



Case study - William Barfoot

Last year the WRAP service completed 208 home visits and 182 handy person visits.

One resident was William Barfoot of Barnes: William Barfoot had been referred to WRAP by Richmond Social Services. The water heater in his flat had broken down and there was no central heating in the privately rented flat. Thinking Works applied for a full central heating grant and mediated with the absent landlord to get the grant through. William also received free smoke and carbon monoxide alarms as part of the service.

William said:
"I've had trouble with the landlord for months and have had no hot water and had to use the cooker for heating. I appreciate all the support you've given me to get the free [central heating] grant and can't believe the difference it's made - thank you."

Remember, keep yourself safe too

Don't put clothes or furniture too close to fires or heaters.

If you use an electric blanket, make sure it is kept in good repair and never use a hot water bottle at the same time.

Make sure you have well fitting slippers and shoes to avoid trips and falls.

Stand up slowly and carefully if you have been sat down for some time as you may get dizzy if you stand up too fast.

For more information

Contact WRAP for more information on keeping you and your home warm, staying well and getting help with benefits, heating and energy efficiency.

Call Freephone: **0800 118 23 27**

Text: **07928 394 482**

Email: **enquiries@thinkingworks.co.uk**



Wrap up warm this winter

How we can help and top tips inside



Services to support Richmond residents keep warm and well this winter

Free home assessments

Making sure you and your home stay warm will help to keep you well over the winter months. Many people don't realise that living in a cold home, particularly if you have a long term condition, can cause serious health problems.

If you are a Richmond resident, have a long term health condition such as diabetes, or are aged 65+ you are eligible for this free service.

If you request the service, an advisor from our local not-for-profit organisation Thinking Works will visit you in your home at a time of your choosing to give you advice and help prepare you for winter. The service includes FREE devices to help cut your water and energy use that will either be installed on the day or during a second appointment with the service's professional handy person.

During the visit, your advisor may offer the following:

- Grants of up to £6000 for heating, insulation and boiler repairs*
- FREE radiator reflector panels**
- FREE draught proofing to keep heat in your home**
- FREE smoke and carbon monoxide alarms
- FREE LED low energy bulb
- FREE radiator bleeding
- FREE water saving devices including a water saving shower head
- FREE advice on lowering your heating bills whilst keeping warm
- Benefits check
- Advice on free walks and other exercise opportunities in the borough
- Advice on keeping healthy and well in winter

*For people in private tenures who receive certain benefits

**Subject to survey

Here are ten top tips to keep warm and cosy this winter.



- 1** **Don't let the cold catch you out** - check the weather forecast each day in winter. This will let you know if the weather is due to turn cold and you can make sure that you are ready to keep warm and well.
- 2** **Hot meals will keep you snug and warm** by giving you the energy your body needs. Make sure you have food in the house like tinned, dried and frozen foods as they will keep fresh and you can make a hot meal even if you can't get out of the house in bad weather.
- 3** **Have plenty of hot drinks** like tea, coffee or hot water as this will help to keep you warm. Just boil the amount of water you need each time and this will save you money too!
- 4** **Make sure you have enough of your prescription medicines.** If the weather turns bad you may not be able to collect or have your medicines delivered, check the forecasts and make sure you have enough in stock.
- 5** **The flu is much more serious than a cold;** it often leads to a hospital stay and can be fatal. Keep yourself safe and make sure you have your flu jab. People over 65 or people with existing medical conditions get this for free so make sure you get yours. Visit your GP or a participating pharmacy.
- 6** **Make sure you can check the temperature in your living room and bedroom.** If possible have a simple thermometer or set your heating controls to the right temperature. Ask someone for help if you cannot work your heating controls properly.
- 7** **Wear a few layers of thin clothing** rather than 1 thick layer; this will trap the heat better to keep you warm. Socks and hats are great too as hands and feet can soon get cold. Wearing socks and a hat in bed is also a good idea.
- 8** **Cover yourself with a blanket or shawl** if you are sitting for long periods, as this will help keep you warm and put your feet up if you can as the air is colder near the floor.
- 9** **Tuck curtains behind radiators,** this will keep the heat in the room.
- 10** **Keep moving if you can, this will help keep you warm.** Try not to sit for more than one hour - get up and walk around, make a hot drink and spread housework throughout the day. If walking is a problem try moving your arms and legs whilst sitting or wiggling your fingers and toes.

Keeping well means being able to do more and keep your independence. Being cold isn't just uncomfortable, it can be very bad for your health.

Sitting or sleeping in a cold room is not good for you: it can increase the risk of heart attacks, stroke, breathing problems and bad chests.

To keep yourself warm and well try to heat your home to a minimum of 18°C (64°F)