

**Directory of Services to Support People to Stay Well in Their Communities Over the Winter – Information for the public.**

This document outlines the services that are available to support you to stay well in your communities over the winter.

**Services**

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| 1. <a href="#">Home from Hospital</a>      | 9. <a href="#">Help with food</a>                          |
| 2. <a href="#">Local Area Coordinators</a> | 10. <a href="#">Self-care minor illnesses and injuries</a> |
| 3. <a href="#">Waiting Well</a>            | 11. <a href="#">Let's get better</a>                       |
| 4. <a href="#">Brain Health Café</a>       | 12. <a href="#">Pharmacy first</a>                         |
| 5. <a href="#">Winter Bills Scheme</a>     | 13. <a href="#">NHS 111</a>                                |
| 6. <a href="#">Live Well York</a>          | 14. <a href="#">A&amp;E</a>                                |
| 7. <a href="#">Warm places in York</a>     | 15. <a href="#">Mental Health Support</a>                  |
| 8. <a href="#">Home Energy Efficiency</a>  |  |

Service Name	Detail of the service available
<p><b>1.Home from Hospital</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service: Home from Hospital.</b> Age UK hospital services scheme is a flexible service of up to 6 weeks, to support you when you leave hospital or intermediate care.</li> <li>• <b>Who is this service for?</b> A free service enabling older people to be more confident and comfortable at home after their hospital stay.</li> <li>• <b>How to access the service?</b> Please visit the Age UK website for more information <a href="#">click here</a> or see leaflet <a href="#">here</a></li> <li>• <b>Opening hours: Monday – Friday, 9:30-3:30pm</b></li> <li>• <b>Telephone/email contact:</b> 01904 726191, <a href="mailto:ageukyork@ageukyork.org.uk">ageukyork@ageukyork.org.uk</a></li> </ul>

<p><b>2.Local Area Coordinators</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service: Local Area Coordinators (LACs):</b> They help raise awareness of available resources within the local community and support people with a wide range of issues.</li> <li>• <b>Who is this service for?</b> LACs work with individuals and families of all ages and abilities. They take time to get to know you, your family, friends, carers and your community, so they can help you to build a strong support network.</li> <li>• <b>How to access the service?</b> This directory contains contact details of all LACs working within local communities in York, please visit <a href="#">LACDirectory</a></li> <li>• <b>Opening hours: Monday- Friday, 9-5pm</b></li> <li>• <b>Telephone/email contact:</b> CYC Customer Services team 01904 551550</li> </ul>
<p><b>3.Waiting Well</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service: Waiting Well,</b> outlines a number of resources you can go to which will help you keep healthy and support you in managing your condition. Selection of apps designed to boost your confidence in using digital health tools and help you to tackle common health challenges while waiting for treatment.</li> <li>• <b>Who is this service for?</b> If you are waiting for an operation or procedure, we want to make sure you are as well as you can be when you are due for your treatment when the time come.</li> <li>• <b>How to access the service?</b> please visit <a href="#">Waiting Well page</a> and <a href="#">Waiting well and beyond</a> page</li> <li>• <b>Opening hours: Monday-Friday 9-5pm</b></li> <li>• <b>Telephone/email contact:</b> Nimbuscare 01904 943 690, <a href="mailto:nimbuscare.operationalservices@nhs.net">nimbuscare.operationalservices@nhs.net</a></li> </ul>

<p><b>4. Brain Health Café</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service: Brain Health Café</b>, to support people whilst they are on the waiting list for the memory clinic. The aim is to improve the experience of people awaiting a possible diagnosis of mild cognitive impairment or dementia.</li> <li>• <b>Who is this service for?</b> Anyone who has any concerns about their memory or wants to know more about how to keep their brain healthy.</li> <li>• <b>How to access the service:</b> Free service and everyone is welcome! Café takes place every Friday 10-12pm (except Bank Holidays) at Acomb Garth. For more information please visit <a href="#">NIMBUSCARE website</a></li> <li>• <b>Opening hours: Dementia Forward, Monday – Friday, 9-4pm</b></li> <li>• <b>Telephone/email contact:</b> Dementia Forward helpline Tel: 03300 578592, email: <a href="mailto:info@dementiaforward.org.uk">info@dementiaforward.org.uk</a></li> </ul>
<p><b>5. Winter Bills Scheme</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service: Winter Bills Scheme</b>, provided by City of York Council to support vulnerable households with significantly rising living costs. Please also visit <a href="#">Help with utility bills</a> website.</li> <li>• <b>Who is this service for?</b> The scheme is open to City of York residents who are over 16 years of age, who require urgent financial assistance.</li> <li>• <b>How to access the service:</b> Please visit City of York Council for eligibility criteria <a href="#">Household Support Fund</a>.</li> <li>• <b>Opening hours: Monday – Friday, 9-5pm</b></li> <li>• <b>Telephone/email contact:</b> please contact Benefits Team on 01904 551556, Email: <a href="mailto:benefits@york.gov.uk">benefits@york.gov.uk</a></li> </ul>
<p><b>6. Live Well York</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service: Live Well York</b>, website offers a number of resources for community support and social care in York, for example, advice about money, legal issues, housing.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Who is this service for?</b> An Information and Advice community website for all adults.</li> <li>• <b>How to access the service:</b> please visit <a href="#">Live Well York website</a></li> <li>• <b>Opening hours:</b> free online resources</li> <li>• <b>Telephone/email contact:</b> Adult Commissioning Team, Telephone: 01904 551006, Email: <a href="mailto:livewellyork@york.gov.uk">livewellyork@york.gov.uk</a></li> </ul>
<p><b>7.Warm places in York</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service:</b> A Warm Place is somewhere you can go, free of charge, to spend time to keep warm if you're struggling to heat your home. You can find a list of <a href="#">Warm Places in York</a> on the Live Well York Service Directory, all offering a Warm Place with seating and facilities open for at least 2 hours a week.</li> <li>• <b>Who is this service for?</b> Free to everyone, with no requirement to buy anything.</li> <li>• <b>How to access the service:</b> There are lots of community venues in York offering a Warm Place this winter: <a href="#">Explore York libraries</a> and <a href="#">Warm Places on Live Well York</a></li> <li>• <b>Opening hours:</b> please visit above websites for opening hours.</li> <li>• <b>Telephone/email contact:</b> Shaping Neighbourhoods, Email: <a href="mailto:shapingneighbourhoods@york.gov.uk">shapingneighbourhoods@york.gov.uk</a></li> </ul>
<p><b>8.Home Energy Efficiency</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service:</b> The Home Energy Efficiency Team are passionate about helping you to save energy, money and carbon, making sure that you feel warm and healthy in your own home all-year-round.</li> <li>• <b>Who is this service for?</b> Available for all residents</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>How to access the service:</b> please contact the team on the number below or visit <a href="#">The Home Energy Efficiency Team</a> website to find out more.</li> <li>• <b>Opening hours: Monday – Friday, 9-5pm</b></li> <li>• <b>Telephone/email contact:</b> Home Energy Efficiency Team, Telephone: 01904 555520, Email: <a href="mailto:saveenergy@york.gov.uk">saveenergy@york.gov.uk</a></li> </ul>
<p><b>9.Help with food</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service:</b> <a href="#">Help with food</a>, if you're struggling to pay for food, free independent advice and support about social welfare issues is available for all residents, covering benefits, debts and employment.</li> <li>• <b>Who is this service for?</b> Available for all residents</li> <li>• <b>How to access the service:</b> for a range of support with food available, please visit <a href="#">Help with food website</a>.</li> <li>• <b>Opening hours: Monday – Friday, 9-5pm</b></li> <li>• <b>Telephone/email contact:</b> Benefits and Contributions Advisors, Telephone: 01904 552044, email: <a href="mailto:incomeservices@york.gov.uk">incomeservices@york.gov.uk</a></li> </ul>
<p><b>10. Self-care minor illnesses and injuries</b></p> <p><b>'Stay Well This Winter'</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of services:</b> <a href="#">Visit the NHS website for a full medicine cabinet list</a>. You can often self-treat many minor illnesses and injuries at home by keeping your medicine cabinet and first aid kit well-stocked with medicines.</li> </ul> <p><a href="#">'Stay Well This Winter'</a> offer advice on keeping well during the winter months to: those with long-term health conditions, those over 65, pregnant women parents of under-7's.</p> <p><a href="#">Advice to help you stay well this winter</a>: Watch these short videos of York GPs sharing their advice on a range of common conditions:</p> <ul style="list-style-type: none"> <li>• <b>Who is this service for?</b> Available to everyone</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>How to access the service:</b> please visit the above website for more information</li> <li>• <b>Opening hours:</b> free online resources</li> <li>• <b>Telephone/email contact:</b> free online resources</li> </ul>
<p><b>11. Let's get better</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service:</b> <a href="#">Let's get better</a> offers comprehensive resources, support and signposting to help you and your family Start Well, Age Well and Live Well.</li> <li>• <b>Who is this service for?</b> If you live in any part of the Humber or North Yorkshire, Let's Get Better is the ultimate destination for all your health and wellness needs.</li> <li>• <b>How to access the service:</b> free online resources, please visit the <a href="#">Let's get better</a> website.</li> <li>• <b>Opening hours:</b> free online resources</li> <li>• <b>Telephone/email contact:</b> <a href="mailto:hnyicb.communications@nhs.net">hnyicb.communications@nhs.net</a></li> </ul>
<p><b>12. Pharmacy first</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service:</b> Your local pharmacy team are healthcare professionals who can give you clinical advice and treatment for common illnesses such as coughs, colds, aches and pains.</li> <li>• <b>Who is this service for?</b> Everyone, your local pharmacy, can also help you decide whether you need to contact other healthcare services and understand the medicines you've been prescribed and review your prescriptions if you have any concerns</li> <li>• <b>How to access the service:</b> please visit the website below for more information or visit your local pharmacy.</li> <li>• <b>Opening hours:</b> free online resources</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Telephone/email contact:</b> For more information please visit <a href="#">Lets Get Better</a></li> </ul>
<p><b>13.NHS 111</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service:</b> NHS 111 is the fast, easy and free NHS non-emergency contact offering clinical advice. When you call 111 you will speak to a highly trained adviser who is supported by healthcare professionals. The adviser will ask you a series of questions to assess your own, or the patient's symptoms, and you will then be directed immediately to the most appropriate medical care.</li> <li>• <b>Who is this service for?</b> If you think you need medical help right now, 111 online can tell you what to do next.</li> <li>• <b>How to access the service:</b> You can call 111 or fill in an online form at <a href="http://111.nhs.uk/">111.nhs.uk/</a></li> <li>• <b>Opening hours:</b> 24h services</li> <li>• <b>Telephone/email contact:</b> call 111</li> </ul>
<p><b>14.A&amp;E (accident and emergency)</b></p>	<ul style="list-style-type: none"> <li>• <b>Name of service:</b> A&amp;E is for serious injuries and life-threatening emergencies only. It is also known as the emergency department or casualty.</li> <li>• <b>Who is this service for?</b> Life-threatening emergencies, please visit NHS England website <a href="#">When to go to A&amp;E</a></li> <li>• <b>How to access the service:</b> your local <a href="#">York Hospital Emergency Department (A&amp;E) in York .</a></li> <li>• <b>Opening hours:</b> 24h services</li> <li>• <b>Telephone/email contact:</b> 999, or if you're not sure what to do, NHS 111 can help you.</li> </ul>

## 15.Mental Health Support

- **Name of service: Community mental health services**, if you are feeling low, sad or worried but are not experiencing a mental health crisis, there is a range of mental health support you may wish to consider.
- **Who is this service for?** Providing community-based support to people aged between 18 and 65 years old who are experiencing challenges with their mental health.
- **How to access the service:** to contact the right support for the area please visit [TEVW/services/community-mental-health](http://TEVW/services/community-mental-health).
- **Opening hours: Monday-Friday, 9-5pm**
- **Telephone/email contact:** Mental health crisis call: 0800 0516 171, the line is open 24/7 [Healthwatch York have also produced a user friendly guide on how to seek help in a crisis which is available here.](#)

Other useful contacts:

- **TEWV crisis services**, 24 hours a day, seven days a week, Freephone 0800 0516 171
- **The Haven @ 30** Clarence Street, 6pm-11pm, every day, Tel. 07483 141 310
- **Drug and alcohol services**, 8.30am – 4pm, Monday-Friday, Tel. 01904464680 (York), Tel. 01723 330730 (North Yorkshire)
- **Samaritans**, 24 hours a day, seven days a week, Tel. 01904 655888
- **Citizens Advice Bureau**, 9.30am – 12.30pm, Monday, Wednesday and Thursday, Tel. 03444 111 444