

Safe & Warm Somerset

Safe & Warm Somerset – helping patients stay warm this winter

Safe & Warm Somerset provides free expert advice and support to help people stay warm at home and afford their energy bills.

We know many people will avoid turning their heating on this winter because they are worried about the cost. But living in a cold home is bad for physical and mental health.

Cold homes are particularly risky for vulnerable people, such as older people and young children, those with reduced mobility and anyone with respiratory or cardiovascular conditions.

Many people don't know where to turn to for support with their energy bills or keeping warm. Public Health Somerset is supporting Safe & Warm Somerset to increase our visibility to those who need our help the most, people that pharmacists and medical providers see every day. **Please help your patients stay warm this winter by telling them about the support available.**

Safe & Warm Somerset is a friendly, independent charity. Our trained energy advisors offer life changing support to people like Sam. **'I have a heart condition, asthma and limited mobility. My energy bills were really high, but I couldn't bend to check my meter to see what was going on. I began using very little energy and I was very cold and uncomfortable. I spoke to Safe and Warm Somerset and my energy advisor, Kate, secured me a grant for my heating bill. Kate also helped contact my energy supplier to fix my meter (which was broken!) and upgrade my heating system. I'm so grateful for this support.'**

Safe & Warm Somerset can support your patients with

- Finding grants and funding for improvement works to a home, such as insulation, new heating systems including renewable energy and new heating controls.
- Advice with energy bills including how to manage or write off debt. Our team can negotiate with energy suppliers over debt, energy disputes and wrongful bills on a patient's behalf.
- Using heating systems efficiently to spend less on energy
- Crisis support such as prepayment meter vouchers, cash payments, food vouchers and referrals to food banks where necessary.
- Controlling damp and mould caused by condensation.
- Liaising with landlords to make improvements to homes.
- Our large network can also assist with benefit checks and applications to ensure people receive all the money they're entitled to as well as mental health support.

We're asking local pharmacies and medical professionals to [signpost our service to patients](#).

You can also make a referral on someone's behalf. [Fill in this referral form](#) and someone from our team will be in contact.

You can also [download a free poster](#) to display in your pharmacies.