

# **Christmas Holiday Resources**

December 2020

# Samaritans

If you're not feeling OK you can get in touch with Samaritans about anything that is troubling you, no matter how large or small. They will listen, no judgement, no pressure, and help you work through what's on your mind.

There's information on the website about what to do if you are worried about someone else and a list of other sources of help if you are looking for advice or specialist support for a particular issue.

Telephone	116 123 Free from any phone at any time – 24/7
Email	<a href="mailto:jo@samaritans.org">jo@samaritans.org</a> email with a 24 hour response time
Website	<a href="http://www.samaritans.org">www.samaritans.org</a>

# Social Services for Adults

## Kingston:

If a person is being abused or at risk of abuse you can contact the main telephone number below or email: [adult.safeguarding@kingston.gov.uk](mailto:adult.safeguarding@kingston.gov.uk)

Telephone	020 8547 5005
Email	<a href="mailto:adults@kingston.gov.uk">adults@kingston.gov.uk</a>
Out of hours phone	020 8770 5000
Website	<a href="https://www.kingston.gov.uk/info/200181/adult_social_care">https://www.kingston.gov.uk/info/200181/adult_social_care</a>

## Richmond:

Telephone	020 8891 7971, Monday to Friday 9am to 5pm
Email	<a href="mailto:adultsocialservices@richmond.gov.uk">adultsocialservices@richmond.gov.uk</a>
Out of hours phone	020 8744 2442, Monday to Friday 5pm to 8am and 24 hours at weekends and bank holidays
Website	<a href="https://www.richmond.gov.uk/services/adult_social_care">https://www.richmond.gov.uk/services/adult_social_care</a>

**If you believe someone is at immediate risk please call 999.**

Adult social care teams can provide information, support and guidance to adults with care and support needs, and those who look after them.

# Social Services for Children

**Single Point of Access (SPA) – for both Richmond and Kingston:**

Telephone	020 8547 5008, Monday to Friday 8am to 5pm
Out of hours phone	020 8770 5000
Website	<a href="https://www.richmond.gov.uk/single_point_of_access">https://www.richmond.gov.uk/single_point_of_access</a>

**If you think a child or young person is in immediate danger call 999.**

You can contact SPA to request support or report a concern about a child or young person. The SPA team is made up of different professionals with different areas of expertise who work together to assess, decide and coordinate how best to support children, young people and their families where there are concerns.

# **Organisations & Activities available over Christmas 2020**

# Churches Together, Teddington

Usually organise a Christmas day get together at Elleray Hall but can't do so this year but they can take Christmas lunch to clients.

**Get in touch by Monday 14 December**

Telephone	Penny Miller on 07757 733315
Email	<a href="mailto:hello@stjohnshamptonwick.org">hello@stjohnshamptonwick.org</a>

## Never Alone at Christmas

Free event hosted at Hampton Inspired Hub for families who will struggle financially/socially over Christmas.

- Attendees will leave with plenty of goodies having had a hot meal and some fun.
- 10.30 am to 3.30 pm on Christmas day

Telephone or Text	Susan Green on 07713 405049
Email	<a href="mailto:theinspiredhub@gmail.com">theinspiredhub@gmail.com</a>

# Things I Need Project

Not specifically about Christmas but might be of help to families and individuals in the run up to Christmas. Enhanceable is a local charity with charity shops and can support people who may need items from the shops: clothes for all ages, school uniforms, shoes, bed linen and towels, kitchen and houseware, toys, books and many other things.

Telephone	07960 031075
Email	julie.hagarty@enhanceable.org

# Meals on Wheels

Meals on Wheels can deliver one-off orders over the Christmas period, including Christmas Eve and Christmas Day, as well as regular deliveries throughout the year. They have a festive menu for Christmas and the new year. There is a charge for meals – starting from £7.99 for a 3 course meal.

Telephone	020 8683 0440
Email	croydon.office@apetito.co.uk

# Defra Grant

Richmond AID and Citizens Advice Richmond (CAR) may be able to help with a DEFRA emergency assistance grant for food and essentials. This grant can support people who are struggling to afford food and other essentials due to COVID-19, subject to available funds up to 31st March 2021. You may have lost your job, be on reduced pay or have benefit issues and are struggling to afford food and other essentials or have extra costs as a result of Covid-19

- It can be up to £500 for households with 2 children or £300 for household without children. It's for food and essentials – essentials can be gas and electricity, winter clothes, beds, other goods.
- Richmond AID and Citizens Advice Richmond will talk to you and assess your needs and eligibility and advise you on a range of different options or support available to you.
- Please note that you will need to provide evidence that you are resident in LB Richmond.
- Turn around is approximately 5 working days so it is important to apply ASAP

## Richmond Aid:

Telephone	020 8831 6464
Email	<a href="mailto:advice@richmondaid.org.uk">advice@richmondaid.org.uk</a>

## Citizens Advice Richmond:

Telephone	0300 330 2114
Email – via a form	<a href="http://www.citizensadvice-richmond.org/get-advice/email-us/">www.citizensadvice-richmond.org/get-advice/email-us/</a>



# Bridging the Gap

A guide to mental health services in LB Richmond, created by short and long term service users who had struggled to negotiate their way through the complex web of mental health services and wanted to create a guide to help others who were in a similar circumstance to themselves.

Version 2 is available on the Ruils website: <https://www.ruils.co.uk/media/2778/ruils-bridging-the-gap-2020.pdf>

Or you can contact Ruils and we will send you a copy in the post (the Ruils office is closed over the Christmas holiday, so last day to request a physical copy is December 22):

Telephone	020 8831 6083
Email	admin@ruils.co.uk

# Richmond Borough MIND

If you are struggling with your mental health over Christmas, we are here for you. RB MIND Helpline will be open seven days a week, 365 days of the year and is an opportunity for you to talk confidentially to one of their trained support workers.

Opening hours:

Mondays to Fridays from 11am to 8:30pm

Saturdays and Sundays from 2pm to 5pm.

Telephone	020 3137 9590
Website	<a href="https://www.rbmind.org/our-services/helpline/">https://www.rbmind.org/our-services/helpline/</a>

# Care Agencies

These agencies are not recommended by Ruils but they all work in our local area (around £19 per hour or at DP rate if you are in receipt of Direct Payments)

**Caremark** – Swati Bagwe, Managing Director

- [Richmond@caremark.co.uk](mailto:Richmond@caremark.co.uk)

**Amber Home Carers** – Tionne Godfrey-Smith or Lisa Marie West

- [tionne@amberhomecarers.com](mailto:tionne@amberhomecarers.com), [lisamarie@amberhomecarers.com](mailto:lisamarie@amberhomecarers.com), [info@amberhomecarers.com](mailto:info@amberhomecarers.com)

**Ami Home Care** – Aga Menaj, Registered Manager

- [info@amihomecare.com](mailto:info@amihomecare.com)

**Sleuth Ltd** – Janet & John MacDonough

- [info@sleuthltd.co.uk](mailto:info@sleuthltd.co.uk)

**London Care** - Marit Viljat, Field Care Supervisor

- [Marit.Viljat@londoncare.co.uk](mailto:Marit.Viljat@londoncare.co.uk)

**Social and domestic support only (no personal care, not CQC registered):**

Marmalade Care (self-employed carers)

- Marina: 02089778802

# Care Agencies Continued

Agencies who work locally but charge a little more (£22+ per hour)

- **Home Instead:** <https://www.homeinstead.co.uk/richmond/>
- **Right at Home:** <https://www.rightathomeuk.co.uk/twickenham-to-weybridge/?lang=en>
- **Bluebird:** <https://www.bluebirdcare.co.uk/richmond-twickenham>
- **Blue Ribbon:** <https://www.blueribboncare.org.uk/location/home-care-and-live-in-care-in-kingston-richmond-and-wimbledon/>
- **Surecare:** <https://www.surecare.co.uk/richmond/>

Deep Clean / Clearance: [info@homeanddry-maintenance.co.uk](mailto:info@homeanddry-maintenance.co.uk)