

Winter wellness

Making Every Contact Count
(MECC) in Camden and Islington

**This webinar is
being recorded**

It will be shared on the
MECC website



Agenda

- Introduction to the webinar – Mike Hope
- Winter wellness - Alison Quinn
- Energy Efficiency and Shine – Cheryl Brown
- Support in Camden – Hattie Sander
- Questions and comments
- MECC skills for conversations about Winter Wellness – Mike Hope



Poll

How much do you know about
winter wellness?





Winter Wellness

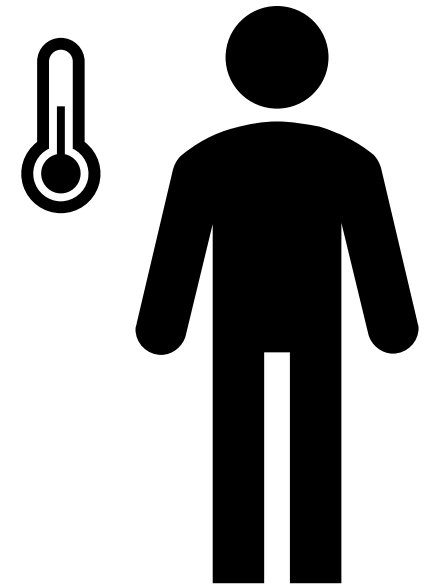
Alison Quinn (acknowledge UKHSA & Islington resources)

How does cold weather impact health?

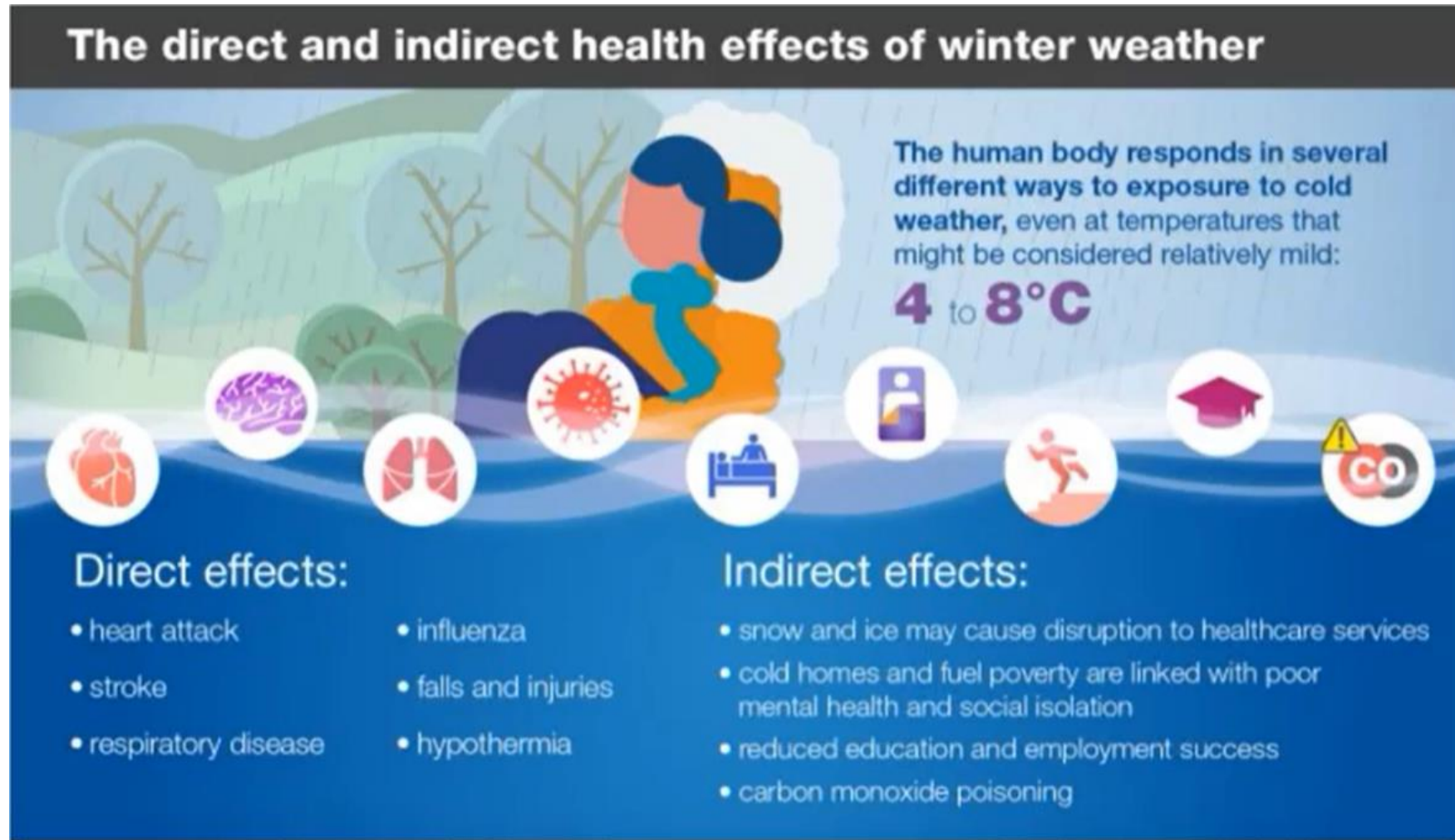
The human body responds in several different ways to exposure to cold weather, even at temperatures which might be considered relatively mild.

Exposure to cold temperatures: can cause:

- Raised blood pressure
- Increased risk of clotting
- Immune system not working properly
- Lungs less able to fight off infection
- Tightening of airways
- Increase fluid produced by nose (mucus) / sniffles



Health Effects of winter weather



Everyone is at risk – but some people are more susceptible

Older people (over 65's)

Babies and young children

People with long-term health conditions (particularly cardiovascular, respiratory or mental health)

Pregnant people

People with learning disabilities or cognitive impairment

People who are at risk of falls or have reduced mobility

People experiencing homelessness

People living in fuel poverty or deprived circumstances

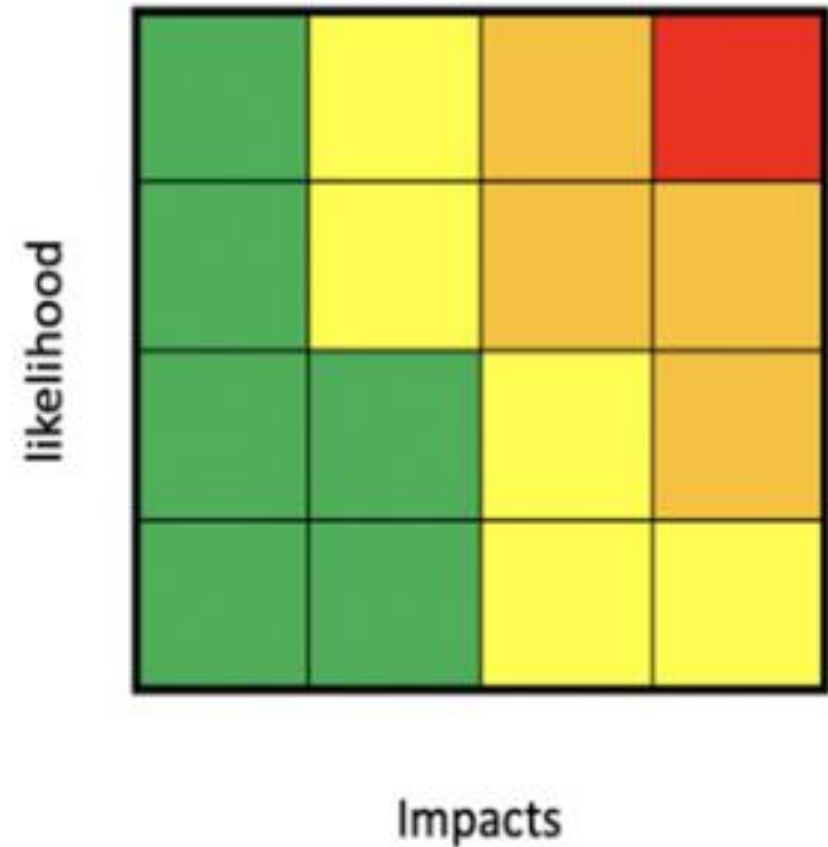
People who live alone

Cold Health Alerting System

- Green-no alert is issued-preparedness
- Yellow alert may be issued if confidence in weather forecast is low or if cold weather is unlikely to impact most people
- Amber is an enhanced response and expected impacts are likely to be felt across the whole system & co-ordinated response is required
- Red is an emergency response with significant risk to life, even for the healthy population.

Register for the Weather-Health Alerting system (register here: [registration form](#))

[Cold health alerts | UKHSA data dashboard](#)



Five Actions to Keep warm and well in winter

**Get
vaccinated**



**Stay
warm**



**Keep
moving**



**Use your
pharmacy**



**Keep
connected**



**Get
vaccinated**



Flu vaccine has been recommended for the following groups

From 1 September

- Pregnant women
- All children aged 2 or 3 years on 31 August 2026
- Primary school and secondary school-aged children (reception to year 11)
- All children in clinical risk groups aged from 6 months to under 18 years

Flu vaccine has been recommended for the following groups

From 1 October

- Aged 65 years and over
- Aged 18 to < 65 years with certain long-term health conditions
- Care Home residents
- Carers in receipt of carer's allowance or the main carer of elderly / disable person
- Anyone living with someone who has a weakened immune system
- Frontline workers in social care setting
- Rough sleepers and those using homeless hostels or night shelters

The following are eligible for a free COVID-19 vaccine

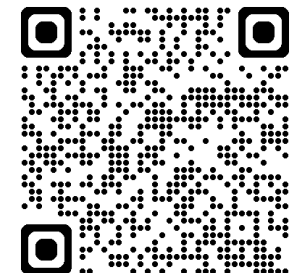
- Residents in a care home for older adults
- All adults aged 75 years and over
- People aged 6 months and over who are immunosuppressed as defined in COVID-19 chapter of the [Green Book](#) pages 45-46

[COVID-19: the green book chapter - GOV.UK](#)

Pneumococcal vaccine has been recommended for the following groups

Babies, older people and people at higher risk of getting seriously ill from pneumococcal infections

- Babies as part of routine childhood schedule (16 weeks and 12 months)
- One dose for adults aged 65 years or older
- Children and adults at risk because of underlying illness
- People living with homelessness



RSV vaccine has been recommended for the following groups

Eligibility for a free RSV Vaccine

- Pregnant individuals of any age from 28 weeks of pregnancy onwards (every pregnancy)
- One dose for:
 - Age 65-74 years with certain underlying health conditions
 - All residents in a care home for older adults
 - All individuals aged 75 years and over (no upper age limit)

[Respiratory syncytial virus \(RSV\): vaccination for older adults - GOV.UK](#)

[Respiratory syncytial virus \(RSV\): maternal vaccination - GOV.UK](#)

**Stay
warm**



How to keep warm in winter

To help prevent colds, flu and serious health problems such as heart attacks, strokes and pneumonia



Try to heat rooms used regularly, such as the living room or bedroom, to at least 18°C



Keep heat in

Close doors (and windows and curtains at night), use draught excluders, rugs if wooden floors



Stay safe

Service boiler, fit carbon monoxide detectors



Warm spaces

Visit warm spaces such as community centres and libraries



Wear layers

Wear several layers of thinner clothing – warmer than one thicker layer



Warm extremities

Wear thick / woolly socks, hat & gloves, keep feet off the floor when sitting



Warming aids

Use a hot water bottle or electric blanket – but never together



Hot drinks & food

Have hot drinks and at least 1 hot meal a day if possible

- ✓ Seek financial support, especially for those on [low incomes](#)
- ✓ Check advice on how to [save energy](#) and [improve your heating](#)

[Keeping warm and well: staying safe in cold weather - GOV.UK](#)

**Keep
moving**

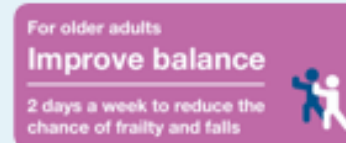


Keep Moving

To help keep warm, support mental wellbeing, maintain independence, and reduce the risk of developing or worsening medical problems



- Aim to build up to 2.5 hrs per week of moderate exercise (or 75 mins of vigorous exercise)
- But any is better than none
- And even small increases have major benefits
- Minimise sedentary time – avoid sitting still for more than an hour



- Activities that improve muscle strength and balance are particularly important to prevent falls among older adults
- Aim to do strength and balance exercises at least twice a week (each). Options include:
 - Participating in free local classes
 - Climbing the stairs more often, rising slowly from sitting to standing, or doing heel raises
 - Activities such as walking, gardening, dancing, or yoga

Keep Moving

Staying active is one of the most important ways to maintain independence and prevent falls, but addressing other falls risk factors can also have a big impact

Feet & shoes



- Wear shoes that have good grip and fit well, particularly in wet / icy weather
- Report foot problems

Sight & hearing



- Vision & hearing are important for balance
- Get eyes tested at least every 2 years (free 60+)
- Hearing tests if needed

Medications



- Some health conditions and medicines can affect balance
- Report faintness or dizziness in case changes needed

Home & telecare



- Well-lit spaces
- Keep stairs and halls clear
- Non-slip mats under rugs
- Handrails if need
- Pendant alarm or sensors

Eat & drink



- Getting enough energy is important to keep up strength and prevent falls
- Try to eat well, but even small snacks are better than nothing

Falls Prevention advice from [AgeUK](https://www.ageuk.org.uk)

**Use your
pharmacy**



Use your pharmacy

Pharmacies can help with much more than prescriptions and are often the quickest place to get advice and treatment



Get help early

Advice on common illnesses
seek help early to prevent serious illness, especially if you have a long-term health condition

Treatment with prescription medication* for 7 common conditions through Pharmacy First, without needing a GP appointment*



Plan ahead with medicines

Keep a supply of essential medicines at home

Order repeat prescriptions in good time and ask about delivery if you cannot collect

Free self-care medicines* for people on low incomes

Advice including starting new medicines and side effects



Stay well

Free flu, COVID-19 and other vaccinations, if eligible

Advice on health living, including eating well, physical activity, mental wellbeing, quitting smoking and alcohol

Free blood pressure checks for people aged 40 and over

And more!**

**Keep
connected**



Keep Connected



Check in on others

If you're concerned about a neighbour, friend or family member, **a quick phone call or visit can make a big difference**





Shine – Islington Council

Warm Homes - Winter Wellbeing

Cheryl Brown – Energy Advice Manager

Shine: Seasonal Health Interventions Network

01 What SHINE is

SHINE is Islington Council's fuel-poverty referral and energy-advice service for Londoners. This winter, the focus is on warm, comfortable homes and affordable heating, with support to reduce wasted energy and carbon emissions.

02 Support includes

- Advice on comfortable heating and lower bills
- Help with energy debt, grants and schemes
- Energy Doctor home visits and onward referrals

03 Who is eligible

Households of any tenure qualify if at least one applies:

- Household income is below £31,000
- The household receives means-tested benefits
- A resident has a disability or long-term health condition worsened by cold
- The household includes a child under 16
- A household member is aged 60 or over
- More than 10% of household income is spent on energy

Core Areas of Support

Six areas of support for warm, comfortable homes and winter wellbeing.

1 Priority Triage & Financial Hardship

Rapid intervention for urgent cases
Gateway assessment & referrals

2 Health & Wellbeing

Health services & social care links

3 Housing Support

Safety, damp, boilers & repairs

4 Home Visits – Energy Doctors

Heating advice and practical measures
to improve comfort at home

5 Retrofit Support

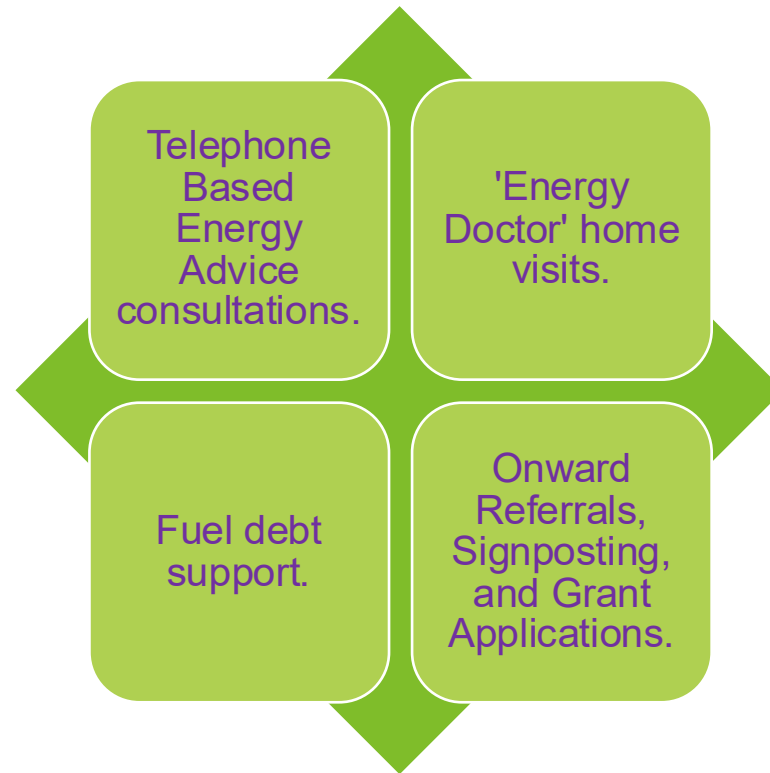
Grants and upgrades to reduce heat loss

6 Energy Debt Resolution

Runs in parallel across all stages:
negotiation, grants & repayment plans

SHINE Support

Connected support for warm homes, affordable heating and winter wellbeing.



Winter wellbeing at home

Support for vulnerable adults to stay warm and manage energy costs

01 Warmth and comfort at home

Energy advice and home improvements aim to make warmth more affordable and everyday life more comfortable.

02 Support beyond the energy bill

Energy efficiency, health referrals and wellbeing support address the wider effects of fuel poverty.

03 Help with wider winter pressures

Support considers food costs, mental wellbeing and physical health alongside the cost of keeping warm.

04 Lasting improvements

Home improvements and ongoing support aim to reduce repeat crises and help residents manage future winters.

The Referral Process



Warm and comfortable this winter

Comfort comes first. Reduce wasted energy while keeping your home warm enough for you.

Energy Saving Behaviours – Small actions can make the biggest difference at home

- A Turn the thermostat down by 1°C – £138 est annual saving**
- B Avoid using tumble dryer - £65 est annual saving**
- C Take a four-minute shower - £82 est annual saving**
- D Switch appliances off standby - £59 est annual saving**
- E Wash Clothes at 30°C - £31 est annual saving**

Choose a temperature that feels comfortable. Ask for help if your home remains cold.

What happens during an Energy Doctor visit



Warmth and comfort at every step

- 01 Confirm the booking**

Discuss cold rooms, comfort needs and bills. Review the EPC and Street View.
- 02 Inspect the home**

Check insulation, heating and controls, alongside draughts or damp concerns.
- 03 Understand energy use**

Discuss heating routines, appliances and the warmth the household needs.
- 04 Make improvements**

Fit suitable measures and demonstrate controls for comfortable, efficient heating.
- 05 Connect further support**

Refer for benefits, grants, social care, food support or fuel vouchers where needed.

What Energy Doctors install

Practical measures can reduce heat loss and energy waste. Keep essential ventilation clear.



Thermal imaging: finding heat loss

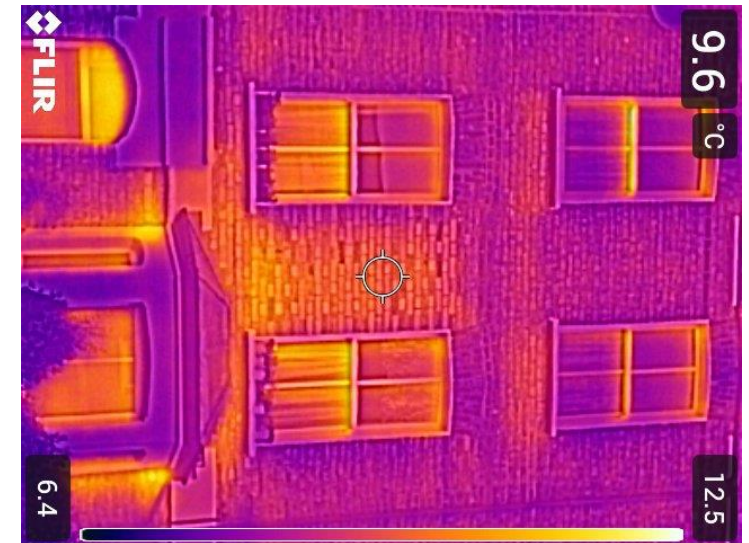
Finding where heat escapes helps target improvements for a more comfortable home.

- 1 See the problem**

Locate heat loss across the building fabric, radiators and hot-water systems, and look for signs of damp or leaks.
- 2 Survey at the right time**

For fabric surveys, aim for a 10°C or greater inside/outside temperature difference. Suspected leaks can be checked year-round.
- 3 Move from evidence to action**

Prioritise draughtproofing, radiator reflectors, window film, insulation or heating repairs, then compare images after the work.



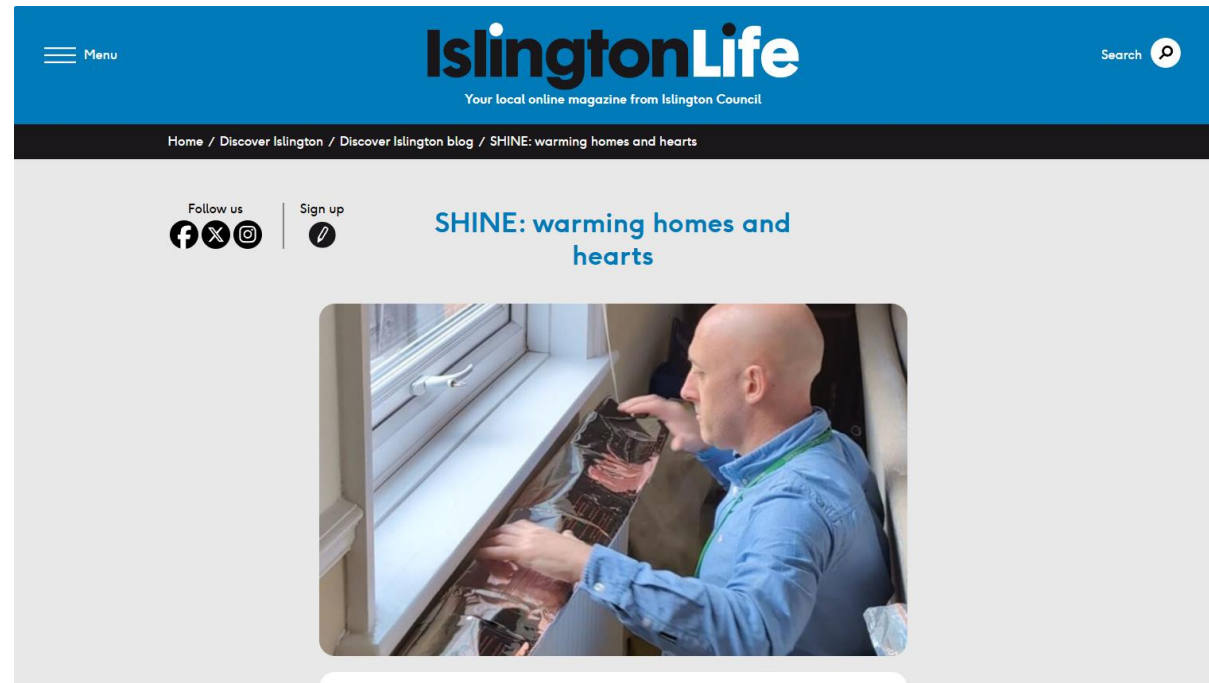
10°C

RESULT

Targeted improvements to reduce heat loss and support comfort.

recommended
minimum
inside–outside gap

SHINE In Action



Energy Doctor Case Study

Heating controls, practical measures and financial support at home

- 01 Referral** A single parent in private rented housing was referred with £1,061 of debt and a suspected meter fault.
- 02 Diagnosis** The issue was not the meter: the hot-water cylinder was running too often.
- 03 Action** The Energy Doctor reset the heating and hot-water controls, fitted practical energy-saving measures and gathered evidence for a debt-relief grant.
- 04 Outcome** Daily costs fell from £7.68 to £1.70 and monthly costs from £230.40 to £51.00. A repayment plan was agreed and the debt fell by £300 due to successful application for a grant.

£179.40

monthly bill saving

£300

debt reduction

Estimated annual savings by measure

Savings are indicative and vary by home and use. Choose measures that support warmth and comfort.

LED bulbs	£6.00	Letterbox draught excluder	£2.48
Radiator reflectors	£6.30	Secondary glazing film	£3.71
Standby savers	£35.00	Window draughtproofing	£3.71
Hot-water tank jacket	£225.00	Kitchen swivel tap	£4.08
Energy-saving showerhead	£146.28	Chimney balloon	£71.50
Electricity monitor	£89.98	Boiler flow-temperature adjustment	£84.38
Door draught excluder	£7.43		
		£252.42	average annual saving per household

Winter priority: a warm, comfortable home, with support when heating is difficult to afford.

Contact Shine

- Free phone: **0800 953 1221**
- Online Referral: [SHINE Referral Questionnaire | Islington Council](#)



Support in Camden

Hattie Sander

Support and Advice in Camden

There are a range of services in Camden providing free support and advice to residents on how to stay warm and healthy during cold weather, including warm spaces, housing repairs and adaptations, energy advice, money advice, and Camden's Winter Wellness Service.

WISH Plus

Referral hub for residents to access a range of warmth, income, safety and health (WISH) services based on need and eligibility.

[WISH Plus Referral Hub →](#)



020 7974 3012
020 7974 6454

Home Energy Advice Team

Home energy advice for Council tenants via telephone and home visits, including managing energy use, reducing bills, fuel debt, and the stress of keeping a home warm.

[Energy efficiency services →](#)



020 7974 6207
HomeEnergy@
Camden.gov.uk



Money Advice Team

Financial help for Camden residents if they are struggling to afford the essential or are in an emergency financial situation e.g. Crisis Payment, benefits, managing debts and housing costs.

[Financial support →](#)



020 7974 4444
[Online Form](#)



Housing Repairs

Advice and support for Council tenants on damp and mould, heating problems, and other repairs

[Report a housing repair →](#)

 020 7974 4444
(emergencies 6pm-8am)

Camden Private Renters

Advice and support for private tenants renting in Camden

[Help for private renters →](#)



020 7974 5969
[Online Form](#)



Warm Spaces

'Warm welcome' spaces offering a warm place and cost of living support, including libraries, children's centres and community buildings across Camden.

[Find a warm space in Camden →](#)

Camden Winter Wellness Service

Targeted telephone service to support Camden tenants aged 65 and over to stay warm, safe, well and connected during winter.

[Tailored support for residents aged 65+ →](#)

For an overview of cold weather advice and support in Camden visit <https://www.camden.gov.uk/cold-weather-advice>

WISH Plus

- A referral hub connecting Camden residents to a range of free support and advice services
- Any Camden resident can refer but the service is targeted at vulnerable households
- Support based on need and eligibility



Warmth
Income
Safety
Health & wellbeing

28 partner providers across
the council, voluntary sector
and other organisations

Residents can self-refer online or a professional or organisation can also refer on someone's behalf with the resident's consent

Referral in - online, by
phone or email

Assessment completed over
the phone or in the home

Referrals out to services

Resident self-referral form

Third-party referral form

Telephone support:
020 7974 3012 (Kazeem Ojuko)
020 7974 6454 (Sufia Khan)



Questions and comments



Conversations about Winter Wellness

Mike Hope

**Questions
Open/closed**

Reflections

Active listening

Positives

Summaries

Sharing information

The diagram consists of a central white rounded rectangle with a dark grey border, containing the text 'Sharing information'. Below this rectangle are three colored rounded rectangles: a blue one on the left, a green one in the middle, and a pink one on the right. Each of these three rectangles contains a strategy name in white text. The blue rectangle is labeled 'Offer don't assume', the green one is labeled 'Chunk and check', and the pink one is labeled 'Teach back'. The entire diagram is set against a white background with a blue vertical bar on the left and a green vertical bar on the right.

**Offer don't
assume**

**Chunk and
check**

Teach back

Simulation (audio)

A conversation about the weather leads raises some challenges about winter wellness.



The nights are closing in a bit, aren't they?
The warm weather is becoming a distant memory.

Yes, I'm not a fan of winter.

You're not a fan.

Well, it gets gloomy weather-wise and also at home. Bills are so expensive that I have to just heat one room, and I end up cooped up in there all the time.

That sounds really challenging.

It is challenging. It could be worse . . I've got my home, and I've had help checking I'm claiming all I can and making sure I'm conserving energy. I'm just about on top of my bills, but it's not much fun.

You're working hard to keep on top of things in difficult times – that's impressive. Can I ask what you like to do when it's warmer?

Just simple stuff . . . getting out and about and seeing people.

You like getting out of the flat and spending time with others.

Yes I'm quite a sociable person, though I'm not the biggest fan of sitting around at lunch club not really doing anything.

You prefer something with a bit more purpose.

That's right.

I could get online with you now and see what's going on over winter if you like.

Alright, let's have a look.

OK, let's start with Council's website. They've got a dedicated page for staying well over winter with lots of links to other information . . .



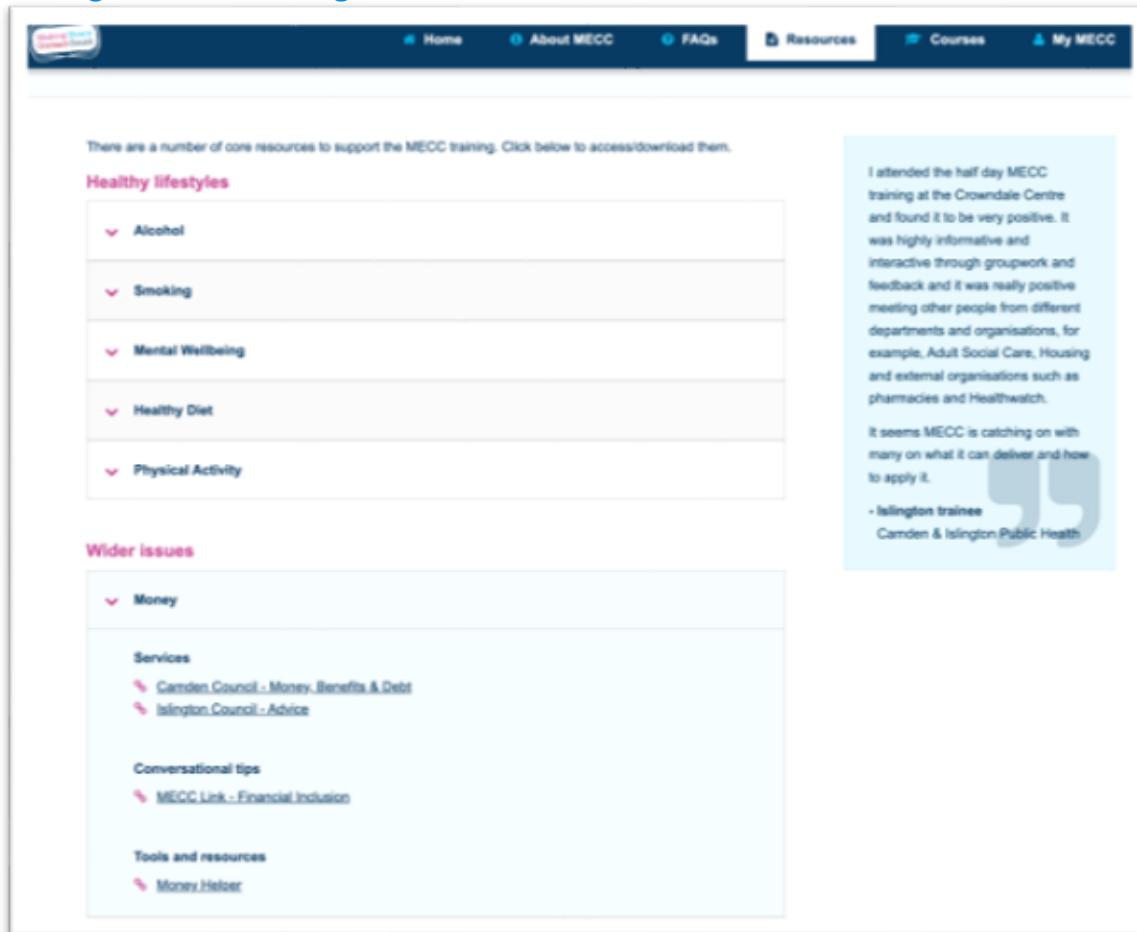


Resources to help you

Camden and Islington MECC

camdenmecc.org.uk/resources

islingtonmecc.org.uk/resources

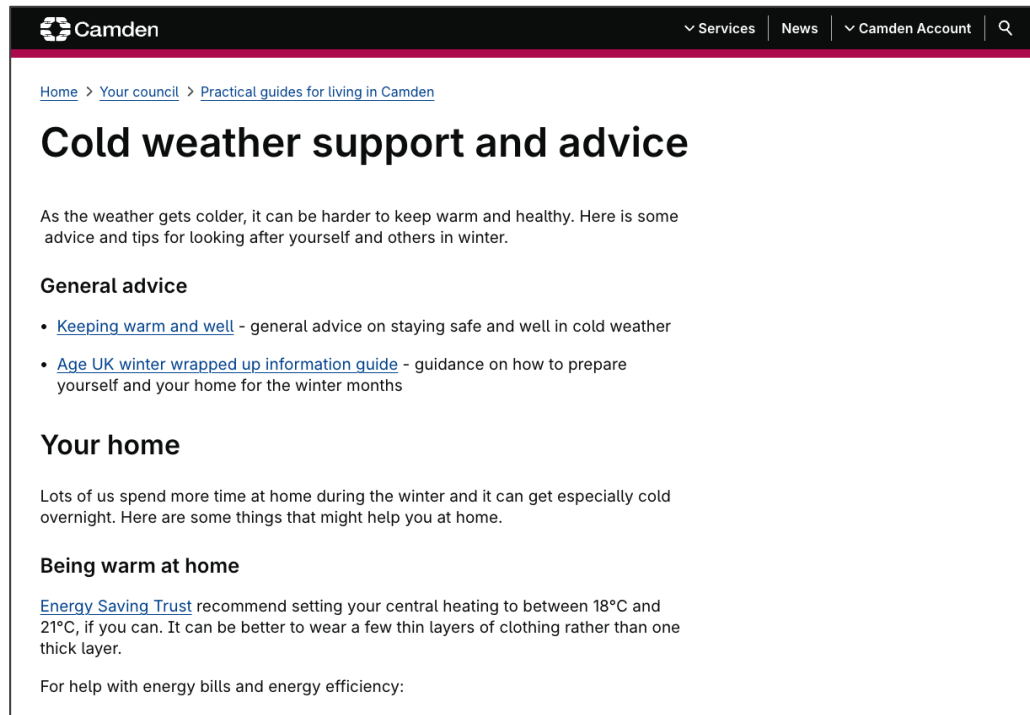


Includes links to services, tools, resources and conversational tips with sections on:

- Money
- Food poverty
- Fuel poverty
- Mental Health

Winter wellness local webpages

[Camden – Staying warm, safe and healthy](#)



The screenshot shows the Camden Council website. The header includes the Camden logo, navigation links for Services, News, and Camden Account, and a search icon. The breadcrumb trail reads: Home > Your council > Practical guides for living in Camden. The main heading is 'Cold weather support and advice'. The text states: 'As the weather gets colder, it can be harder to keep warm and healthy. Here is some advice and tips for looking after yourself and others in winter.' There are two sections: 'General advice' with two bullet points: 'Keeping warm and well' (general advice on staying safe and well in cold weather) and 'Age UK winter wrapped up information guide' (guidance on how to prepare yourself and your home for the winter months). The second section is 'Your home', which states: 'Lots of us spend more time at home during the winter and it can get especially cold overnight. Here are some things that might help you at home.' This is followed by 'Being warm at home', which mentions the 'Energy Saving Trust' recommend setting central heating to between 18°C and 21°C, and that it can be better to wear a few thin layers of clothing rather than one thick layer. It concludes with 'For help with energy bills and energy efficiency:'.

Camden

Services | News | Camden Account

Home > Your council > Practical guides for living in Camden

Cold weather support and advice

As the weather gets colder, it can be harder to keep warm and healthy. Here is some advice and tips for looking after yourself and others in winter.

General advice

- [Keeping warm and well](#) - general advice on staying safe and well in cold weather
- [Age UK winter wrapped up information guide](#) - guidance on how to prepare yourself and your home for the winter months

Your home

Lots of us spend more time at home during the winter and it can get especially cold overnight. Here are some things that might help you at home.

Being warm at home

[Energy Saving Trust](#) recommend setting your central heating to between 18°C and 21°C, if you can. It can be better to wear a few thin layers of clothing rather than one thick layer.

For help with energy bills and energy efficiency:

[Islington – Stay healthy this winter](#)



The screenshot shows the Islington Council website. The header includes the Islington logo with the tagline 'For a more equal future', navigation links for Services, Business, and About the council, an Accounts link with a user icon, and a search bar with the text 'Search for services and support'. The breadcrumb trail reads: Home / Social care and health / Support to stay independent. The main heading is 'Stay healthy this winter' with a green icon of a person inside a house. The text states: 'There are many ways you can help yourself and others stay healthy this winter.' Below this is the section 'Getting the Covid-19 vaccine' with the subheading 'Eligibility for spring 2024'. There are three bullet points: 'Adults aged 75 years and over', 'People living in a care home for older adults and younger adults in long-stay nursing and residential care settings.', and 'People aged 6 months to 75 years with a weakened immune system'. It then states: 'The NHS will contact those who are eligible.' At the bottom, it says: 'See more [information about the Covid-19 vaccine and how to access it if you are eligible.](#)'

ISLINGTON
For a more equal future

Accounts

Services | Business | About the council

Search Search for services and support

Home / Social care and health / Support to stay independent

Stay healthy this winter

There are many ways you can help yourself and others stay healthy this winter

Getting the Covid-19 vaccine

Eligibility for spring 2024

- Adults aged 75 years and over
- People living in a care home for older adults and younger adults in long-stay nursing and residential care settings.
- People aged 6 months to 75 years with a weakened immune system

The NHS will contact those who are eligible.

See more [information about the Covid-19 vaccine and how to access it if you are eligible.](#)

Poll

How much do you know about
winter wellness?



Thank you



meccsupport@smgateway.co.uk



0141 387 7294

