

Other useful contact numbers

Police contact numbers:

Non Emergency - call **101**

Emergency - call **999**

Write down the number of your GP and a pharmacy that can deliver prescriptions:

GP tel: **Pharmacist tel:**

Write down contacts that are unique to you:

Next of Kin:.....

A friend or neighbour:.....

Plumber:.....

Electrician:.....

Support Worker:.....

Local shop for home delivery:.....

Other:.....

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Registered Charity No: 1096511 Company Limited by Guarantee No: 4512598
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Snowbell

In periods of severe winter weather Age UK Wakefield District's Advisors will be available to guide older people and their carers to:

- keep safe in your own home
- provide links to Statutory Services
- access approved local Trades people
- access 'Snowbell Responders' based in your neighbourhood

Advice Lines – 01977 552476 / 552114

Wakefield District Housing tenants can contact:
OneCALL – 0345 8 507 507

For Family Services' Homecare Support contact:
Social Care Direct – 0345 8 503 503



Preparing for winter...

Stock up your cupboards with food and essential household items

- stock up on nutritional foods that keep, e.g. tins of fruit, fish, vegetables, soups, stews, pasta, rice, cereals, long life milk/juice. If you have a pet - don't forget essentials for them too.

Stock up on your medicines - when you are down to the last seven days' supply of your regular prescribed medication, order a new supply from your GP. Most pharmacies can collect your prescription from your GP and deliver to your own home.

Wear suitable footwear - wear well-fitting shoes or boots with non-slip/non-skid soles and good ankle support to prevent a sprain if you slip.

Check your walking aids - if you use a cane or a walker, make sure the rubber tips (ferrules) are intact. If your stick/walker was supplied by the Community Equipment Service they will replace ferrules for free or alternatively they are available from mobility or hardware shops.

Top up your credits and payment cards - you will use more energy in winter, so make sure you have credit on your payment cards or tokens in case weather turns bad. Top up your mobile phone credit.

Keep warm - several thin layers of clothing will keep you warmer than one thick layer. Always wear a coat, gloves, a hat and scarf when you go out. Shawls or blankets will provide warmth when sitting. Wear warm clothes in bed.

Try to heat your main living room to around 18-21°C (64-70°F). Make sure you keep your living room warm throughout the day and heat your bedroom before going to bed.

For advice about heating your home contact the **Home Energy Team Hotline on 0344 9 020 222.**

Contacts - while the weather is nice have a chat with friends, neighbours and family to see if they can help you in extreme winter weather. They may be able to bring you some milk, bread or be a friendly face for a chat.

Avoid unnecessary journeys - plan ahead and follow the weather forecasts. If extreme weather is expected, avoid going out. Avoid risking your health and well-being for unnecessary travelling.

If you usually clear your path of snow be very careful to avoid falling - remember snow is hazardous. If you can't do it yourself ask a friend, neighbour or a family member requesting them to use salt or sand NOT water.

For more information visit www.direct.gov.uk or call **0345 8 506 506.**

In Case of Emergency and pendants - add useful contact numbers to your mobile phone in case of emergencies. Add your next of kin's number to your mobile phone under the heading 'ICE' - In Case of Emergency. If you are involved in an accident, emergency services will use it to contact your relative. If you have an emergency pendant remember to wear it.

For more information about community alarms contact **Carelink on 01977 788000.**

Important Information - please note:

'**Snowbell Responders**' visiting on behalf of the Snowbell Scheme will always:

- visit by appointment only
- carry ID
- visit in pairs

Working in partnership with: