

# Surrey together

## Winter help and advice

**2020 has been a very difficult year for everyone.**

So many of you have supported your community, and kept Surrey safe. Thank you for your efforts.

This may be the most difficult winter in our lifetimes. There is help available, and we will get through this winter together.

This booklet tells you about lots of advice and support in Surrey to help you through the winter.

**Please ask for support to stay safe and well if you need it.**

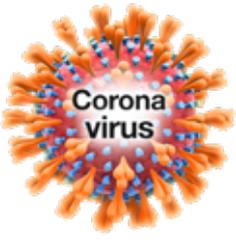


**Tim Oliver**  
Leader of Surrey  
County Council



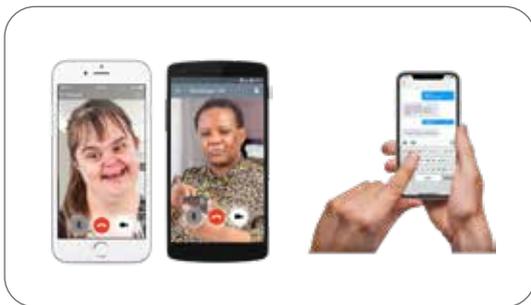
**Ruth Hutchinson**  
Surrey Director  
of Public Health





# Coronavirus has made things extra hard this winter

We need to look after each other, and ask for help if we need it.



It is important to keep in touch with friends, family, and neighbours to check that they are okay.



If you feel ill, lonely or very sad, it is important that you ask for help.



If you have problems with your heating at home, it is important that you ask for help.



If you have problems getting your food shopping or medicine, it is important that you ask for help.



# Who to contact if you need extra help this winter



If you need extra help you can talk to your friends, family and staff who support you.

You can contact the Surrey Community Helpline.



If friends, family or staff are not able to help you pick up shopping or medicines, helpline staff will make sure you get help.

They can also help if you need a telephone friend, or support from other services.

**Phone:** 0300 200 1008

(Monday to Friday 9am to 5pm)

**Text:** 0786 0053 465

(for Deaf and hearing impaired people)

You can contact NHS 111 - open 24 hours a day.



Contact NHS 111 if you have a medical problem and don't know what to do. **Phone: 111.**

In an emergency always phone 999.



# Keep yourself safe from coronavirus this winter

It is important to follow the latest Government advice about coronavirus.



**The latest Government advice about coronavirus can be found at:**

**Go to:** [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)



**Download the NHS COVID19 App**, so the NHS can tell you if you have been near someone with coronavirus.

**Go to:** [www.covid19.nhs.uk](http://www.covid19.nhs.uk)



**When you are outside your home, remember: Hands. Face. Space.**

- Wash your hands regularly for 20 seconds.
- Wear a face covering when inside a building.
- Stay at least two metres apart from other people, or one metre apart when wearing a face covering.



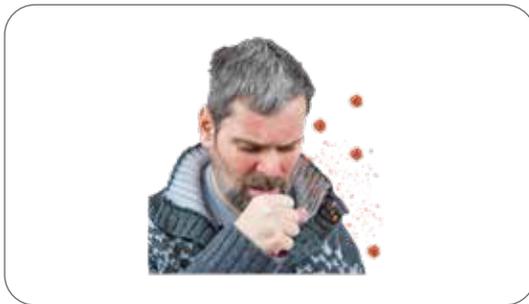
# What to do if you have coronavirus symptoms

These are the three main symptoms of coronavirus.



## A high temperature.

This is a body temperature of 37.8 degrees Celsius or above.



## A new continuous cough.

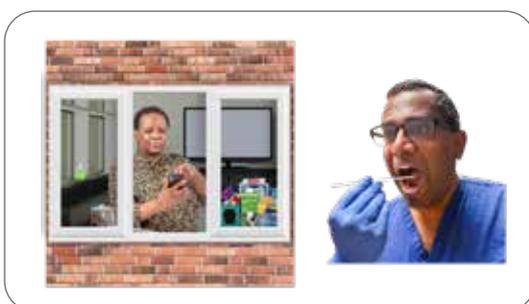
This is when you are coughing a lot.



## A loss of, or change to, your sense of taste or smell.

This is when food smells or tastes different than it usually does.

What to do if you have symptoms of coronavirus.



**If you have coronavirus symptoms you must book a test and self-isolate for at least 10 days.**

See page 6 for more information.



# Booking a coronavirus test and self-isolating at home

## How to book a coronavirus test.



**Phone:** 119

**Go to:** [www.gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test)

You can go to a test site for a test or have a testing kit sent to your home.



**You must stay at home** while you are waiting for a home test kit, or an appointment at a testing site.

You must stay at home, and self-isolate for at least 10 days, for any of these reasons:

- You have any coronavirus symptoms.
- You have tested positive for coronavirus.
- You are waiting for your test result.
- You live with someone who has symptoms or has tested positive.
- Someone in your support bubble has symptoms or has tested positive.
- You're told to self-isolate by NHS Test and Trace or the NHS COVID19 app.
- You arrive in the UK from a country with high coronavirus risk.



Tell your doctor, and people who support you, if you are self-isolating.



# Look after your health and wellbeing this winter



## Hospital and doctors' appointments.

If you might have problems getting to an appointment this winter, let them know as soon as possible.



## Going into hospital.

If you have to go into hospital, make sure that the people who support you know.



## Try to eat healthy foods, take exercise and drink less alcohol.

If you smoke, giving up will help you to feel better.



## Visit the Healthy Surrey website.

There is lots of information on the site to help you stay healthy and well.

**Go to:** [www.healthysurrey.org.uk](http://www.healthysurrey.org.uk)



## If you feel very anxious or depressed it is important to ask for help.

See page 11 of this booklet for more information.



# How to be prepared for the cold weather this winter



**Fill in your phone list, so you know who to phone if you need help.**

The phone list is at the end of this booklet.



**Remember to order your tablets and other medicines.** Make sure you have enough, and don't run out.



**Have some tinned food, frozen food and dried milk at home.**

You can use this if you have trouble getting to the shops.



**Make sure you have warm clothing.**

Lots of thin layers help keep you warm. Wrap up and wear boots if you have to go out.



**Have a torch at home.** You may need it if there is a power cut. Make sure you have batteries for your torch. See page 10 for more advice.



# How to keep warm and well this winter



➔ **Set your heating to 18 – 21 degrees celsius.** This will keep your home warm and your bills low.



➔ **If you are worried about paying your heating bills ask for help.**

There may be extra support or benefits you can claim.



➔ **Eating and drinking helps to keep your body warm.**

Try to eat hot meals and drinks regularly throughout the day.



➔ **On very cold days it is best to stay indoors.**



➔ **Ask your GP Surgery about a free flu jab.** If you are scared of needles you can ask for a nose spray instead.



# Get extra help with your gas, electric and water this winter

You may be able to sign up with your gas, electric and water companies' Priority Services Register.



**Joining the register means you will get help quickly** if you have a problem with your gas, electric or water.



**You will need to contact your gas, electric and water suppliers to join their register.** Their phone numbers will be on your bills.

You can sign up to the Priority Services Register if any of the following apply to you:

- You are of pensionable age.
- You are disabled or chronically sick.
- You have a long-term medical condition.
- You have a hearing or visual impairment or other communication needs.
- You are in a vulnerable situation.
- You have children under five.





# Look after your mental health this winter

It is important to ask for support from friends, family and staff if you feel very sad or very worried.



**Download the free Every Mind Matters NHS app.** This can help you with self-care, stress, anxiety, and improving sleep.



**The Healthy Surrey website** has tips on mental wellbeing, and support for mental health in Surrey.

**Go to:** [www.healthysurrey.org.uk/mentalwellbeing](http://www.healthysurrey.org.uk/mentalwellbeing)



**The Healthy Surrey website** also has information about local mental health services.

**Go to:** [www.healthysurrey.org.uk/mental-wellbeing/adults/local-services](http://www.healthysurrey.org.uk/mental-wellbeing/adults/local-services)



**Getting help in a mental health crisis.**

You can contact the Surrey Mental Health Crisis Helpline:

**Phone:** 0800 915 4644  
(24 hours, 7 days a week)



# Dealing with the loss of a loved one

Coping with the loss of a loved one is difficult at any time. There is support available.



**The Cruse Bereavement Care service** offers free and confidential support to adults, children and young people.

**Go to:** [www.cruse.org.uk](http://www.cruse.org.uk)

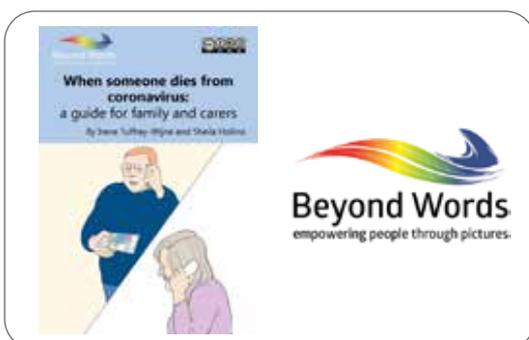
**Phone:** 0808 808 1677

Resources that can help to support people with learning disabilities with grief and loss.



**A video webinar** on how best to support people with learning disabilities to deal with loss and grief.

**Go to:** [www.vimeo.com/413624603?mc\\_cid=4830fb8bf5&mc\\_eid=90d05a5408](http://www.vimeo.com/413624603?mc_cid=4830fb8bf5&mc_eid=90d05a5408)



**Books Beyond Words.**

Free picture books to help people during coronavirus, including a book on coping with the loss of a loved one.

**Go to:** [www.booksbeyondwords.co.uk](http://www.booksbeyondwords.co.uk)



# Keeping yourself and others safe from abuse this winter

It is important to tell someone you trust if you, or anyone you know, is being treated badly.



## The Surrey Domestic Abuse Helpline

If you feel frightened in your home because of someone's behaviour, call the Surrey Domestic Abuse Helpline.

**Phone:** 01483 776 822  
7 days a week, 9am to 9pm

**Go to:** [www.surreyagainstda.info](http://www.surreyagainstda.info)

If you are in immediate danger phone the Police using 999. If you can't talk out loud phone 999 then press 55.



## Staying safe from abuse

If you are at risk of abuse, neglect or harm, or you suspect someone else is, please report it now.

**If you are worried about an adult or a child:**

**Phone:** 0300 470 9100

If a person is in immediate danger phone the Police using 999.





# Keep safe from doorstep sellers and rogue traders

Doorstep crime increases during the winter months, so it's important to be careful.



**Rogue traders** try to get people to agree to have repair work done on their home. They do the work badly, or even don't do it at all.



**Don't open your home to traders you haven't asked to visit you.**



**Surrey Trading Standards approved traders** can be found on the traders4u website.

**Go to:** [www.traders4u.co.uk](http://www.traders4u.co.uk)



**Ask Surrey Trading Standards for 'no cold calling' stickers for your door.**

**Phone:** 0808 223 113



# List of other useful information and support

## Surrey Information Point website.



The Surrey Information Point website has lots of information about activities, groups and support in your local community.

**Go to:** [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

## Social Prescribing Services.



If you are feeling lonely, very sad, or you want to make lifestyle changes this winter, you can talk to a social prescribing link worker.

**Ask your GP surgery for a referral.**

## Free 'Safe and Well Visits' from the fire service.



Surrey Fire and Rescue Service can visit your home and give you advice about fire safety and scam prevention. They can also fit things like smoke alarms for some people.

**Phone:** 0800 085 0767 to ask for a visit.



# List of other useful information and support

## Extra support for children and young people.



**The Children and Family Health Surrey advice line** can help if you are worried about how your children are feeling this winter. It is open from 8am to 5pm, Monday to Friday.  
**Phone:** 01883 340 922

## If you are worried about money and debt.



**The National Debtline** can help if you are having problems with money.  
**Go to:** [www.nationaldebtline.org](http://www.nationaldebtline.org)  
**Phone:** 0808 808 4000

## You can register for flood alerts.



**Register for flood alerts with Floodline.**  
**Phone:** 0345 988 1188  
There is advice on being prepared for floods on the Surrey County Council website:  
**Go to:** [www.surreycc.gov.uk/surreyprepared](http://www.surreycc.gov.uk/surreyprepared)



**Print off this form and write all your important phone numbers on it**

<b>Who to contact</b>	<b>Name and contact information</b>
Your family	
Support worker	
Day service	
Work	
Surrey Community Helpline	Phone: 0300 200 1008
NHS 111	Phone: 111
Community Nurse	
Doctor	
Care manager	
Gas	
Electric	
Water	
Local Council	
Surrey County Council	<b>Adult Social Care:</b> Phone: 0300 200 1005 Text: 07527 182861 <b>Emergency Duty Team:</b> Phone: 01483 517898

**Listen to BBC Surrey:**  
106.4 FM for the latest information

