



Priority Services Register



**POWER CUT?
CALL 105**



You are eligible for free PSR Services if you/
someone you support:

 Use medical equipment reliant on electricity or water	 Are blind or partially sighted	 Are deaf or hard of hearing	 Have a chronic illness
 Have anxiety, depression or any other mental health condition	 Have a disability	 Are over 60	 Live with children under five
 Temporarily need extra support	 Need documents translated into another format or language		

As winter approaches, remember to register with the **Scottish Priority Services Register (PSR)**. The service can help in lots of ways for example:

- Priority Treatment if your power, gas or water goes off
- Help with emergency power, water or gas
- Communicating in a way that's right for you
- Communicating with a friend, family member or carer if this works best for you.
- Connection to local emergency services
- Piece of mind

Click the button for more information and how to register.



Remember your staff will be happy to help.



Winter Essentials



Have ice grips for your shoes



Do you need grit for your path?



Have a snow shovel



Have a torch and extra batteries.



Extra food in the freezer



Extra long life foods and pet food if needed



Winter checks on your car and safety equipment



Make a winter plan with support staff



Click here for printable winter checklists



Preparing for winter



Draw curtains and blinds at dusk



Keep your feet warm with cosy slippers



If cold while sitting put a blanket over your knees



Reduce draughts with better draught-proofing



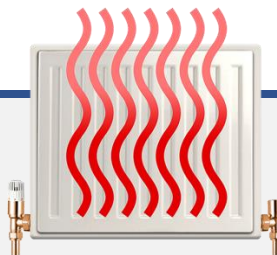
Close doors to stop draughts and keep warm heat in



Have at least 1 hot meal a day. Eating regularly helps keep you warm



Have hot drinks regularly



Heat your home to at least 18c

if you're under 65, healthy and active, you can safely have your home cooler than 18C, as long as you're comfortable



Preparing for winter



Have your heating instructions ready.



Get your heating system checked regularly by a qualified professional



Know where your water stopcock is so you can turn off the water in case of a leak or a burst pipe



Have all your emergency contact numbers ready and easy to find



Power cut call 105



Its important to have contents insurance



Check all your medication orders are up to date



Make a winter plan with support staff



Preparing for winter



Switch off lights when you don't need them



Take shorter showers



Turn your heating down a little when you go out and turn back up when you get home



Speak to staff if you are having trouble paying your heating bill.



Make a winter plan with support staff



Reduce draughts with better draught-proofing

Click here to find out about how Changeworks can help you find the best tariff for you.





Winter Checklist



Home Winter Preparedness Checklist

Food (Extra in the freezer)	<input type="checkbox"/>	Warm Clothing	<input type="checkbox"/>	Torch (windup)	<input type="checkbox"/>
Mobile phone Fully charged	<input type="checkbox"/>	Extra Blankets	<input type="checkbox"/>	First Aid Kit	<input type="checkbox"/>
Speciality items - medication	<input type="checkbox"/>	Shovel	<input type="checkbox"/>	Other	<input type="checkbox"/>
Portable radio	<input type="checkbox"/>				



Home Winter Survival Food Checklist

Canned Fruits and Vegetables	<input type="checkbox"/>	Cereal	<input type="checkbox"/>	Bottled water	<input type="checkbox"/>
Biscuits and crackers	<input type="checkbox"/>	Frozen meals or frozen fruit/veg	<input type="checkbox"/>	Milk	<input type="checkbox"/>
Soups	<input type="checkbox"/>	Drinks and cordial stocked up	<input type="checkbox"/>	Bread and crisps	<input type="checkbox"/>



Car Winterisation checklist

Check Engine Fluid Levels	<input type="checkbox"/>	Inspect Tire Tread	<input type="checkbox"/>
Test Battery	<input type="checkbox"/>	Fit winter tires if you own a set	<input type="checkbox"/>
Use de-icing washer fluid	<input type="checkbox"/>	Test Headlights & taillights	<input type="checkbox"/>
Mobile phone	<input type="checkbox"/>	Shovel	<input type="checkbox"/>



Car Winter Survival Kit Checklist

Torch and extra batteries	<input type="checkbox"/>	Blankets/Sleeping Bag	<input type="checkbox"/>	Extra clothing Hats, gloves etc	<input type="checkbox"/>
First Aid Kit	<input type="checkbox"/>	Non-perishable food	<input type="checkbox"/>	Mobile phone charger	<input type="checkbox"/>
Snow Shovel	<input type="checkbox"/>	Bottled water	<input type="checkbox"/>	Roadside warning triangle	<input type="checkbox"/>
Ice Scraper with brush	<input type="checkbox"/>	Booster cables	<input type="checkbox"/>	Other	<input type="checkbox"/>



It's also worth putting some basic supplies together in a "grab bag" in the event you need to leave home quickly or your power and water are disrupted.

Grab bag checklist

Bottled water	<input type="checkbox"/>	Medicines	<input type="checkbox"/>
Torch	<input type="checkbox"/>	Batteries	<input type="checkbox"/>
Utility documents	<input type="checkbox"/>	Clothing	<input type="checkbox"/>



Make your **winter plan** with your staff so that you have everything you need to stay safe.

For example: Having at hand-important emergency numbers; repeat prescriptions, insurance, boiler instructions and more.



Important Safety Information



Heated products that can be warmed in the microwave can be dangerous if not used correctly for example,



- heat pads
- novelty soft toys
- neck wraps
- gel Pads and hot water bottles

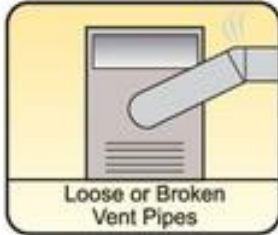
- ✓ Only buy heated products from reputable manufacturers
- ✓ Only use if you have the instructions and followed them very carefully
- ✓ Only use If the item is in good, damage-free condition.
- ✓ Allow the pad to cool straight after heating an shake the pad so the heat is not in just one spot.
- ✓ Hot water - **not boiling water** – should be used in hot water bottles
- ✓ Do not use heated products on the same part of your body for a long time
- ✓ Check the heating equipment – is the microwave in good working order? If the microwave is faulty or if the plate does not turn fully – this can result in heat build-up, so the pad will be hotter in one place on the pad and could be dangerous.
- ✓ Items such as heat pads should not be placed unattended in bedding as they can cause burns or a fire risk



Talk over with staff how heated items can be used safely.



SOURCES OF CARBON MONOXIDE IN A HOME



What are the risks of carbon monoxide?



Carbon monoxide poisoning is caused by faulty or badly serviced gas and other fossil fuel-burning appliances and systems. Carbon monoxide (sometimes referred to by its chemical symbol CO) is known as the silent killer because you can't see it, hear it, smell it or taste it

What are the signs of carbon monoxide?



- Boiler pilot light flames burning orange instead of blue
- Sooty stains on or near appliances
- Excessive condensation in the room
- Coal or wood fires that burn slowly or go out
- Families suffering prolonged, flu-like symptoms

How can I reduce the risk of carbon monoxide poisoning?

- Have your gas appliances serviced annually by a gas engineer who is registered with Gas Safe Register
- Use professionals to annually service any other fossil-fuel burning appliances, such as oil or coal burning stoves
- Fix carbon monoxide detectors in your home; these can be purchased from DIY-type stores
- Ensure detectors are maintained and replaced according to packaging instructions





Housing Association Emergency Repair Phone Numbers

ARK HOUSING Out of hours



- Gas central heating - Richard Irvin 0131 654 4400
- Other emergencies: HF Group Ltd on 0131 337 4011 or 0800 783 9480
- During office hours : 0131 478 8143

BIELD out of hours



- Bield Response 24 0141 950 1025
- Office hours: 0141 270 7200

- **CASTLE ROCK EDINVAR** 0131 657 0600 24hr service
- **DUNEDIN CANMORE** 0800 561 0088
- **HILLCREST** 0800 0324 888
- **HOME GROUP** 0345 141 4663
- **LINK HOUSING** 0345 1400 100
- **MANOR ESTATES** for gas and heating: 0131 440 4666
- **Lothian Gas for anything else:** 01506 242 120 or 0800 093 8823 Novus



Housing Association Emergency Repair Phone Numbers



MUIRHOUSE HOUSING 0131 336 5282 24hrs



PORT OF LEITH (Harbour Homes)

- out of hours: 0800 783 7937
- office hours: 0808 100 0403



VIEWPOINT out of hours: Hanover

- telecare 0345 604 4686
- office hours: 0800 3457 347

❖ **City of Edinburgh Council** 0131 200 2345 / 0131 200 2000

OTHER USEFUL CONTACTS

❖ **Gas leak/ smell of gas** 0800 111 999 (National Grid)

❖ **Scottish Water** 0845 600 88 55

❖ **South of Scotland Power cuts** 105

❖ **Emergency glazier**

❖ Keith at Munro the glazier 07921 353122