



keep warm and well

...in East Sussex

www.warmeastsussex.org.uk



Guidance for frontline workers, volunteers and carers

In East Sussex there are over 400 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.



East Sussex
Energy Partnership

Working with your local council



RETROFITWORKS
BUILDING EFFICIENCY TOGETHER



East
Sussex



What should I look out for?

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

- Does the house feel cold inside?
- Are there discoloured or black patches on walls? Is there a musty smell?
- Is there condensation on windows and window sills?
- Are there draughts from cracked or broken windows, gaps under doors or in the floor?
- Are ventilation covers blocked up?
- Is there no central heating, or is heating not being used.
- Are there 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?

What can I say?

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 or pharmacist for a free flu jab, if you're eligible, and take up the offer of coronavirus (COVID-19) vaccinations.
- Take notice of coronavirus (COVID-19) symptoms and check the latest advice on the NHS website.
- Get help if you need it. Speak to your GP, pharmacist, carer or key worker for advice.

East Sussex Warm Home Check Service

East Sussex County Council is working with RetrofitWorks and Citizens Advice East Sussex to offer the Warm Home Check Service. Advice is available for anyone who struggles to afford to keep warm at home. This free service also offers eligible vulnerable people and families on low incomes, a home visit to get advice, support, improvement works and financial help to keep their home warm.

You can make a referral online at:
www.warmeastsussex.org.uk
Or phone: 0800 464 7307
or text WARM to 80011

What can I do?

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

Utility companies offer extra support for vulnerable customers; contact your supplier to find out more.

Priority Services Register
0800 169 9970

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

For more information on keeping warm and getting help with benefits contact:

Energy Saving Trust
www.energysavingtrust.org.uk

Met Office
www.metoffice.gov.uk/weatherready

Citizens Advice 0800 144 8848
NHS website
www.nhs.uk/staywell

ColdAlert
www.coldalert.info
01273 484337

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

East Sussex Welfare Benefits Helpline
0333 344 0681
benefitseastsussex@harcuk.com

For more information about support with the cost of living visit:

GOV.UK website
www.gov.uk/helpforhouseholds

East Sussex County Council website
www.eastsussex.gov.uk/costofliving



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County Hall, St Anne's Crescent,
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Phone: 0345 60 80 190
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