



Fife Health
& Social Care
Partnership



Helping older people & people with a disability in winter



Supporting the people of Fife together



Looking after yourself

Whether at home or out and about, we all need to consider how we - and the people we live and work with - could be affected by winter weather. Taking action now will help you to be better prepared.

Top ten tips for keeping warm and well



1. **Heat your home well.** By setting your heating to the right temperature (18–21°C or 64–70°F), you can keep your home warm and your bills as low as possible.
2. **Get financial support.** There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating or help with bills. It's worthwhile claiming all the benefits you are entitled to (see useful contacts for details - page 6).
3. **Eat well.** Food is a vital source of energy, which helps to keep your body warm. Try to make sure that you have hot meals and drinks regularly throughout the day. Keep your cupboards stocked up with items such as longlife milk, tinned soup, meats and vegetables, ready cooked meals and bread.



You can get involved by sharing information, making plans, taking action and by visiting www.readyscotland.org for more information and advice.

4. **Get a flu jab.** You can get a free jab from your GP to protect against seasonal flu if you are over 65, have a long-term health condition, are pregnant or a carer.
5. **Look after yourself and others.** On cold days try to avoid going outside; however, if you do need to, remember to wrap up warm and wear boots or shoes with good grip on the soles.
6. **If you have an older or disabled neighbour or relative,** look out for them during winter to make sure that they are safe and well.
7. **Make sure you have enough of your prescribed medicines** (but remember not to over order) and over the counter remedies, such as paracetamol, before bad weather makes getting out difficult. Check local press or the NHS Fife website for information on which pharmacies are open near you.
8. **Listen to weather forecasts** and get prepared.
9. **Have a list of useful numbers** on hand.
10. **If you are concerned ask for help.**
See our list of contacts on page 7 of this leaflet.

Looking out for you

If you use the Health & Social Care services we'll do all we can to maintain the services during severe weather.

In cases of extreme disruption a priority service will be put into action where those most at risk of harm, or who pose a risk to others will be seen first.

We would encourage families and communities to offer support to their elderly or disabled neighbours where possible. People who already have support from Health & Social Care services should speak to their usual contact.

Staying in touch with you

Where there is disruption to services we will make every effort to contact you directly, or your family or nominated neighbour to let you know.

In extreme circumstances if a social work office/centre has to close or a service like meals on wheels can't get through we will make every effort to contact you to check you have alternative provision in place and help you to make any necessary arrangements. Information will also be provided on local radio Kingdom FM.

Getting to you

Visits will be prioritised, but the community alarm service will still be maintained 24/7. Keyholders will be called in the first instance. Mobile Emergency Carers will make every effort to respond to your call - depending on the safety of the roads.

Where the weather is most severe, staff will be targeted to those most in need on a locality basis.

Frequently asked questions



How do I contact Social Work?

In bad weather our phone lines will be very busy. If you already use our services and want to find out if bad weather is affecting them, before phoning our helpline, please:

- **contact your named worker**
- **look for information online** (www.fifedirect.org.uk/winter)
- **listen to local radio** • Kingdom FM (95.2 & 96.1)
 - Forth One (97.3) • Tay FM (96.4 & 102.8)

If you still need to contact us call 03451 551503 (9am-5pm) or our emergency out of hours service 03451 550099.

My carer has not turned up on time - what should I do?

If you have not been contacted by your carer and they are delayed by over 30 minutes, you should contact the service through your usual contact or the Social Work Contact Centre 03451 551503.

My carers are from a private agency – will they still come when the weather gets bad?

If you need any help or support, please contact your care provider in the first instance (their contact details will be in your Care Plan). We keep in close contact with providers and other voluntary organisations during bad weather so, if there is disruption, we will work together to keep in contact with you.

What happens to my meals on wheels service if weather conditions are really bad?

If the weather conditions are really severe we may have to cancel our service. Just in case your meal cannot be delivered or your water supply is affected please stock up with enough emergency supplies to last you 2 or 3 days.

I can't get out of my house - where can I get help to obtain essential shopping or prescription medicines?

Contact your local pharmacy to see if they can help with prescription medicines.

In an absolute emergency people who do not have anyone to get them prescriptions or essential shopping should contact the Social Work Contact Centre during working hours.

In the past few days I have not seen, and can't get in touch with, an elderly or disabled neighbour or friend. What should I do?

Call 03451 551503 and we will make the necessary checks.

READY FOR WINTER?

Don't feel isolated when severe weather hits. There are plenty of ways for you to get the latest information.



www.fifedirect.org.uk/winter



m.fifedirect.org.uk



facebook.com/fifecouncil
twitter.com/fifecouncil



Kingdom FM - 95.2 & 96.1
Forth One - 97.3
Tay FM - 96.4 & 102.8



Sky - channel 539, press red
Virgin - channel 233, press red



03451 55 00 11 faults & repairs
01383 44 11 77 social work
03451 55 00 99 out of hours



Sign up for service disruption, closures and road updates by email or text - www.fifedirect.org.uk/alerts

Useful contacts



- **Social Care services** 03451 55 15 03
www.fifedirect.org.uk/socialcare
- **sign up for email or text alerts** (www.fifedirect.org.uk/alerts)
- **Adult Protection Helpline** 01383 602200
- **Faults and Repairs** 03451 55 00 11
- **Out of Hours Emergencies** 03451 55 00 99

NHS 24 (24hr) 111
www.nhs24.com • www.nhsfife.org

Fife Forum 01592 643743
www.fifeforum.org.uk • info@fifeforum.org.uk

Age Scotland 0800 12 44 222
www.ageuk.org.uk/scotland/

Energy Saving Trust 0800 512 012
www.energysavingtrust.org.uk

Citizens Advice 0345 1400 095
www.CABFife.org

Cosy Kingdom (Free energy & debt advice) 01592 858 458
www.cosykingdom.org.uk

Winter fuel payments 03459 15 15 15
www.gov.uk/winter-fuel-payment

Met Office 0370 900 0100
www.metoffice.gov.uk

Community groups and support onyourdoorstepfife.org

Gas, electricity and water emergencies (24hr)

Gas emergencies 0800 111 999

Power cuts 105

Scottish Water 0800 0778 778

Fife Health & Social Care Partnership



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READY FOR WINTER?

Alternative Formats

The information included in this publication can be made available in large print, braille, audio CD or tape and British Sign Language interpretation on request by calling 03451 55 55 00.

Language lines

خط هاتف اللغة العربية: 03451 55 55 77

বাংলায় আলাপ করার জন্য টেলিফোন লাইন:

03451 55 55 99

中文語言熱線電話: 03451 55 55 88

Polskojęzyczna linia telefoniczna:

03451 55 55 44

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Fife Council and NHS Fife are supporting the people of Fife together through Fife's Health and Social Care Partnership. To find out more visit www.fifehealthandsocialcare.org