

Warm Homes for Lungs Information Leaflet

If you need this leaflet in a different language or accessible format
please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید،
لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie,
proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil,
vă rog să discutați cu un membru al personalului să se ocupe
de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق
يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Who is the Warm Homes for Lungs Project for?

It is available for people with a respiratory illness who may be living in a cold, damp or drafty environment. People living in cold, damp and energy inefficient properties are more at risk of hospital admission during the winter months. Through this project we aim to make sure that people's basic needs are met including a warm dry home.

In the current financial crisis you may be feeling internal stress caused by the increasing cost of living, which means that there is less money to make sure that your home is heated to an adequate level. This may lead to issues such as damp and mould.

Low income and vulnerable people may be able to access support to improve the energy efficiency of their homes.

There are many challenges for people with long term conditions, especially with a respiratory disease, which can make people feel vulnerable and socially isolated.

What happens next?

Our Care Coordinators will contact you via telephone to identify your needs and may refer you to the:

- Affordable Warmth Team,
- Household Support Fund,
- St Helens Wellbeing Services including Social Prescribing, Wellbeing, and Pulmonary Rehabilitation Service.

to ensure that we identify your needs whilst delivering services to families with low incomes at a time when they are needed more than ever.

During these difficult times, there are practical things that can be done to keep you well and to support each other.

With the support of our Care Coordinators, we can help you to navigate accessing services that will help to improve your quality of life and ease the burden.

This booklet aims to help you understand the services we offer and to support you in these challenging times.

Affordable Warmth Team - Support / Advice

St Helens Borough Council's Affordable Warmth Team undertake home visits to provide advice and support to help residents / people improve the energy efficiency of their homes and reduce energy bills to help residents and people keep warm in the winter months.

Support can include:

- Checking receipt of all financial support available, for example: Warm Home Discount, Cost of Living Payments, Disability Cost of Living Payment, Pensioner Cost of Living Payment etc...
- Household Support Fund – complete applications to fund – £500 towards energy bills to help heat your homes to an adequate level.
- Refer for benefit entitlement checks.
- Priority Services Register – support in registering for the scheme with your energy provider.
- Emergency fund for housing related safety issues - boiler repairs, safety checks / gas servicing, leaks, toilet repairs etc...
- Grant funding support / referrals for major measures such as replacement boilers, insulation measures etc...
- Onward referrals to other sources of support e.g. Occupational Therapy.

To contact St Helens Borough Council's Affordable Warmth Team call **01744 676789** or online at <https://www.sthelens.gov.uk/contactus> or email at homeimprovementagency@sthelens.gov.uk



Food Bank: www.sthelens.foodbank.org.uk

Nobody in our community should have to face going hungry. That is why St Helens Foodbank provide three days of nutritionally balanced emergency food and support to local people who are referred in crisis. They are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.

Atherton Street, St. Helens. WA10 2DT

Email: info@sthelens.foodbank.org.uk

Telephone: 01744 26414



Talking Therapies

Talking Therapies offer free NHS therapy for people registered with a St Helens GP with common mental health problems such as anxiety, stress or depression. Our aim is to help you change the way you feel by changing the way you think. The service is for adults age 16 and over with common mental health problems like mild to moderate depression, anxiety, and stress. They can help with other problems such as panic attacks, phobias, and post-traumatic stress disorder. They are also able to help if you are experiencing symptoms of low mood, anxiety or depression linked to a long-term physical health condition, pregnancy or being a primary carer for an infant under the age of two.

You must be registered with a St Helens GP to access the service.

Access the service - Call on 01744 415 650 or online:

<http://www.merseycare.nhs.uk/our-services/st-helens/talking-therapies>

Talking Therapies
Peasley Cross Hospital
Marshalls Cross Road
St Helens
WA9 3DE



St Helens Wellbeing Service

St Helens Wellbeing Service makes it easier to access a wide range of healthy living and wellbeing support through a 'one stop shop'. We've joined up services that provide advice and help with healthy eating, exercise, weight management, stopping smoking, breastfeeding, emotional and social wellbeing, oral health and volunteering.

We will work with you to help decide which services could make a difference to your health and wellbeing. By just making some small changes you can make a big difference to the way you feel.

Social Prescribing

Social Prescribing is a holistic approach to help improve your health and wellbeing. They can help to connect you to activities, groups and services within your local community to meet practical, social and emotional needs that can affect your health and wellbeing.

Social Prescribing Link Workers will set aside time focusing on 'what matters to me?' and help to empower you to create a personalised care and support plan to take control of your health and wellbeing.

Social prescribing works with any age, a whole population approach that works particularly well for people who:

- Have long term health conditions.
- Who have low to moderate mental health issues and need holistic support.
- Who are lonely or isolated.
- Who have complex social needs which affect their wellbeing.

Welcome calls are made to you within 48 hours of receiving the referral. Clients are provided an appointment within 2 weeks of that call with a dedicated Social Prescribing Link Worker who can refer to community groups, online apps, financial support, advocacy support and mental wellbeing.



Contact St Helens Wellbeing Service

<http://sthelenswellbeing.org.uk>

Fill in a contact form and someone will get back to you as soon as they can.

Call on 01744 371111 or email at chcp.sthelens@nhs.net



Physical Health and Mental Health

Both can change throughout our lives, and like our bodies, our minds can become unwell. The effects are as real as a broken arm, even though there is not a sling or plaster cast to show for it. **Mental health problems are more common than you might think.**

One in four adults and one in ten children and young people are affected by mental health problems in any year.

There are many kinds of mental health problems, some of which are low mood, depression, anxiety and stress. Having a mental health problem can be hard, but sometimes isolation and stigma can make it even worse.

Talking about mental health does not need to be difficult and it can make a big difference. People often worry about offending or upsetting others if they discuss their mental health, but from evidence we know that people with mental health problems would rather talk to someone they know.

Physical Activity

St Helens Wellbeing provide free and low cost activities across the borough from health walks, low impact physical activity classes through to a specialist exercise programme for those with long term health conditions for those who need more guidance and support to get active.

<http://www.sthelenswellbeing.org.uk>

Get in touch today:

Telephone 01744 371111 or **Email:** chcp.sthelens@nhs.net

Or contact Mersey Care 24 hour Mental Health Crisis Line:

FREEPHONE 0800 051 1508

Contact Cares

Contact Cares is the single point of access for all social care and adult health. You can be referred by the care coordinator for assessment and support.

Contact Cares is an integrated care approach where partners work together to improve your outcomes and it aims to improve your access to a wide range of services along with providing advice and support from a wide range of professionals, located in one place.

The team provide help for a range of issues including health and care needs and are available everyday from 8am -10pm, telephone 01744 676767 or

Email: contactcares@sthelens.gov.uk

Fire Rescue Support Offer:

Residents of Merseyside can phone 0800 731 5958 for **free** fire safety advice or to request a Home Fire Safety Check visit. Free fire safety advice will be given, including the importance of having working smoke alarms on each level of your home and making sure everyone knows how to escape if a fire were to start. **Many residents on Merseyside will be eligible for the fitting of free smoke alarms, particularly those over the age of 65 and anyone who is referred to us by one of our partner agencies.**

Requesting a visit can be particularly important in the case of an elderly or vulnerable friend or relative, or someone who may have mobility issues or sensory impairment. You can request a Home Fire Safety Check for yourself, a neighbour or relative.

Pulmonary Rehabilitation

The Pulmonary Rehabilitation Service supports people who have been diagnosed with the lung condition chronic obstructive pulmonary disease (COPD).

When you develop a lung condition most people find that it can get more difficult to do the normal day-to-day activities without getting breathless. Getting out of breath can be very frightening and can make you feel quite anxious which makes your breathlessness worse. You may find that you start to avoid doing activities, which make you breathless and over time this can cause you to become less fit, more tired and more breathless. Pulmonary Rehabilitation can help to break this vicious cycle.

The main aim of Pulmonary Rehabilitation is to help you cope with being short of breath and lessen the fear and feeling of breathlessness through group or one-to-one exercise sessions and education. We aim to help you improve your general strength, helping you to feel fitter and stronger. The service can also help you to:

- Understand more about your condition.
- Cope with your lung condition.
- Feel more confident.



[https://www.home\(sthelenscarers.info\)](https://www.home(sthelenscarers.info))

Information and advice is available to all carers. This services offers help and support. There is extensive information and advise you can access including the following:

- Access to community and carers assessments and services.
- Benefits and Finances.
- Carers Rights and Employment Issues.
- Practical Help.
- Service Specific Information.
- Emotional Support.
- Welfare Benefits.
- Carer Support Groups.
- Training and Leisure Courses.
- Carer Membership / Discount Card.
- Carers Emergency Card scheme.
- Young Carers Service.

Telephone on 01744 675615

Email at info@sthelenscarers.org.uk

ST HELENS

CARES

Further Information and Support

The St. Helens Community Support COPD Team:

- Supports patients, clinicians and hospital discharges to prevent and reduce hospital admissions.
- Supports and educates patients to improve their health outcomes.

If you require further support, please contact St Helens Community COPD Team.

Available all 365 days year
Telephone: 0151 430 1553
Email: sthelens.copd@nhs.net

British Lung Foundation - Breathe Easy St Helens support group

Wesley Methodist Church, Corporation Street, The Lounge, St. Helens. Merseyside. WA10 1LF.

Telephone: 0300 003 0555
cpm-tr.communityrespteam@nhs.net
<https://breathingpoint.co.uk>



Asthma UK and British Lung Foundation Partnership is a company limited by guarantee 01863614 (England and Wales).

[Asthma + Lung UK \(asthmaandlung.org.uk\)](http://asthmaandlung.org.uk)
Help line 0300 222 5800







Call 111 for medical help and support and they will direct you to right services if you cannot contact your GP during the day, or when your GP is closed (out of hours).








<https://www.nhs.uk/>



Further information and support at a glance:

Organisation	Support provided	Phone number	Address	Opening times	Page
Affordable Warmth Team 	Improve energy efficiency of homes and reduce energy bills	01744 676789	Town Hall St. Helens	Monday – Friday 08:00-17:00	2
https://www.sthelens.gov.uk/contactus homeimprovementagency@sthelens.gov.uk					
Food Bank 	Combat poverty and hunger – emergency food and support for those in crisis	01744 26414	Atherton Street St. Helens WA10 2DT		3
https://sthelens.foodbank.org.uk/ Email: info@sthelens.foodbank.org.uk					
Talking Therapies 	Free therapy for common mental health problems	01744 415650	Peasley Cross Hospital Marshalls Cross Road St. Helens WA9 3DE	24 hours a day 7 days a week	3
http://www.merseycare.nhs.uk/our-services/st-helens/talking-therapies					
Social Wellbeing 	One stop shop: Connect to activities, groups and services to meet practical, social and emotional needs	01744 371111			4
http://sthelenswellbeing.org.uk Email: chcp.sthelens@nhs.net					

Index

Organisation	Support provided	Phone number	Address	Opening times	Page
Contact Cares 	Social care and adult health assessment and support	01744676767 Crisis line: 0800 0511508		Everyday 08:00am – 10:00pm	6
Email: contactcares@sthelens.gov.uk					
Fire Rescue Support 	Free fitting of smoke alarms and home fire safety check	0800 731 5958			7
Pulmonary Rehabilitation 	Group or one-to-one exercise sessions and education around breathlessness	01744 415560	The O'Hanlan Centre Peasley Cross Hospital St. Helens WA9 3DE	Monday – Friday 8.30am – 4.30pm	
Cares Trust 	Advice for all carers offering health and support	01744 675615	31-35 Baldwin Street St. Helens WA10 2RS		8
https://www.Home(sthelenscarers.info) Email: info@sthelenscarers.org.uk					
St Helens Community COPD Rapid Response Team 	Support patients, clinicians and hospital discharges to prevent and reduce hospital admissions. Supporting and educating patients to improve health outcomes.	0151 430 1553	Low House, 2nd Floor, Suite 2, Crab Street, St. Helens WA10 2DJE	365 days 7 days a week 8.30am - 7.00pm	8
Email: sthelens.copd@nhs.net					
British Lung Foundation Breathe Easy 	Support for people, family, friends and carers to support people with a lung condition	0300 003 0555	Wesley Methodist Church Corporation Street The Lounge WA10 1LF		9
Email: cpm-tr.communityrespteam@nhs.net https://breathingpoint.co.uk					
Asthma UK and Lung UK 	Improve awareness of the symptoms of lung disease and develop ways to diagnose better and faster	0300 222 5800			8
Asthma + Lung UK (asthmaandlung.org.uk)					
Ring 111 for medical support to direct you to the best place to get help if you cannot contact your GP.					

For further information:

The Care Coordinator can be contacted on 0151 430 1553

Monday – Friday 8.30 am–16:30 pm (5 days a week) to discuss the enquiry and help with any problems.

Further advice may be obtained from:

St Helens Community COPD Rapid Response Service
Community COPD Hub
Suite 2, 2nd floor
Lowe House
Crab Street
WA10 2DJ

Tel: 0151 430 1553



St. Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

www.MerseyWestLancs.nhs.uk