



keep warm and well

...in East Sussex

www.warmeastsussex.org.uk

Guidance for staff, volunteers and carers

In East Sussex there are around 350 preventable deaths each winter.

Being cold at home makes underlying health problems worse or even fatal. Being too cold can also increase the risk of trips and falls, stroke or heart attack.



Spotting the signs

You could save suffering, or even a life, by spotting the signs, asking questions and taking action.

Look out for:

Their health

- Is the person able to move around?
- Have they developed a cough or breathing difficulties?
- Is their ability to use their hands worse?
- Is their mood low?
- Are they becoming more isolated?

In the home

- A house that feels cold inside.
- Discoloured or black patches on walls, or a musty smell.
- Condensation on windows and window sills.
- Draughts from cracked or broken windows, gaps under doors or in the floor.
- Blocked up ventilation covers.
- No central heating, or heating not being used.
- Visible risks like overloaded sockets, exposed wires or clothes and furniture close to fires or heaters.

The person's habits

- Do they wear lots of clothes or outdoor clothes inside?
- Does it look as if they heat just one room to live and sleep in?
- Are there blankets or hot water bottles by the chair they sit in?
- Are the curtains kept closed?
- Is there evidence of proper hot meals?

Key messages

Recommended indoor temperature is **at least 18°C (65°F)**.

If the home is cold it may be because of worries about cost, broken or hard-to-operate heating controls, poor insulation, or even a belief that cold is good for you. If you are concerned about someone, these are some key messages to get across:

- Being too cold is bad for your health; keeping warm will keep you well.
- Be prepared for cold weather – have food in and make sure you have enough medicine.
- Keep active indoors if you can.
- Get financial help to improve heating or help pay bills.
- Ask your GP for a free flu jab.

East Sussex Winter Home Check Service

East Sussex County Council is working with National Energy Action and Osborne Energy to offer the Winter Home Check Service. This free service helps vulnerable people on low incomes, and families on low incomes with children, to get advice, support, improvement works and financial help to keep their home warm.

For more information about eligibility and to contact the Winter Home Check Service phone free on 0800 085 1674 · email whc@osborneenergy.co.uk · visit eastsussex.gov.uk/keepwarm

What you can do

Tell people who to contact for help and information or refer them yourself.

Some energy suppliers offer a £140 Warm Home Discount. Contact your supplier to see if you are eligible. For more information on keeping warm and getting help with benefits contact:

Help to keep warm and well
www.warmeastsussex.org.uk

Health and Social Care Connect
0345 60 80 191

Discretionary East Sussex Support Scheme (DESSS)
0300 330 9494

Priority Services Register
0800 169 9970

Energy Saving Advice Service
0300 123 1234
www.energysavingstrust.org.uk

Met Office Get Ready for Winter
www.metoffice.gov.uk/getreadyforwinter

Citizens Advice 03454 04 05 06
Energy Saving Advice Service
0300 123 1234
www.energysavingstrust.org.uk

Keep Warm Keep Well
www.nhs.uk/Livewell/winterhealth

ColdAlert
www.coldalert.info · 01273 484337

For information on changes to benefits and what can be claimed, contact:

High Weald, Lewes, Havens area:
0344 111 444
www.eastsussexcab.co.uk
Drop in to Lewes, Uckfield or Crowborough or any of our outreach locations.

Hastings and Rother CCG and Eastbourne, Hailsham and Seaford CCG areas:
0333 344 0681
benefitseastsussex@harcuk.com

