

factsheet 3

social care advice

During episodes of very bad weather, it's important not just to take care of our own welfare, but to think of others who may need additional help. Many vulnerable people struggled to cope during the past two severe winters. This factsheet gives advice to family, friends, care providers and individuals about what to do in extreme weather.

for family, friends and neighbours of elderly or vulnerable people

- Make contact and check all is okay
- If visiting, make sure that there is enough food and medicine and that the house is warm enough

for elderly or unwell people and those who receive care such as meals on wheels, home care or district nursing care

- Have your contact phone numbers ready by the phone
- Let care providers know if your emergency contact numbers change – one of the contacts should live close by
- Stock up on food and medicine
- Do the electric blanket check BEFORE winter and replace it if required
- Have regular hot drinks and at least one hot meal a day – eating regularly keeps up energy levels during winter
- Keep active indoors
- Keep thermos flasks ready so carers can leave a warm drink for you if the power is off
- Have a torch ready by the bed
- Wear several layers of warm clothes, and if going outside wear boots, hats, gloves and scarves
- Remember roads and pavements may be slippery. Take a mobile phone with you
- Keep your living room and bedrooms warm, between 18–21 degrees C, and avoid going outside if possible during severe weather
- Think of keeping just one room warm if the power is off

for care providers

- Stay in touch with people who use your service and make sure that their emergency contact details are up to date
- Prioritise care to the most vulnerable
- For care staff attending on foot, wear socks over shoes to minimise the risk of slips and falls
- Contact with other local care providers to help each other ensure care gets to the most vulnerable in times of staff shortages
- Take rotas home with you at night in case you can't get to the office the next day
- Make sure good duty arrangements are in place, especially outside of normal working hours
- Make sure that those you see have enough food and medicines in stock and can keep warm

some additional points for all...

- Listen to local radio or TV news for updates
- For social care needs, contact us by calling Care Direct, part of MyDevon customer service centre, on **0845 1551 007**.

more information:

www.devon.gov.uk/caredirect

www.direct.gov.uk/en/HomeAndCommunity/InYourHome/KeepingSafeAtHome/DG_10027755

