will assist – 0121 704 8000.

Contents

Keep warm 3

Stay well 4

Stay safe 9

Financial help 11

Help for carers 15

Keep warm

Winter conditions can make existing health conditions worse and can also make us more vulnerable to respiratory and other serious illnesses.

People over 65 or with underlying health conditions are particularly at risk.

Sitting in a cold home for a long time can put pressure on your heart and circulation - the ideal temperature in your home is 18C - 21C (64 – 70 degrees Fahrenheit).

You can prepare for winter by -

- Getting your heating system serviced
- Finding out if you have claimed benefits and grants you are entitled to - including the Warm Home Discount which could reduce your electricity bill by £140

Supported by Solihull Council, Age UK Solihull provides a local Winter Warmth Helpline and emergency help.

This includes:

- Emergency heaters if your heating breaks down or isn't keeping you warm
- Finding a tradesperson for emergency repairs

For advice and support (including out of hours emergency support) please ring the Winter Warmth Helpline on 0121 704 8080, 9am – 5pm Monday to Friday.

Act On Energy is also working with Solihull Council to provide help to households with:

- Fuel bills
- Fuel supplies including boiler repairs and replacements, fuel meter top-ups, oil supplies
- Home improvements such as insulation, windows and doors for home owners up to a value of £10,000, as well as support for private rented sector tenants via a grant to landlords.

For advice and support please ring the free Act On Energy advice line via 0800 988 2881, 9am – 5pm Monday to Friday.

Stay Well

Despite Covid-19, the NHS and other services are still here to help you with your physical and mental health.

If you are feeling unwell but not in need of urgent/ emergency care there are several options available to you:

- Pharmacies are available to advise and treat minor illnesses.
- GP practices across Solihull are open and continue to offer both face to face and remote consultations. GPs have been working to anticipate and support the additional demands of acute illnesses this winter. There will be more GP appointments available for urgent care.

› You can call NHS 111 or visit www.111.nhs.uk at any time. If you need to go to A&E, NHS 111 will book an arrival time. This might mean you spend less time in A&E. This also helps with social distancing.

Call 999 only in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.

NHS flu jabs

As a result of interventions in place for Covid-19 last year (such as mask-wearing, social distancing and restricted international travel), levels of flu were extremely low last winter. Because of this, health professionals are expecting a lower level of immunity against flu this winter.

With many restrictions now lifted, it is expected that this winter will be the first in the UK where we see the seasonal flu virus (and other respiratory viruses) circulating alongside Covid-19.

Flu vaccination is therefore an important priority this coming winter to reduce serious illness and death associated with flu, and to reduce hospitalisations.

Those eligible for the flu jab this year (2021 to 2022) are:

- all children aged 2 to 15 (but not 16 years or older) on 31 August 2021
- those aged 6 months to 49 years in clinical risk groups
- pregnant women
- those aged 50 years and over
- those in long-stay residential care homes
- carers
- close contacts of immunocompromised individuals
- frontline health and social care staff

Ask your pharmacist or GP if you're eligible for a free flu vaccine. It is one of the most important things you can do to prevent yourself from becoming ill this winter.

Covid-19 advice

As we head into the winter with restrictions lifted we should remember that Covid-19 rates are still high and continues to circulate in Solihull.

For those who are still yet to have their first or second vaccinations, it is never too late. To book an appointment at a vaccine centre or find out where your local walk in clinics are visit www.birminghamandsolihullcovidvaccine.nhs.uk/

Remember to wash your hands, keep your distance from others and wear a face covering when you are outside your household.

Use a face covering in crowded spaces, on public transport and in poorly ventilated spaces.

If you feel unwell or have any Covid-19 symptoms, stay at home and arrange to get a test. You must stay at home until you have a test result, and if this is positive, continue to self-isolate for 10 days.

For more information and advice about self-isolating, please call 0121 704 6892 or visit

www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-forhouseholds-with-possible-coronavirus-covid-19-infection

Covid-19 booster vaccinations

Covid-19 booster shots are available for those at highest risk, carers of those at risk and over 50s. You will be contacted once you are eligible - this needs to be six months after your second dose. If you have not been contacted following the six month period, you can visit www.birminghamandsolihullcovidvaccine.nhs.uk to book an appointment.

We urge all those eligible to get their Covid-19 booster vaccines as soon as you can, so you have the strongest possible protection over the winter months.

Prescriptions

If it is difficult to get out or you need to self-isolate, ask your pharmacy about signing up for a delivery service.

You can also get help with collecting medicines and attending medical appointments through the NHS Volunteer Responders on 0808 196 3646 8am - 8pm, 7 days a week.

Mental health

Making sure we sleep and eat well, keeping active and talking about our feelings can make a huge difference to our mental health. There are also some free services that are here to help when things get tough:

Mental Health Helpline offers mental health support for all Solihull and Birmingham residents. The service is open 24hrs a day 7 days a week.
0121 262 3555 or 0800 915 9292

Or to see the range of easily accessible mental health support that is now available visit www.birminghamandsolihullccg.nhs.uk/your-health/mental-health-support-offer

Every Mind Matters has practical tips for mental health and wellbeing at www.nhs.uk/oneyou/every-mind-matters/

Stay safe

If you think that you, or someone else, is being abused, please report it.

Abuse is when someone hurts, harms or causes another person distress. It can include theft, bullying, verbal and racist abuse, threats, pressure about money or wills, unwanted sexual advances, physical abuse and neglect.

Abuse can be stopped and even prevented, but this can only happen if someone knows about it.

Report a safeguarding concern

If you have a concern that someone is being abused or neglected, please raise it straight away. If someone is in immediate danger or you think a crime is being committed call the police on 999.

If you are in an emergency situation and it is not safe to speak, you can use the Silent Solution System by calling 999 from a mobile telephone. You will hear an automated police message and can press 55 on your handset to be transferred to police call management.

Concern about a child or young person

To report a child or young person at risk call:

0121 788 4300 - Monday to Thursday 8.45am - 5.20pm, Friday 8.45am - 4.30pm

0121 605 6060 - evenings, weekends or bank holidays

You can also call Childline on 0800 1111 or NSPCC on 0808 800 5000

Safeguarding adults

If you are worried about your own safety or about the safety of a vulnerable adult, please call:

- 0121 704 8007 - Monday to Friday 9am - 5pm, except Wednesday 10am – 5pm
- 0121 605 6060 - evenings, weekends or bank holidays

If you are scared at home, call the local helpline on 0808 800 0028 or the national helpline on 0808 200 0247 or visit www.noexcuseforabuse.info

You can also visit www.solihull.gov.uk/COVID-19/Stay-safe

West Midlands Fire Service – Safe and Well Checks

These checks cover various topics relating to fire safety and can be carried out over the phone, virtually or with a visit. To arrange a check or find out more - 0800 389 5525 or www.wmfs.net/our-services/safe-and-well/

Financial Help

For some people Covid-19 is also causing financial problems. We've compiled a list of some organisations that can give money and debt advice.

You could also check if you're entitled to a self-isolation payment, that you have all the benefits you're entitled to, or if you could save money on your fuel bills – see below.

Self-isolation payment

If you are on a low income and self-isolating, you may be entitled to a self-isolation payment.

For more information, or to make an application, visit: www.solihull.gov.uk/COVID-19/Self-isolating-payment or call 0121 704 8200 and an advisor will help you make an application.

Claims

Check that you are receiving all the money that you are entitled to. Do you know what you can claim? Call the DWP Help to Claim line on 0800 1448444 or contact the Solihull Community Advice Hubs on 0121 709 7590.

Money and debt advice

Advance Credit Union is a safe way to save and a cost-effective way to borrow. 0121 350 8883 or email info@advancecu.org.uk

British Legion helps people who have served or are serving in the armed forces. 0808 802 8080

Business Debtline gives free debt advice to the self-employed and small businesses. 0800 197 6026 or www.businessdebtline.org

Citizens Advice Solihull provides free and confidential advice. 0808 2787976 Monday to Friday 9am to 5pm. Adviceline Universal Credit - Help to Claim Line 0800 144 8444 www.casb.org.uk/

Solihull Community Advice Hubs in Chelmsley Wood and central Solihull provide a wide range of information, advice and support. 0121 709 7590 or email admin@solihullcommunityhub.org.uk

Solihull Community Housing provides advice for SCH tenants, leaseholders and home owners. 0121 717 1515 or email moneyadvice@solihullcommunityhousing.org.uk or visit www.solihullcommunityhousing.org.uk/tenants/money-advice/

Solihull Council Business Support
0121 704 6151/0121 704 6167 or 0121 704 6920 or email business@solihull.gov.uk

Stepchange is a debt charity. 0800 138 1111 or www.stepchange.org

Entitlements and household grants

Act On Energy provides help with fuel bills, meters and oil supplies for households experiencing hardship. Phone 0800 988 2881

Age UK Solihull Winter Warmth and Emergency Funds provides one-off funding for emergency items, fuel bills and meters, electrical items and blankets for the over 60s and vulnerable groups. 0121 709 7590 or email admin@solihullcommunityhub.org.uk

Council Tax Reduction - 0121 704 8200 or www.solihull.gov.uk/Resident/Benefits/housingbenefit

Free Schools Meals – call the Family Information Service on 0800 389 8667 or email familyinfo@solihull.gov.uk

Housing Benefit – 0121 704 8200 or www.solihull.gov.uk/Resident/Benefits/housingbenefit

Sick Pay - www.gov.uk/statutory-sick-pay

Solihull Council's Discretionary Crisis Fund provides help with food, fuel and items like white goods and beds for households experiencing financial hardship. Phone 0121 704 8264.

Solihull Council's Discretionary Housing Payments provides help with rent for households in receipt of housing benefit and experiencing financial hardship. Phone 0121 704 6202.

Solihull Community Housing Hardship Fund provides emergency help for tenants with urgent financial needs. 0121 717 1515 or moneyadvice@solihullcommunityhousing.org.uk

Universal Credit Helpline – 0800 144 8444

Help with employment

Citizens Advice Solihull help with volunteering. 0121 788 6527 kturner@casb.org.uk or for employment advice - 0808 2787976.

Colebridge Trust help with employment and skills. 0121 448 0720 or email serenas@colebridge.org

Job Shops 0121 704 8076

Solihull Council can help with employment. People under 30 years old - 07468 354929. People 30 years and over - 07468 354928.
Email - Employmentandskillsteam@solihull.gov.uk

Solihull for Success has lots of information for businesses including help to find local jobs and training options. 0121 704 6151 or visit www.solihullforsuccess.com

Homelessness

If you are homeless or threatened with homelessness please call the Contact Centre on 0121 717 1515 and select Option 2 or email info@solihullcommunityhousing.org.uk

Advice to carers

Are you helping to look after someone who couldn't manage without your help because of illness, disability, mental health? Carers Trust Solihull (CTS) can help you.

Anyone can become a carer at any time in their life and sometimes for more than one person at a time. You could be temporarily or permanently caring for someone because of illness, disability, a mental health problem, an addiction or for an older person who requires support to maintain their independence.

There are many different types of carers, but if someone you know regularly relies on your support - you are most likely a carer.

CTS can help you get the right support, information and guidance when needed, including:

- Applying for financial support such as Carers Allowance and other benefits
- Enabling respite care
- Access to their events and activities
- Looking at other support
- Planning for the future
- Local support groups for carers
- Providing a Carers Card
- An assessment to look at how caring affects you and your wellbeing.

For information call 0121 788 1143 email centre@solihullcarers.org or visit www.solihullcarers.org

Solihull Age UK

0121 704 7840

Carers Trust Solihull

0121 788 1143

CAVA Community & Voluntary Action

0121 312 3717

NHS Birmingham and Solihull Clinical Commissioning Group

0121 203 3300

Citizens Advice Solihull Borough

0808 278 7976

colebridge trust

0121 448 0720

healthwatch Solihull

0808 196 3912

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