

Keeping Well at Home

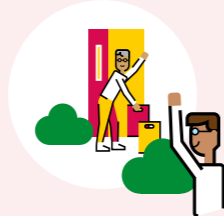


A reminder

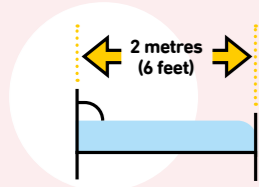
Everyone must help stop coronavirus spreading.
This means you need to:



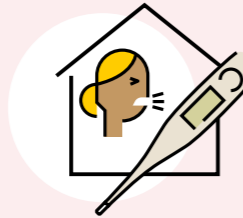
Wash your hands with hot water and soap more often for 20 seconds each time.



Stay at home as much as possible.



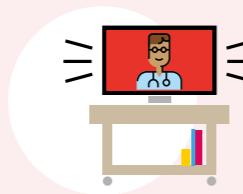
Try and keep a minimum of two metres (six feet) apart from others when out and about.



Do not leave home if you or anyone in your household has symptom.



Carry tissues with you to catch coughs and sneeze, throw away after.



Listen and look out for any changes to these guidelines in the media or <https://www.nidirect.gov.uk/campaigns/coronavirus-covid-19>



Move with Mary

Age NI and Lady Mary Peters have launched an exercise programme aimed at keeping older people moving while staying at home. Move with Mary is a series of five free online exercise videos for every capability, ranging from seated stretches to strength, balance and aerobic exercises.

“To me, movement is life; it is important to keep active. These exercises are nice and gentle and will help you feel good. We have some stretches you can do whilst sitting and moves you can practice while waiting for the kettle to boil or brushing your teeth!”

Lady Mary Peters

For more information visit www.ageni.org/movewithmary

Like many countries around the world, Northern Ireland had to lockdown in response to the coronavirus pandemic. We have listened to advice and stayed at home; this helped to reduce the spread of the virus and it reduced the pressure on our NHS, but it hasn't been easy.

Staying away from family and friends is hard, particularly during times of stress and changes to our routine, this booklet has some ideas about what we can do for ourselves that can help.

It seems likely that our lives will continue to be affected for some time, with easing and tightening of restrictions as necessary to keep this virus in check. There are ways of staying in touch, and encouraging each other even if we can't visit and this is really important. A phone call or a chat in the garden or balcony, if you have one, can really help prevent us from feeling isolated and alone.

This booklet has some ideas and suggestions to keep us safe and well. It is designed for people who are less confident on the internet or perhaps don't have access to it, and it contains a list of contacts and phone numbers at the back.

If we do have access to the internet, there is a range of resources available online that can help to support us, adding to the information in this booklet.



“Even at this time community grows, even by a phone call, life becomes a bit easier and worthwhile.”

Elaine

Mind matters

Why our mind matters

Our mind matters and keeping our mind active is important. We all need to think about our mind in the same way that we need to think about our bodies, especially in times of change.

Where possible, try to keep up with normal everyday activities and interests, especially keeping in touch with friends, family and neighbours. Keeping active with interests and hobbies we enjoy keeps our mind well. Trying something new can be a great thing to do.

There may be times when things change for us, so knowing what to do if something does change will help us cope better. It is important to stay connected and remember others are likely feeling similar so sharing and being kind will help. For most of us, these feelings will pass. There are helplines and local organisations who are here to listen and support. Have a look at the helpful contacts page at the back of this booklet for more information.

Finding joy each day can really help, such as noticing the things we appreciate like blossom or flowers, a call from a friend or family member, a good cup of tea, completing a word search, baking, taking in some fresh air, watching a sunset.



“I’ve been advising friends and family not to get hooked on watching, listening to and reading too much news. It only encourages negative feelings.”

Don

Look after your Wellbeing



There are five simple steps to help keep our minds well and active. Try to build these into your daily life—think of them as your ‘five a day’ for wellbeing



Connect

- Stay in touch with friends, family, neighbours, clubs, and your community by phone, text or video calls.
- Try and arrange to speak with someone every day.
- Ask for help with shopping and running errands.
- Take time to chat about how you’re feeling with others, it can really help.



Be active

- Exercise makes us feel good mentally and physically. You can do the exercises in this book safely from your own home.
- Keep up with usual everyday activities and interests at home. Gardening and housework count as exercise.
- Try a new online class. There are lots of fun videos available free on YouTube for all ages and different levels of ability.
- Continue accessing treatment and support for health conditions from your GP.



Keep learning

- Learning new things gives us a sense of achievement, increased confidence and enjoyment. Use this time for some discovery.
- Learn how to use your smart phone or computer to help you stay connected.
- Set yourself a goal, learn a new skill, or take on a new challenge.



Take notice

- Stop, pause and take a moment to be still and look around you.
- Let go of what none of us can control right now and focus on what you can control.
- Take time to focus on activities you enjoy at home.
- Take note of things that bring you joy and share that joy with others.



Give

- Do something nice for someone. Smile, seeing yourself and your happiness linked to others can be very rewarding.
- Check by telephone on neighbours or people you know who may need some extra help
- Phone a friend. You could help make someone’s day by picking up the phone and saying hello.
- Volunteer to become a phone befriender to others.



“Just because I’m older doesn’t mean I can’t be a volunteer. From home I can volunteer to call someone and have a chat. We probably can help each other just by talking and I might even make some new friends in the process.”

Gill



Moving more

Why being active and moving is important

Our everyday activities such as attending clubs, exercise classes, appointments, meeting friends and family or volunteering has temporarily changed.

Instead our indoor activities such as cooking, eating, getting dressed, reading and watching television make up much more of our day. Finding ways of being active at home will help us feel better. It will also help our bodies be better protected for fighting infection and illness.

Most of us are able to go outside once per day to exercise. Going for a daily walk is a great way to enjoy the outdoors and get some fresh air.

If you are not able to go outside, being by an open window or on a doorstep to get some fresh air can feel good too. There are also exercises we can do in our homes, that will help us to carry on doing the things we enjoy.

Being active every day helps us to:

- Keep our spirits up.
- Get a good night’s sleep.
- Have a good appetite.
- Stay at a healthy weight.
- Keep your bowels healthy.
- Keeps our muscles and bones strong.
- Prevent health conditions from getting worse.

Being active every day helps to reduce:

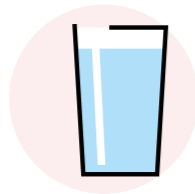
- Risk of falls and fractures.
- Risk of heart attack, stroke, diabetes and some cancers.
- Risk of weight related issues.

Quick safety check before exercising

Being active is safe for the majority of people and it has many benefits for our health and wellbeing. There are some small steps you can take to reduce the chance of problems occurring.

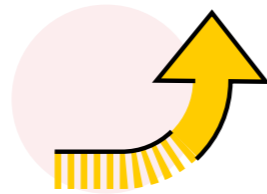


Most people can exercise without speaking to a doctor first, especially if their medical condition is under control. However, if you have any symptoms from a heart, kidney or metabolic condition you should check with your GP before you start.



Prepare your exercise space by clearing away unnecessary clutter.

- Keep something sturdy and solid nearby for support (for example a kitchen work surface).
- Have a glass of water ready to sip as you exercise.
- Wear well fitting and supportive shoes, and loose clothing.
- If you are exercising on your own, keep a telephone nearby, just in case you need it.



Set the pace, always warm up and start exercising at a level you find easy and build up gradually.

- If you experience severe pain anywhere or dizziness, stop and rest.
- Remember, it is not unusual to feel some aching or discomfort if you are moving body parts that are stiff and not used to exercise.
- It is common to feel a bit stiff for a few days after exercising in the muscles you have used more than usual. This is normal and shows that your body is responding to the increased movement.
- Try not to hold your breath as you exercise, breathe normally throughout.

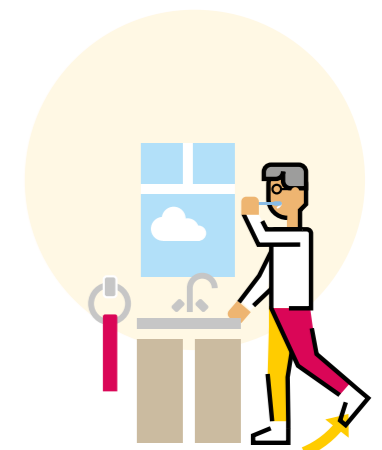
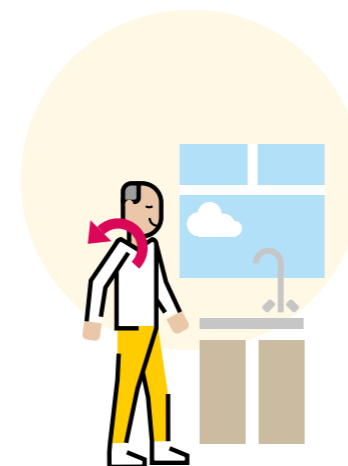
For almost everyone exercise is safer than not moving!

Moving well

Any movement is good, particularly if it makes us feel a little bit warm and makes us breathe a little faster. Small chunks of movement every day helps increase energy.

There are ways we can move well at home:

- **Strength and balance exercises that will help to keep you strong and steady on your feet.**
- **Aerobic exercise that warm you up and get you breathing slightly harder to help keep you fit and well.**
- **Breaking up periods of inactivity, such as sitting or lying down throughout the day with movement and activities.**



Warm up exercises

Our muscles, bones and joints like to be moved. Lack of movement is bad for our bodies. Just like a car, the body needs to be moved regularly or it will get stiff and rusty.

These exercises will help us stay strong and active. Aim to do these regularly throughout the week, maybe splitting them up and doing them a few at a time during the day, after breakfast or before lunch, whilst boiling the kettle or speaking on the telephone.

It's always good to 'warm up' your muscles and joints and to 'cool down' after any exercise.

The 'warm up'

Make sure that the chair you use is sturdy and stable, so it doesn't move around when you're getting in and out of it. Wear comfortable clothes and supportive footwear.

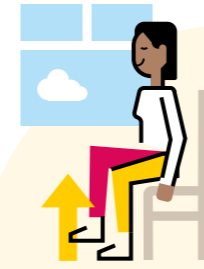
Always begin with a warm up to prepare for the main exercises. There are four warm up exercises. Complete them all if doing the exercises in one session.

If spreading the exercises over the day, do the seated march first to warm up. You can also do these warm up moves throughout the day to help mobilise the joints for a length of time.



"I used to go to a class every week but now I'm doing my exercises at home they really help me to keep mobile and it helps me to think about how to structure my day!"

Christine



The 'seated march'

Warms muscles and prepares for movement.

What to do

- Sit tall at the front of the chair.
- Hold the sides of the chair.
- March with control.
- Build to a rhythm that feels comfortable.
- Continue for 1-2 minutes.



Shoulder circles

Warms muscles and prepares for movement.

What to do

- Stand (or sit) tall with arms at your sides.
- Lift both shoulders up to ears, draw them back then press them down.
- Repeat slowly five times and feel the shoulder joints loosen.



Ankle loosener

Loosens ankles, improves heel to toe walking action, keeps us stable.

What to do

- Sit tall at the front of the chair.
- Hold the sides of the chair.
- Place the heel of one foot on the floor then lift it and put the toes down on the same spot.
- Repeat five times on each leg.



Spine twists

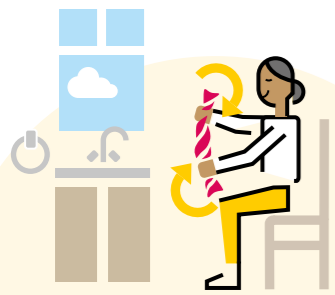
Loosens spine, helps looking over shoulders, turning in bed.

What to do

- Sit very tall with feet hip width apart.
- Place your right hand on left knee and hold the chair back with the left hand.
- Twist the upper body and head slowly to the right, back to the middle, and round to the left.
- Repeat four more times slowly each way.

Main exercises – seated

Make sure that the chair you use is sturdy and stable, so it doesn't move around when you're getting in and out of it. Wear comfortable clothes and supportive footwear.



Wrist strengthener

Improves grip strength, helps opening jars.

What to do

- Fold or roll a hand or tea towel into a tube shape.
- Sit tall then squeeze the towel tightly with both hands, hold for a slow count of five then release.
- Repeat this exercise 6-8 times.

More challenging option

Squeeze then twist your towel before holding for 10 seconds.



Arm swings

Helps with stamina and endurance.

What to do

- Sit tall away from the chair back.
- Place both feet flat on the floor below knees.
- Bend elbows and swing arms from the shoulder.
- Build to a rhythm that is comfortable.
- Continue for 30 seconds.

More challenging option

Increase pace and time to 1-2 minutes.



Pelvic floor strengthener

Helps reduce 'leaking' when coughing and laughing.

What to do

- Tighten the muscles as if you were trying to stop passing urine and wind at the same time and hold.
- Try to hold for 10 seconds.
- Rest for four seconds, then repeat.
- Perform this 10 times.

Avoid

- Squeezing legs together.
- Tightening buttocks.
- Holding breath.

More challenging option

10 quick contractions by drawing up the pelvic floor.



"These days I think it's good for me to watch the amount of alcohol I'm drinking and also have days without."

Don



Front knee strengthener

Strengthens the knee for walking and bending.

What to do

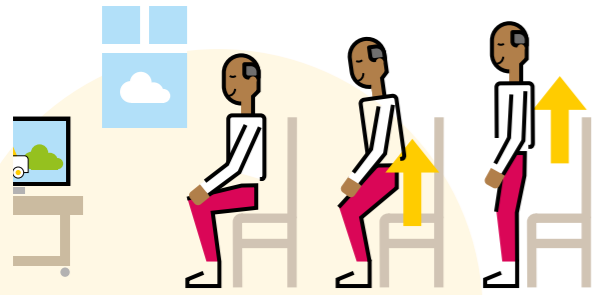
- Sit back in the chair, back supported and feet under knees.
- Brush one foot across the floor then lift the ankle slowly and straighten (do not lock) the knee.
- Lower the foot with control.
- Aim to lift for a slow count of three and lower for a slow count of five each time.
- Repeat 10 times on one leg then swap legs.

More challenging option

Sit away from the back of the chair so more of your leg is off the chair when you lift. Keep the back strong while you lift the leg.

Main exercises – standing

Make sure that you are near a sturdy and stable worktop, and that any chairs used will not move during the sit to stand exercise. Wear comfortable clothes and supportive footwear.



Sit to stand

If repeated regularly and slowly will improve lower limb strength and stability.

What to do

- Sit tall near the front of the chair.
- Place feet slightly behind knees.
- Lean slightly forwards.
- Stand up (using hands on the chair for support if needed. Progress to no hands over time).
- Step back until legs touch the chair, then stand tall, bend knees and slowly lower bottom back into the chair.
- Repeat 10 times.

More challenging option

Try doing the exercise extra slow and hover for a few seconds just before finally sitting.



Heel raises

Helps strengthen muscles at the front of the foot and the and calf muscles, improves balance.

What to do

- Stand tall holding a sturdy table, chair or even the sink!
- Raise heels taking your weight over the big toe and second toe, hold for a second.
- Lower heels to the floor with control.
- Repeat 10 times.

More challenging option

Repeat the exercise, doing it slowly and hold for a second or so just before putting the heel down again.



Toe raises

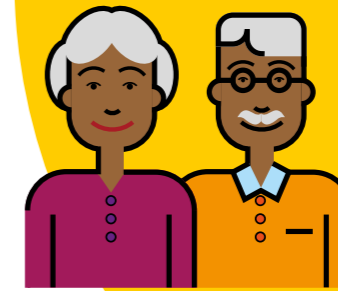
Helps strengthen the muscles that lift the toe up, important for when stepping and for balance.

What to do

- Stand tall holding a sturdy table, the sink, or with your back to a wall
- Raise toes taking weight back onto heels and without sticking bottom out.
- Hold for a second.
- Lower toes to the floor with control.
- Repeat 10 times.

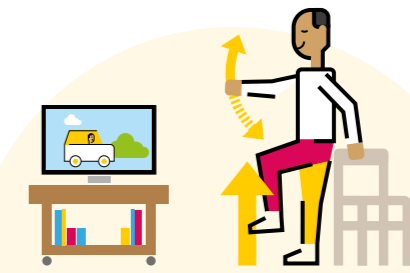
More challenging option

Repeat the exercise, doing it slowly and hold for a second or so just before put the toe down again.



“Drinking a glass of water before meals and a balanced diet are vital ingredients in keeping our body and mind well while staying at home.”

Bhim & Yogesh



Marching to improve huff and puff

Helps maintain bone density at the hip and spine.

What to do

- Stand to the side of the chair holding on with one hand.
- Stand tall.
- March on the spot swinging the free arm.
- Keep marching for 30 seconds.
- Turn slowly around then repeat using the other arm.
- Repeat three times.

More challenging option

If balance is good then bring in both arms and march with more effort.

Main exercises – standing

Make sure that you are near a sturdy and stable worktop, and that any chairs used will not move during the sit to stand exercise in particular. Wear comfortable clothes and supportive footwear.



Leg swings

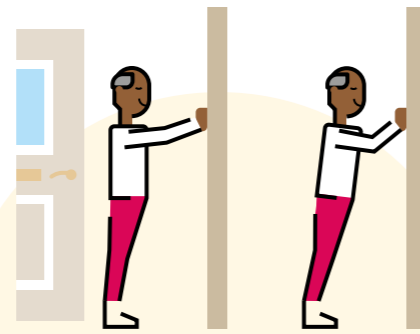
Helps improve strength on the straight leg, improves balance and stability.

What to do

- Stand to the side of the chair holding on with one hand.
- Stand tall.
- Swing the leg furthest away from the chair forwards and back with control.
- Perform 10 swings.
- Turn slowly to repeat on other leg.

More challenging option

Raise the knee up higher to the front and make the movement slower.



Wall press-ups

Helps improve upper body strength, helps maintain bone density at the wrist.

What to do

- Stand at arms length from wall.
- Place hands on the wall at chest height, fingers upwards.
- Keeping back straight and tummy tight, bend elbows lowering body with control towards the wall.
- Press back to the start position.
- Repeat eight times.

More challenging option

Perform the movement more slowly or start further away from the wall.



One leg stands

Helps improve walking stability.

What to do

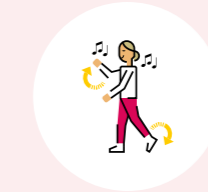
- Stand close to support surface and hold on.
- Balance on one leg, keeping the supporting leg straight but knee soft.
- Stand tall and look ahead
- Hold for 10 seconds.
- Repeat with the other leg.

More challenging option

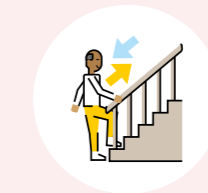
Try to use the support surface less and hold the position for longer, up to 30 seconds.

Aerobic exercises

Any activity that warms you up and gets you breathing slightly harder such as:



Dancing.



Going up and down stairs.

Breaking up sitting

Activities you can do to break up periods of inactivity such as:



Cleaning (dusting, polishing, making the bed, washing up).



Gardening (if you have one or planting bulbs, herbs or houseplants indoors).



Stretch or stand during TV advert breaks or after each chapter of your book.

Cool down

Finish by marching at a relaxed pace for 1-2 minutes. Then try to perform all of the following stretches. They will help with posture, walking and stability.



Back of thigh stretch

Helps with putting on shoes and socks, lengthens stride when walking.

What to do

- Sit at the very front of the chair.
- Straighten one leg placing the heel on the floor.
- Place both hands on the other leg then sit really tall.
- Lean forwards with a straight back and feel the stretch in the back of the thigh.
- Hold for 10-20 seconds.
- Relax and repeat on the other leg.



Chest stretch

Help improve posture, makes reaching backwards easier.

What to do

- Sit tall away from the back of the chair.
- Reach behind with both arms and grasp the chair back.
- Press your chest upwards and forwards until you feel the stretch across your chest.
- Hold for 10-20 seconds.



Calf stretch

Helps ensure toes are lifted when walking and for getting shoes and socks on easier.

What to do

- Sit forwards in the chair and hold the sides.
- Straighten one leg placing the heel on the floor.
- Pull your toes up towards the ceiling.
- Feel the stretch in the calf.
- Hold for 10-20 seconds.
- Repeat on the other leg.

Fire Safety in your home

The Northern Ireland Fire and Rescue Service is keen to reassure the public that although it cannot deliver community safety programmes 'face-to-face' that fire safety advice is still available to everyone via specialist Prevention and Protection Teams.

By phoning **028 9266 4221** and providing your details you will be contacted discuss your queries and circumstances and fire safety advice will then be provided to you over the telephone.

Follow the STOP Fire Message

- S** Have a Smoke alarm on every floor of your home.
- T** Test your smoke alarms weekly.
- O** Be aware of the Obvious dangers in your home.
- P** Plan your escape route, should a fire occur.

Preventing accidents in your home

More accidents happen in the home than anywhere else, so we are encouraging everyone to be mindful of the dangers in and around the home.

Like a lot of people across the world today you will be spending a lot more time at home and in your gardens (if you have one) so it is important that you avoid scenarios that could lead to an accident.

By following these tips, you can prevent the most common types of injury.

Here are some top tips:



Secure any loose fitting rugs to avoid trips and falls.



Keep stairs clear from clutter and well lit.



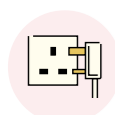
Be mindful of dangers associated with hot appliances or with hot liquids to prevent burns and scalds and try not to carry hot liquids further than necessary.



Be careful with sharp objects such as knives when preparing food or cooking.



Have a touch lamp beside your bed and turn on your hall light when getting up during the night.



Don't overload electrical sockets and remove trailing leads from plugs.



Test smoke alarms and carbon monoxide detectors; Have fuel burning devices checked regularly by an expert; Have chimneys and flues swept at least once a year.



If carrying out any DIY, avoid falls from height by checking a ladder's condition before use.



Stop and disconnect all electrical appliances and tools before repairing or cleaning them; only use tools/materials/products in accordance with their instructions.



Drink responsibly.



Mop up spills immediately.

Staying safe from scammers

Criminals are always on the lookout to exploit people of all ages. Many of us have rational fears regarding Covid-19 and these fears are used by dishonest people to scam us of money.

There are lots of ways people might try to take money from us, for those who have an internet account and use emails this is a common way people may try and con us.



Examples of common Covid-19 scams:

So far the PSNI are already aware of; Pension scams, Free Covid-19 testing, free supermarket vouchers, tax rebate scams, DVLA refunds, fake competitions, investment scams, doorstep scams e.g. Collecting groceries or cleaning services, fake fines for leaving your house, free money from the Government, charity scams, and websites selling fake Personal Protective Equipment.

Your bank or the police will NEVER ask you to transfer money or move it to a safe account.

If you think you have fallen for a scam, contact your bank immediately and report it to Action Fraud on 0300 123 2040 or via [actionfraud.police.uk](https://www.actionfraud.police.uk).



Here are five ways to spot scam emails:

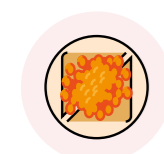
1. The email asks you to confirm personal information.
2. The web and email addresses do not look genuine or are from unusual addresses.
3. It's poorly written, e.g. there are spelling mistakes or grammatical errors.
4. There's a suspicious attachment which you must not open.
5. The message creates a sense of urgency or makes you think you will benefit by clicking.

Old ways of tricking people are still being used, so we need to be careful of unknown visitors. If you are concerned with anyone calling to your door or by phone, seek help from an official source such as the PSNI or a registered charity. You can phone Quick Check on the police non-emergency telephone number 101. The call will be answered personally and promptly by a trained operator, they can check if your caller is really from the organisation they claim.

Keeping nourished

What we eat and drink is really important for our health. It keeps our immune system strong and resilient as well as enabling us to have the energy to do the things we enjoy.

Here are some top tips:



Enjoy your food – why not try some new foods or go back to old favourites? Dig out some old and new recipes to try.



Have plenty of variety in your diet – to help you get all the nutrients you need and maintain a healthy weight.

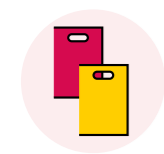


Keep an eye on yourself – if you think you are eating less than usual or don't have much appetite keep track of your weight or check if your clothes, jewellery or belts are looser than usual.



If you have a poor appetite – have you been losing weight without trying or have a low body weight? You should try to increase the amount of energy and protein you get each day. You may find it useful to:

- Eat little and often.
- Use full-fat food and drinks (for example, full-fat milk, yoghurts, cheese).
- Eat more protein such as meat, fish, eggs, pulses or nuts.
- It may help to speak to your GP.



Think about how you will get your shopping – ask a neighbour or family member and check out your local food delivery options.



Keeping your kitchen cupboard and freezer stocked – keep some simple, tasty foods and long-lasting foods, such as dried milk powder, tinned soup, rice pudding.



Make meal preparation easy – ideal for when you need something quick and simple, for example, ready meals, snacks, finger food and meal delivery services.



Stay well hydrated – we need about 6-8 cups/glasses of fluid for example, tea, coffee, water, low fat milk, or sugar free drinks.



If you drink alcohol – it is recommended to not have more than 14 units (one unit is a half pint or a small glass of wine) a week. Try to spread this out and have alcohol free days. Alcohol does dehydrate you, so if you can, have water, juice or a soft drink in between.



Vitamin D – It's important to consider taking a 10 micrograms (mcg) supplement of vitamin D during this time of the coronavirus as many of us are spending more time indoors. Vitamin D helps keep our bones, teeth and muscles healthy. For more information speak to your GP or pharmacist.

What to do if you fall

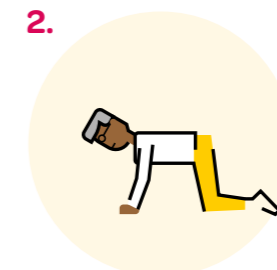
If you do have a fall, lie still for a minute, try to stay calm and check yourself for injuries. Even if you are unhurt, make sure that you tell a healthcare professional, family member or carer that you have fallen.

If you know you can't get up, or feel pain in your hip or back, then try to call for help by using your phone or pendant or by banging on radiators or walls.

Try to keep warm by covering yourself with whatever is close by and try and keep moving your limbs and roll from side to side if you are able to. If an emergency and need urgent medical help contact 999 and if you are unable to talk dial 55.



1. Roll onto your side, and then push up onto your elbows.



2. Use your arms to push yourself onto your hands and knees.



3. Crawl towards a very stable piece of furniture (a sturdy chair or bed) and hold onto it for support.



4. Slide or raise the foot of your stronger leg forwards so it's flat on the floor.



5. Lean forwards and push up using your arms and front leg, slowly rising to a standing position.



6. Turn around and sit down. Sit for a minute or two and catch your breath.



Quitting smoking is one of the best things you can do for your health at any time. Coronavirus is a respiratory disease and smokers are more at risk of severe illness. This means that it is more important than ever to stop smoking and protect others around you from secondhand smoke. There are lots of ways to do this, for more information, call **0300 123 1044**.

Managing your energy supplies



Electricity

If you use a pay as you go or pre-payment meter for gas or electricity and are worried about being able to top this up, speak to your supplier about options available.

This might include:

- Nominating someone to top up your meter for you.
- Having additional credit added to your meter.
- Having your prepayment meter changed to a credit meter.

If you have a standard credit meter and are worried about affordability or are in energy debt then speak to your supplier about options available like:

- Changing your bill payment plan
- Reducing how much you pay or asking for longer to pay off debts.

If you are using a credit meter, you won't be disconnected during the crisis.

There are two types of care register for vulnerable electricity customers.

It is important to let your supplier know if you are in a vulnerable situation including being of pensionable age or having a disability or medical condition. You can join the customer care register with your supplier and this will give you additional support such as password security or information in different formats. You can sign up by contacting your supplier using the number on your bill or prepayment card.

If you rely on electricity for essential equipment like a stair lift or oxygen, you should also join the NIE Medical Customer care service. This will give you priority contact and reassurance if there is a power cut. To sign up, contact NIE Networks on **03457 643643**.



Gas

Gas Pre Paid Meter (PPM) customers can also contact the Northern Ireland Coronavirus community helpline on 0808 802 0020 if they are unable to get out and do not have anyone to top up their card. Gas customers can also join a customer care register by phoning the number on their gas bill, or their PPM card.



Oil

If you rely on domestic home heating oil and have the finances, you may wish to take advantage of the current low prices and get your tank filled.

The Northern Ireland Oil Federation has assured customers that oil deliveries are continuing as normal and companies have removed the need to interact with the driver. If you have a shielding letter and need the delivery through the house, please let your oil supplier know in advance.

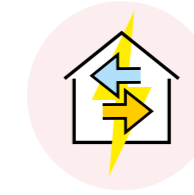


Energy Efficiency and Saving Money

It is important that you use the energy you need to keep warm, safe and healthy at home. Making small changes in how you use this can often reduce your bill. This might include,

- Using a thermostat to control your heating.
- Washing clothes at 30°C.
- Switch to LED lightbulbs.
- Don't leave appliances on standby.

You can get more saving tips from the **NI Energy Advice** service **0800 111 4455**. You can also visit www.nea.org.uk.



Switching Supplier

Switching supplier can save you money on your energy bills. You can speak to your supplier about changing tariff or switch to a different supplier. In Northern Ireland there are five electricity suppliers and two gas suppliers. The Consumer Council in Northern Ireland offers free independent advice on switching **0800 121 6022** (Monday to Friday 9am to 5pm). Please note that as energy suppliers are reporting high volumes of calls you may find it quicker to try online options first if this is possible.



Accessing Benefits

Make sure that you claim all the benefits that you are entitled to.

You can ring the free government 'Make the Call' service **0800 232 1271** or **Age NI** advice service on **0808 808 7575** for a full benefit entitlement check.

Helpful numbers and contacts

Action on Elder Abuse

Call 080 8808 8141
Monday to Friday, 9am to 5pm

If you are an older person and concerned about, or affected by abuse, you can ring this dedicated helpline.

Age NI Advice Service and 'Check in and chat' phone service

Freephone: 0808 808 7575
Email: info@ageni.org
Monday to Friday 9am to 5pm including Bank Holidays

Provides advice, information and benefit checks. Anyone over 60 in Northern Ireland can also register free of charge, to receive a regular telephone call.

Alzheimer's Society Dementia Connect support line

0333 150 3456
www.alzheimers.org.uk

Open every day and includes the online forum for carers Talking Point.

Carers NI Helpline

Tel: 028 9043 9843
Monday to Thursday, 9am to 4pm
Email: advice@carersni.org

Provides a range of general and specialist advice services for carers, including advice on benefits, community care and carer support.

COVID-19 Community Helpline – Regional number

Tel: 0808 802 0020
Email: covid19@adviceni.net
9am to 5pm, seven days a week

Local to Northern Ireland, and is managed by Advice NI.

Diabetes Helpline

Tel: 028 9536 0600
7 days a week, including bank holidays, 9am to 3pm

Has been launched in response to #COVID19 for people living with diabetes in Northern Ireland.

Digital Help

Text the word DIGITALHELP (all one word) to 67300 with a brief description of what help you require

Provided by Go ON NI and BITC to give Digital advice to those who require some guidance.

Mental Health/Emotional Support

Lifeline	0808 808 8000
Samaritans	116 123
CRUSE	0808 808 1677

Monday to Friday 9.30am to 5pm (excluding bank holidays) extended hours on Tuesday, Wednesday and Thursday evenings until 8pm.

For immediate 24 hour support contact Lifeline or Samaritans 116 123. CRUSE helpline for those bereaved and self-isolating/bereaved by the virus call 0808 808 1677.

Northern Ireland Fire & Rescue Service (NIFRS)

Anyone who is concerned for their own or someone else's home fire safety contact
Tel: 028 9266 4221

They cannot deliver "face to face" fire safety advice, but can provide advice over the phone via specialist Prevention and Protection Teams.

NHS 111

If you have symptoms of Covid-19 you can ring NHS 111 for information or advice and they will help you decide if you need to contact your GP.

Western area contact numbers

GP Out-of-Hours Service – Western Urgent Care

(Limavady/L'Derry/Strabane/Omagh/Enniskillen)

Monday to Friday 6pm to 8.30am and 24 hours weekends and bank holidays
Tel: 028 7186 5195

Attendance at GP Out-of-Hours centres is by appointment only so please phone in advance.

Make the Call Service

Tel: 0800 232 1271
Email: makethecall@dfcni.gov.uk

Contact to make sure you're getting all the benefits, services and supports you're entitled to. Monday to Friday from 10am to 4pm.

Council Home Safety Services

To help prevent accidents, local councils offer a free assessment visit and equipment (subject to availability) to the homes of those over 65 years or who are vulnerable.

Contact your local council's Home Safety Officer to avail of this service.

Causeway Coast & Glens Borough Council

Tel: 028 7034 7034
Email: environmentalhealth@causewaycoastandglens.gov.uk

www.causewaycoastandglens.gov.uk/
www.facebook.com/CausewayCoastandGlensCouncil
www.twitter.com/CausewayCouncil

Derry City & Strabane District Council

Tel: 028 7125 3253
Email: info@derrystrabane.com

www.derrystrabane.com
www.facebook.com/derrycityandstrabane-districtcouncil
www.twitter.com/dcsdcouncil

Fermanagh & Omagh District Council

Tel: 0300 303 1777
Textphone: 028 8225 6216
Email: info@fermanaghomagh.com

www.fermanaghomagh.com
www.facebook.com/fermanaghomagh
www.twitter.com/fermanaghomagh

ALLY Foyle (Active Living in Later Years)

Tel: 028 7126 5098 or 07419 987095
Email: info@allyfoyle.com
www.facebook.com/activelivinginlateryears
www.twitter.com/ally_foyle

Causeway Older Active Strategic Team (COAST)

Tel: 028 77767860 or 07517 076815
Email: coast.manager@yahoo.co.uk

www.facebook.com/coastnetwork
www.twitter.com/COASTnetwork

South West Age Partnership (SWAP)

Tel: 028 82 251824 or 07955 787456
Email: aforbes@southwestagepartnership.co.uk
www.facebook.com/swapnetwork/
www.twitter.com/PartnershipSw

Keeping Well at Home



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Move with Mary

Visit ageni.org/movewithmary to join in.

