

What to know this Winter

Practical advice to keep yourself well this Winter and how to access health and care services in Stockport.



Winter Wellness: Where to Go for Help

Your health is a priority, especially in Winter.

To maintain your wellbeing you should prioritise vaccinations, follow prescribed medications, and take care of your mental health. Be aware of alternative healthcare options to alleviate pressure on GP surgeries and emergency services. While Accident & Emergency (A&E) is essential for urgent cases, other services can support your health needs. When you use the right NHS service, you get the right treatment sooner.

Use this guide to determine the best option for you and your loved ones.

Self-Care

If it's a minor cut, graze, bruise, minor sprain, cough or cold; visit the NHS website, using the search function on the Health A-Z page to find out how you can source treatment yourself.

Visit: www.nhs.uk/conditions



Local Pharmacy

Visiting a pharmacy makes it easier for you to get the healthcare you need. Their team is ready to help with different health issues and can suggest medications that might work for you. Sometimes, they can even provide treatment and prescriptions for certain conditions without you needing to see a doctor first.



Visit: www.nhs.uk/service-search/pharmacy/find-a-pharmacy for your local pharmacy's contact details and opening hours.

NHS 111

NHS 111 provides quick support for minor ailments and urgent care by connecting you with trained professionals. It schedules out-of-hours GP appointments and offers local service information, whilst easing pressure on emergency services. If you need help for a mental health crisis or emergency, 111 will tell you the right place to get help.



Visit: www.111.nhs.uk or call: 111 (option 2 for mental health)

Winter Wellness: Where to Go for Help

Local GP Service

There are support staff in your GP surgery who can help with ongoing health issues, preventive care, and management of chronic conditions. The 'Who's who at your GP practice' guide can tell you what you need to know.





Accident & Emergency (999)

Emergency situations warranting a 999 call include choking, severe bleeding, chest pain, blacking out, suspected stroke, and serious injuries. If in danger and unable to speak, you can dial '55' to alert the operator of an emergency, connecting you directly to the police.

Where to go this Winter - NHS GM

NHS Greater Manchester (GM) has created a booklet detailing available NHS services for you and your family. Keep it handy, so when you're not feeling well, or need treatment straight away, you know where to go!

Get a copy from Healthwatch Stockport or visit www.gmintegratedcare.org.uk/gtkwtg/ where you can download yours.





Healthwatch Stockport Information & Advice

Our Information and Advice Service provides independent signposting, advice and guidance about local health and social care services. We help you to find the care you need to stay well. If you're looking for a local group, want to find an NHS dentist, or are seeking information about your care, please get in touch with us.

Call: 0161 974 0753 (10am - 2.30pm Monday to Friday)

Text only service: 07871 089100

Email: info@healthwatchstockport.co.uk

Visit: www.healthwatchstockport.co.uk/information



Advice to Stay Healthy & Well

Winter comes with a higher risk of health issues, particularly for older people or those with long-term conditions and compromised immune systems. The cold, damp weather can aggravate existing health problems, making you more vulnerable to Winter illnesses. See these top tips to stay well.





Get your vaccines and boosters.

Protect yourself and others by getting your COVID-19 booster and flu vaccination if you meet the eligibility criteria (see page 7 for details).



Keep warm during the day. Wrap up in layers of thin clothes. Keep doors closed to block draughts. Try to heat rooms you use to at least 18°C and get help with your heating costs. Why not also visit one of the approved 'Warm Spaces' across Stockport?! (see page 9).



Keep moving. Move around indoors and try to get outside for a walk. Try to avoid sitting for more than one hour at a time.



Wrap up at night. Wear layers to bed, including socks. Use a hot water bottle or an electric blanket. (Don't use a hot water bottle and electric blanket together). Keep your windows closed at night.



Eat well. Make sure you eat a balanced diet with lots of seasonal fruit and vegetables, and try to eat at least one hot meal a day.

Advice to Stay Healthy & Well... continued



Stay hydrated. Staying hydrated through the Winter can boost your immune system and give your body the support it needs to fight off infection.



Stop the spread of germs. Protect yourself and others by covering your mouth when you cough or sneeze and wash your hands with warm soapy water.



Have your medication on hand. Make sure you have the right medicines at home in case you get poorly. Ask your pharmacist if you're not sure what you should have.

Boost your Vitamin D. NHS advise to consider taking vitamin D supplements and eating vitamin D rich foods to keep your bones, teeth and muscles healthy.



Look after your mental health. The Winter months can take a toll on our mental wellbeing, so make sure you look after your mental health, as much as your physical health. If you're feeling down, speak to someone – friend, family, or a healthcare professional at your GP practice.



Visit our website for regular advice articles and more www.healthwatchstockport.co.uk

Stockport to 'Get Winter Strong'

There are several important steps you can take to help protect yourself and your family this season. These NHS vaccines give the most effective protection against common viruses that cause serious illness for those at higher risk. See the next couple of pages for information.







Please note: there is the option of booking a combined appointment to have both the Flu and the Covid vaccines at the same time. Ask your GP practice.

Flu Vaccine

Those eligible for the free NHS flu vaccine include:

- All children aged 2 or 3 years, Primary and secondary school ages
- People aged 65+
- People aged 18 to under 65 in a clinical risk group
- Are pregnant
- People living in a care home
- Carers for an older or disabled person or those that receive carer's allowance
- Those who live with someone with a weakened immune system

If you're eligible, you can:

- contact your GP surgery to book an appointment
- find a pharmacy that offers NHS flu vaccination by visiting: www.nhs.uk/nhs-services/pharmacies/find-a-pharmacy-that-offers-free-flu-vaccination/



You may be able to get vaccinated through your maternity service, care home or employer if you're a frontline health or social care worker. You do not have to wait for an invitation.

Stockport to 'Get Winter Strong'... continued

Covid Vaccine

Those eligible for the NHS Covid vaccine include people who:

- Are aged 75 or over (including those who will be 75 by 31 January 2026)
- Are aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment
- Live in a care home for older adults

If you're eligible for a COVID vaccine:

- Call 119 (ask for a translator if needed)
- Book a COVID vaccination online. A BSL service is available.
- Find a walk-in clinic by visiting <u>www.gmintegratedcare.org.uk/covid-vaccine-walk-in-clinics</u> or call 0161 947 0770 or 0800 092 4020



Some people may be able to get vaccinated at a local service, such as a community pharmacy or a GP surgery, or at a care home if they live there.

Pneumonia Vaccine

The pneumococcal vaccination helps protect against serious illnesses like pneumonia and meningitis. It's recommended for people at higher risk, such as babies and adults aged 65 and over. For more idetails, visit: www.nhs.uk/vaccinations/pneumococcal-vaccine/



Your GP surgery will contact you if you or your child are eligible.

RSV Vaccine

RSV (Respiratory Syncytial Virus) vaccine was given in pregnancy for the first time in 2024. It's important you get vaccinated ahead of Winter if you're 28 weeks+ pregnant.

The RSV virus causes coughs and colds and can be dangerous for older people and young babies. That's why this vaccine is recommended for adults aged 75-79 and those who are pregnant to protect the baby. GP practices and maternity services are providing the RSV vaccine.



In Need of Healthcare This Winter?

Stock Your Cupboard

Seek advice from your local pharmacy on what medications and first aid box essentials would be handy to have in, such as painkillers, cold and flu remedies, cough mixtures, plasters and antiseptic wipes.

Remember to order prescriptions at least seven days before it runs out, especially over the bank holidays. See up to date pharmacy hours: www.nhs.uk/service-search/pharmacy/find-a-pharmacy/



Awaiting Treatment?

If you're awaiting hospital treatment, you may well have concerns or questions. Greater Manchester Health and Social Care Partnership have a dedicated website that provides information and advice along with handy resources, to help you manage your physical and mental wellbeing while waiting for hospital care.



















Waiting for treatment from Stockport NHS Foundation Trust?

Contact: Patient and Customer Services department

Call: 0161 419 5678 week days, 9am - 12.30pm, 1pm - 4pm

Email: PCS@stockport.nhs.uk

Visit: www.gmintegratedcare.org.uk/keep-well/while-you-wait.



Staying Warm & Well Stockport

One Stockport's 'Warm & Well' initiative has returned for 2025-2026 to ensure residents are safe, happy, warm and healthy this Winter.

This year, it links with Stockport Live Well to connect residents with activities and support in their communities. The Warm Spaces will again provide safe, welcoming places for people to stay cosy and connect with others.

Warm Spaces are available across the borough until March 2026. Drop in, relax and enjoy a hot drink and meal, and free WIFI. You can take part in activities and find information, support and guidance.





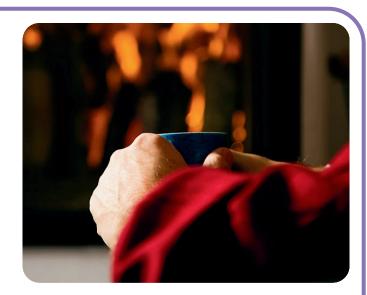
Locations/times available by calling the Council helpline: 0161 474 4949 or Healthwatch Stockport: 0161 974 0753

The One Stockport 'Warm & Well' website includes advice around self care, Cost of Living and the 'Live Well Directory at: www.onestockport.co.uk/warm-and-well-this-winter

Looking Out For Others

Remember to offer extra help to friends, family and neighbours over Winter due to challenges like icy pavements and cold weather. Think about:

- Staying in touch with those who might need some practical assistance or who are unwell, offer to have a cuppa with them
- If they're unwell offer to do a shop or pick up extra supplies
- Ensure they keep warm, check they have enough warm clothes and blankets, and adequate heating.



- Provide them with contact details for key services in Stockport (see page 16 for more details)
- Give them a copy of this guide!

Stockport: What's On This Winter

Throughout the Winter, there's a whole host of fantastic events, attractions, festive and foodie fairs, and live music to inspire a whole load of seasonal cheer! We've included just a sample of what Stockport has to offer you.

Stockport Plaza Variety Theatre

Stockport Plaza's Autumn and Winter season includes a variety of stage and screen events. From their spectacular 2025 Pantomime; Aladdin, the very best in music, comedy, dance events and plays through to screenings of the latest and classic movies - there's something for everyone.

Pick up a brochure or visit: https://stockportplaza.co.uk/whats-on/



Stockroom Events

At the Stockroom, in Stockport's town centre, you can get involved, learn new skills and meet new people. You'll find a state of the art library, children's learning space, café bar and Stockport's historical archives. Their studios host a programme of events, from yoga, toddler play, music, literature and stand-up comedy.

See <u>What's On</u> at <u>www.stockrm.org/</u> or call in for details.



Live Well & Socialise!

Fancy trying something new? The 'Live Well' directory promotes things to do in the community, including social activities, sports, hobbies and more.

You'll also find services and groups who offer advice and support. Keep checking back for updates! Visit:



www.stockport.gov.uk/directories/one -stockport-live-well-directory

STOCKPORT LIVE WELL



The Virtual Village Hall is a free online activity hub to help you stay mentally and physically active. Everyday there is a new timetable of exercise classes, art demos, talks, mindfulness ... the list goes on! Visit www.virtualvillagehall.royalvolunaryservice.org.uk/

Staying Safe Across Stockport

Safe Places Scheme

The Safe Places Scheme helps vulnerable people, including people with a physical or learning disability, autism, or dementia to feel safer when travelling independently. Users of the scheme carry a card with emergency contact details, so if they're lost, worried or at risk, they can go to a Safe Place and ask for help.



Registered shops, businesses and amenities have a window sticker which identifies them as a safe place. See locations for Stockport www.safeplaces.org.uk/member-schemes/stockport

Strut Safe

Strut Safe is a UK-wide phone line. If you're walking alone, the friendly volunteers will keep you company until you are through the door. Visit: www.strutsafe.org





Save the number in your phone!

0333 335 0026

Fridays & Saturdays: 7pm - 3am

Sundays: 7pm - 1am

Ask For Angela

If you're in a situation that's unsafe/ feels uncomfortable, you can discreetly ask for help from staff at pubs and venues through the 'Ask For Angela' initiative. See posters at the premises. Staff may reunite you with a friend, see you to a taxi, or alert security or the police.



Scan to see how it works or visit:

www.askforangela.co.uk

/advice

Walk Safe+

WalkSafe

WalkSafe+: a personal safety app which includes

journey-sharing and a national Safe Space map. Whether you're commuting to and from work, out socialising or exercising, you can find help in real-time and:

- share your journey with your family and friends
- access safety information and report concerns to keep safe while out
- Access phone charging and free period products via the Safe Spaces.

Find out more at https://walksafe.io/

Cost of Living Help in Stockport

It's important to get ready for the colder months in advance. Check whether you're entitled to extra money and benefits and your heating is running efficiently. Across Stockport there are local options to support you as well as national services. See the next two pages for help.

What You're Entitled to

Citizens Advice: For advice on finances, benefits and 1-2-1 support, call 0808 223 1133 or attend a drop in session (Monday-Friday, 9:30am-4pm), Fred Perry House, Edward Street, Stockport, SK1 3UR.

Pension Credit: If you're over state pension age, you could be eligible for extra income support. You can get advice from Stockport Support Hub by calling 0161 474 1042.

Disability Stockport: Offering information on benefit entitlement for people with disabilities.

Call 0161 480 7248 for find out more.

Cost of Living Helpline
If you're struggling with the cost of
living and need a helping hand to
navigate all of the support available
Call 0161 474 2140
(Monday to Friday 9:30am-4:30pm).



The Cost of Living team can help you with welfare rights, benefits and debt support and more. Examples include financial support for rent and other essential items, help with debt and council bills and to become more digital savvy; get online and stay safe online

Money Advice Team

The Money Advice Team supports Stockport Homes Group customers by carrying out a full financial assessment. This includes: looking at affordability, income maximisation, benefit checks and advice, benefit applications, benefit decision challenges, including representation

at Tribunal and onward referrals for ongoing support with debt, employment, housing support, energy advice.

Call the Money Advice Team on 0161 217 6016. Email: moneyadvice@stockporthomes.org



Cost of Living Help in Stockport

Food Support Banks

If you need an emergency food parcel, there are several food banks across Stockport. This service is by referral only. To access a food bank, you require a voucher.

Call: 07483 115349 (Monday to Friday, 9am -5pm)or visit <u>www.stockport.foodbank.org.uk</u> to find out about about eligibility and locations.

Your Local Pantry

'Your Local Pantry'
provides members
with access to
affordable food
including fresh fruit
and vegetables, meat, fridge, and
store cupboard items.

For £4.50 a week members can choose 10 items saving an average of £21 a week. Email: pantry@stockporthomes.org or visit www.yourlocalpantry.co.uk



Help with Heating Costs

Winter Fuel Payment

If you were born before 22 September 1959 you could get between £100 and £300 to help you pay your heating bills for Winter 2025 to 2026. Visit www.gov.uk/winter-fuel-payment for information.

Winter fuel payments are automatic so you don't need to do anything. If you receive a text, email or call asking for personal and financial details to receive the fuel payment, do not click links or provide bank details. If you receive a suspicious text, forward it to 7726 and delete it immediately.

Cold Weather Payment

Helps with heating bills if you receive certain benefits and if the average temperature in your area is recorded as, or forecast to be, zero degrees C or below over seven consecutive days. Visit www.gov.uk/cold-weather-payment for details.

Energy Advice

Energy Saving Trust provides online advice on saving energy:

www.energysavingtrust.org.uk or call Take Charge on 0808 169 9924

Helpline Mon-Fri, 9am to 5pm

Get your heating system serviced in the run-up to Winter to make sure it's running safely and efficiently. Make sure gas heating is serviced by a qualified Gas Safe-registered engineer. If you rent, your landlord should check that your gas heating system and appliances are safe.

Stay Ahead of the Winter Weather

Whether it's rain, snow, ice or sleet, Winter weather can make it more difficult to get out and about and when driving, so it's a good idea to always be 'Winter-ready'. Sign up for weather updates, check your home and keep those important numbers to hand in case of an emergency.

Receive Weather Alerts

Met Office weather warnings: Receive updates via the Met Office app and website, social media, email alerts, TV and radio.

Flood alerts: https://check-for-flooding.service.gov.uk/alerts-and-warnings/stockport-greater-manchester

Power cuts: Call 105 – report a power cut and get information if there's one in your area.



Join the Priority Services Register

A free UK service which provides advice and support, including interruptions to your electricity, gas or water supply. Register if you've reached state pension age, pregnant, have young children, living with a disability etc. It includes priority support in an emergency, access to an identification and password scheme if someone needs to visit/contact you and more.

Visit: <u>www.ofgem.gov.uk/information-consumers/energy-advice-households/join-your-suppliers-priority-services-register</u>

Driving in Colder Conditions

The RAC suggests using the acronym FORCES – Fuel, Oil, Rubber, Coolant, Electrics, Screen wash to remember crucial steps to staying safe. Check your fuel, oil and battery, ensure lights are in good working order and tyres have the grip you need. Check wipers for wear and tear and add a higher concentration of screen wash.

Carry **an emergency kit**: pack an ice scraper and de-icer. Other items could include a reflective warning sign, snow spade, phone charger, torch, blanket, jump leads, warm and high visibility clothes, first aid kit, water and snacks.

Emergency Support & Services

Stay Fire Safe

Most fires in the home start accidentally. Greater Manchester Fire and Rescue Service want to help you stay safe from fire at home.



To find out if you are eligible for a **free Home Fire Safety Assessment**, visit: www.manchesterfire.gov.uk/your-safety/hfsa/ and complete their online Home Fire Safety Check. Call **0800 555 815** (if you don't have internet access).

Safety tips: Visit https://manchesterfire.gov.uk/your-safety/stay-fire-safe/

Tips include:

- Installing smoke and carbon monoxide alarms
- Knowing the quickest escape route and remove clutter
- Heating your home safely
- Ensuring flammables are away from heaters and fires
- · Never using appliances when out or in bed
- Quitting smoking or having a smoke free home
- Using safer alternatives to candles, e.g. LED candles or wind-up torches
- Never leaving cooking unattended and keeping surfaces hazard free

STAY FIRE SAFE AT HOME

Emergency Phone Numbers

Phone 111 or access online for urgent medical assistance (not emergency).

NHS Pennine Care: 24/7 mental health helpline: 0800 014 9995

Greater Manchester Urgent Dental Helpline: 0333 332 3800 This is urgent care if your dentist is closed or you don't have a regular dentist.

Crime Stoppers: 0800 555 111

24/7 Domestic Abuse Helpline: 0808 2000 247

Victim Support: 0161 200 1950

Floodline: 24/7 0345 988 1188

Water emergencies: 0345 672 3723 for United Utilities, or call your provider.

National Gas Emergency Helpline: 0800 111 999

Find some key services for the Stockport area over the next few pages, including our amazing Family Hubs and more.

One Stockport Family Hubs

ONESTOCKPORT Family Hubs

Family Hubs support families from pregnancy through to young people aged up to 19, or aged up to 25 with special educational needs and disabilities (SEND). You and your family can find information, help and support:

- at your local Family Hub
- online at www.stockport.gov.uk/topic/help-and-support-family-hubs
- Call the Health Visiting and School Nursing Advice Line on 0161 835 6789 from Monday to Friday between 9am and 4:30pm

Age UK Stockport



Supporting older people in Stockport.
Visit the drop in to find out more about Age UK Stockport support and services.

Thursdays 10am to 1 pm, The Hub, 2 Castle Street, Edgeley, SK3 9AB.

0161 480 1211 info@ageukstockport.org.uk www.ageuk.org.uk/stockport

Disability Stockport



Supporting people with disabilities in Stockport, providing services like day care, social activities, advocacy, and information.

0161 480 7248 Monday- Friday, 9am - 4:30pm email@disabilitystockport.org.uk www.disabilitystockport.org.uk

Forward Stockport LGBTQ+ Centre



Providing a dedicated safe space for local LGBT+ folks, family and friends, to meet, participate and share with the wider community. Follow their social media to check out their activities.

info@forwardlgbt.org.uk www.forwardlgbt.org.uk

Greater Manchester Bereavement Service

The service is for anyone living in Greater Manchester who has been bereaved or affected by a death. You can find support in your area as well as advice for practical issues that losing a loved one may bring.

0161 983 0902 gmicb-sal.gm.bs@nhs.net https://greater-manchesterbereavement-service.org.uk/

Keira's **Kingdom**

Keira's Kingdom provides bespoke holistic support to anyone currently living with a life-limiting, mental or chronic illness.

They run activities on a regular basis including coffee and chat, yoga, mindfulness and support groups. 07540 556115 Follow their Facebook page or visit www.keiraskingdom.com/

MASSH / **Stockport Family**

STOCKPORT The Multi-Agency Safeguarding and Support Hub (MASSH) for children and families and is the single point of contact to report concerns, for advice and to share details about a child and/or family.

0161 217 6028 MASSH@stockport.gov.uk www.stockport.gov.uk/contactingthe-massh

Open Door

Open Door provides adults in Stockport with access to fast mental health and wellbeing support tailored to your needs. You don't need an appointment, just pop in: week days, 10am-5:30pm or weekends, 12pm-5pm.

0800 138 7276 (24/7) opendoorstockport@makingspace.co.uk www.makingspace.co.uk/open-door

Signpost for Carers

Supporting young and adult carers who live in the Stockport area with free, confidential information and a range of services. Visit the website for Winter events.

SignPost

0161 442 0442 (Adults Team) or 0161 947 4690 (Young Carers Team) info@signpostforcarers.org.uk www.signpostforcarers.org.uk



open door

Social Care Services

Support to adults in need. Offering assistance with daily living, mental health, dementia care, child protection, and family support.

0161 217 6029 8am - 4:30pm, Monday - Friday 0161 718 2118 (Out of Hours) www.stockport.gov.uk/topic/adultsocial-care

START

START (Stockport
Triage Assessment
Referral Team) is a free
and confidential service for anyone
aged 26 or over who wants
information or to access drug and/or
alcohol treatment in Stockport.

0161 474 3141

<u>START@stockport.gov.uk</u>

<u>www.healthystockport.co.uk</u> for lifestyle advice

Stockport Advocacy

Delivering advocacy and information services to empower and support those who may be marginalised or vulnerable and help them to be heard.

Stockport ADVOCACY

Visit the website for their services and full contact details.

0161 480 8979

info@stockportadvocacy.co.uk

Visit: www.stockportadvocacy.co.uk

Stockport Mind

Offering accessible support and information to promote mental health and wellbeing across Stockport, Tameside and Glossop.

Visit the website for services, e.g. 1-2-1 or group support & creative activities.

0161 480 7393 (see web for times) info@stockportmind.org.uk www.stockportmind.org.uk

Stockport Support Hub

Providing support to adults, families and professionals in Stockport. If you're not sure what support is right for you, they can guide you in the right direction.



Stockport

0161 474 1042 or text only 07539 468 560 (for deaf community) info@stockportsupport.com www.stockportsupport.com

Stockport Mental Health Carers

Helping with emotional support, information and guidance, this group is made up of people living across Stockport who care for or support loved ones (of working age) living with a serious mental health condition.

07977 606 543 ireneharris76@gmail.com www.mhcarersgroupstockport.co.uk

Stockport Without Abuse

Everyone has the right to live their life free from fear, violence and abuse.

SWA provide a range of targeted services to support adults and their children at any stage in their journey to lifelong independence.

0161 477 4294

Monday - Thursday, 9am-5pm and Friday 9am-4:30pm (voicemail out of hours. www.stockportwithoutabuse.org.uk

Stockport Women's Centre

Providing a range of wellbeing and mental health support services to women and girls in Stockport, including counselling, domestic abuse support, and activities for women and children.

0161 355 4455 week days, 9am-5pm www.stockportwomenscentre.co.uk

Walthew House

Providing practical and emotional support for people in Stockport living with sight or hearing loss.
This includes advocacy, activities, technology, support aids, and more.

Call: 0161 480 2612

Email: admin@walthewhouse.org.uk

Visit: www.walthewhouse.org.uk

The Wellspring

Supporting adults in Stockport who are homeless or at risk of losing their home. Open 365 days a year, they offer food and hygiene services, and practical support (clothing, sleeping bags).

the Wellspring
HOPE HELPS-CHANGE WORKS

0161 477 6344 week days, 8am-4pm, weekends, 8am-2pm. 0161 474 2818 for an emergency response.

info@thewellspring.co.uk

Visit: <u>www.thewellspring.co.uk</u>



To help improve health and care for you and your family, we use your feedback to influence the way services can be improved, by producing reports to present to the very people who run our services in Stockport

Use our feedback centre, drop us an email or give us a call to have your say.



Whether you would like to share your feedback about health and care services, are looking for local support, we are here to help. Please contact us or visit our 'Feedback Centre' on our website.

If you choose to call, phone lines to our Information and Advice service are open 10am - 2.30pm Monday to Friday (times subject to change over holiday periods).

Follow us on our social media for more updates









www.healthwatchstockport.co.uk

0161 974 0753 info@healthwatchstockport.co.uk