

# **Christmas Holiday Resources**

December 2021

# Mental Health Resources

# 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>

# Mental Health Resources

SHOUT	Text 85258 Available 24/7; confidential; free
Kingston and Richmond Mental Health Team	0800 028 8000
West London Mental Health Trust Single Point of Access (SPA) – Hounslow	0800 328 4444
Saneline	0300 304 7000 and 07984 967 708 <a href="mailto:support@sane.org.uk">support@sane.org.uk</a> Open 4:30 - 10:30 pm every day
Adults Emergency Duty Team (Richmond)	020 8744 2442 5pm to 9am / Weekends 24 hours A trained social worker will speak to you over the phone, assess the situation and decided the best course of action

# 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.

<https://www.ruils.co.uk/publications/bridging-the-gap/>

The second version of the Richmond booklet is available here: <https://www.ruils.co.uk/media/2778/ruils-bridging-the-gap-2020.pdf>

The first version of the Kingston booklet is available here: <https://www.ruils.co.uk/media/2904/k1btgv3.pdf>

Or you can contact Ruils and we will send you a copy in the post:

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

# RB Mind Journey Recovery Hub

Journey Recovery Hubs provide out-of-hours support to reduce immediate crisis and to safety plan for those living with mental health problems. They are available **Tuesday, Thursday, Friday (6-10pm) and Sunday (2-8pm)**.

Telephone	020 3137 9755
Email	<a href="mailto:recoveryhub@rbmind.org">recoveryhub@rbmind.org</a>
Location	32 Hampton Road, Twickenham, TW2 5QB Near Twickenham Green
Website	<a href="https://www.rbmind.org/our-services/recoveryhub/">https://www.rbmind.org/our-services/recoveryhub/</a>

## Mental Health Crisis Line

If you live in any of the five London boroughs: **Kingston, Merton, Richmond, Sutton and Wandsworth** and you need mental health support in a crisis **you can call the 24/7 Mental Health Crisis Line.**

Telephone	0800 028 8000
Website	<a href="https://www.swlstg.nhs.uk/patients-carers/crisis-support/mental-health-support-line">https://www.swlstg.nhs.uk/patients-carers/crisis-support/mental-health-support-line</a>

# Social Services

# 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/adult-social-care">https://www.kingston.gov.uk/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 2021**

# Churches Together, Teddington

Each year Churches Together in Teddington organise a Christmas Day Lunch for those who would otherwise eat alone on Christmas Day. Usually held in Elleray Hall, Elleray Road, Teddington, TW11 0HG.

**Get in touch by Monday 13 December – two doses of COVID vaccine required unless exempt.**

Telephone	Malcolm on 020 8977 1398
Email	<a href="mailto:cttchristmas21@gmail.com">cttchristmas21@gmail.com</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.
- 10.00 am to 3.00 pm on Christmas day

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

# Meals on Wheels

Meals on Wheels deliver hot meals 365 days a year. You need to give them a call or register on the website for more information.

Telephone	08082 582 070
Website	<a href="https://www.apetito.co.uk/meals-on-wheels/">https://www.apetito.co.uk/meals-on-wheels/</a>

# Richmond and Twickenham Family Hub

On the site you'll find sections on Food & Drink, Shopping, Education, Activities, Services, and Health & Fitness. These sections are full of posts on some of the best that is on offer in the area. This is not a specialist service for families with disabled young people but the page on what's on over Christmas will be of interest to many families with or without a disabled young person.

Website	<a href="https://richmondtwickenhamfamilyhub.com/christmas-fairs-lights-markets/">https://richmondtwickenhamfamilyhub.com/christmas-fairs-lights-markets/</a>
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# Parish of Mortlake

St. Mary's of Mortlake are offering a Christmas lunch – turkey and all the trimmings, musical entertainment, the Queen's speech and a visit from Father Christmas. Wednesday 25th December from 12.30 - 4.00 pm at Mortlake High St, London SW14 8JA. **Booking required.**

Telephone	07801 627878 - Deborah Carter
Email	parishlunches@gmail.com

# Churches Together, Whitton

Churches Together in Whitton are offering delivery of a hot Christmas dinner on Christmas day for people based in Whitton and Heathfield areas. Get in touch with Jackie for more information and to book.

Telephone	0208898 0057
Email	Jackie Saville - <a href="mailto:j.saville10@mibd.co.uk">j.saville10@mibd.co.uk</a>

# FiSH

FiSH are offering a Christmas meal to be re-heated (microwave or oven), to be delivered to those who are house-bound in Barnes, East Sheen and Mortlake. For more information get in touch:

Telephone	020 88763765
Email	bus@fishhelp.org.uk

## St. Stephens Church, East Twickenham

Christmas day lunch in the church, is for people that would otherwise be spending Christmas day on their own. You are welcome to join us as a guest, whatever the reason you find yourself on your own, which may simply be that your family are overseas or away with the other side of the family this year. **Booking is essential as there are limited spaces, which you can do using the link below:**

Website to book	<a href="https://ststephenstwickenham.churchsuite.co.uk/events/5ms2ts69">https://ststephenstwickenham.churchsuite.co.uk/events/5ms2ts69</a>
Email	<a href="mailto:fionasmith@st-stephens.org.uk">fionasmith@st-stephens.org.uk</a>

# Household Support Grant

Richmond AID and Citizens Advice Richmond (CAR) may be able to help with Household Support Fund – an assistance grant for food and essentials. This grant can support people who are struggling to afford food and other essentials. 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.

## 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>

# Care Agencies

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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/>
- **Cura Care:** <http://curacare.co.uk/>
- **Helping Hands:** <https://www.helpinghandshomecare.co.uk/our-locations/richmond/>

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

# Food Banks over Christmas

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The food banks listed on the following page are operational over the Christmas period and can offer non-perishable, in-date food e.g. tinned food, pasta, rice, tea, coffee, cereal.

**In order to access these banks, you need a food voucher that Ruils and other orgs can provide.** Once you have a voucher, then Drop in at one of the centres to collect a food parcel.

If you need to request a voucher, please call Ruils or another organisation you are connected with to discuss. The Ruils office will be closed from 5 pm on December 23<sup>rd</sup>.

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

# Local Food Banks

Name	Location	Christmas Days & Times
<b>Vineyard Community Centre</b> 020 8940 0274 (Back-up number: 020 8439 9735)	The Vineyard Richmond TW10 6AQ	Thursday 23 <sup>rd</sup> December 12.30 – 4.00 pm Thursday 30 <sup>th</sup> December 12.30 – 4.00 pm Thursday 6 <sup>th</sup> January 12.30 – 4.00 pm
<b>Castelnau Community Centre</b> 020 8741 0909	7 Stillingfleet Road Barnes London SW13 9AQ	Friday 24 <sup>th</sup> December 9.15 – 11.15 am (working from the Shed) Friday 31 <sup>st</sup> December 9.15 – 11.15 am (working from the Shed) Friday 7 <sup>th</sup> January 9.15 -11.15 am
<b>White House (YMCA)</b> <a href="tel:02089791884">020 8979 1884</a>	The Avenue Hampton TW12 3RN	Tuesday 21 <sup>st</sup> December (working from All Saints) Tuesday 4 <sup>th</sup> January 9.30 – 4.00pm
<b>Whitton Community Centre</b> 020 88944452	Percy Road Whitton TW2 6JL	Friday 24 <sup>th</sup> December 9.30 – 12.00 Friday 7 <sup>th</sup> January 9.30 – 12.00

# Other Food Distribution

Name	Location	Day & Time	What	How
<b>The Real Junk Food Project</b> <a href="tel:02088923676">020 8892 3676</a> <a href="mailto:trjfp.twickenham@gmail.com">trjfp.twickenham@gmail.com</a>	ETNA Centre East Twickenham	Monday + Wednesday + Friday 11:30 – 1:30pm	Surplus food – fresh veg, baked goods, hot cooked meals	Drop-in
<b>The Real Junk Food Project</b>	Noble Wines, Hampton Hill High Street	Tuesday 11 – 12pm	Surplus food – fresh veg, baked goods,	Drop-in
<b>The Real Junk Food Project</b> 0208 941 2373	Linden Road Hampton TW12 2JG	Thursday 11.30-1.30pm	Surplus food – fresh veg, baked goods,	Drop-in
<b>Richmond Aid</b> 020 8831 6080 or email <a href="mailto:info@richmondaid.org.uk">info@richmondaid.org.uk</a>	The DAAC 4 Waldegrave Road Teddington TW11 8HT	Wednesday morning 11-12.30pm <b>Last session 22/12/21</b> Reopening 5/01/22	Surplus food Food near-end-date	Pick up outside the building

# Other Food Distribution Cont.

Name	Location	Day & Time	What	How
Olio	<a href="https://olioex.com">https://olioex.com</a>	Online only	Surplus food Food near-end-date	Sign up to the Olio app access what is available in your area
Food for Thought	Heathfield Recreation Ground, Powdermill Lane Twickenham TW2 6EG	Saturday 11.30am-1.30am Thursday 2.30pm-4.30pm	Food that would otherwise have been discarded from local supermarkets, restaurants and independent outlets.	Drop-In
Good Food Coop		<a href="https://goodfoodcoop.org.uk/">https://goodfoodcoop.org.u k/</a>	Heavily subsidized fruit & veg box	<a href="mailto:info@goodfoodcoop.org.uk">info@goodfoodcoop.org.uk</a>