

Christmas Holiday Resources

December 2022

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	jo@samaritans.org email with a 24 hour response time
Website	www.samaritans.org

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 support@sane.org.uk 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 Richmond and Kingston Boroughs, 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/>

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	recoveryhub@rbmind.org
Location	32 Hampton Road, Twickenham, TW2 5QB Near Twickenham Green
Website	https://www.rbmind.org/support-for-adults/journey-recovery-hub/

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	https://www.swlstg.nhs.uk/patients-carers/crisis-support/mental-health-support-line

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

Telephone	020 8547 5005
Email	adults@kingston.gov.uk
Out of hours phone	020 8770 5000
Website	https://www.kingston.gov.uk/adult-social-care

Richmond:

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

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	https://www.richmond.gov.uk/single_point_of_access

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.

Medical Support

Get Medical Help

If you think it's an emergency:

- call [999](tel:999)
- [find your nearest A&E](#)

If you need help now, but it's not an emergency:

- go to 111.nhs.uk or call [111](tel:111)
- speak to a [pharmacist](#) for advice on medicines or common problems like coughs, colds and rashes
- see a [GP](#) or [dentist](#)

Organisations & Activities available over Christmas 2022

Churches Together, Teddington

Each year Churches Together in Teddington organise a Christmas Day Lunch for those who would otherwise eat alone on Christmas Day. Held in Elleray Hall, Elleray Road, Teddington, TW11 0HG. There will be entertainment, mince pies and other refreshments plus a chance to join in Carols and other activities.

Transport can be provided for those who need it. Booking required.

Telephone	07963 788269
Email	cttchristmas22@outlook.com

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. **Limited spaces, booking required to avoid disappointment.**

Telephone or Text	Susan Green on 07713 405049
Email	theinspiredhub@gmail.com

The Real Junk Food Project, Twickenham

TRJFP at the ETNA Centre, 13 Rosslyn Road, Twickenham, TW1 2AR are offering a pay as you feel Christmas lunch on Wednesday 21 December from 11:30 am – 1:30 pm. Bring a bag with you to take home surplus food.

They will also be open on December 28 and 30, providing a hot meal.

Telephone	020 8892 3676
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The Warm Soup Club

Join the Warm Soup Club for a warm space and simple lunch at Mortlake Hall, Mullins Path, Mortlake, SW14 8EZ. They will be operating over the Christmas period from 12-3 pm on December 21, 22, 28 and 29. Everyone is welcome and food is free of charge.

Website	https://www.mortlakecommunityassociation.org.uk
Telephone	020 8487 5500

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	https://www.apetito.co.uk/meals-on-wheels/

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.

Website	https://richmondtwickenhamfamilyhub.com/christmas-fairs-lights-markets/
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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. Tickets for the lunch are £5.

Booking is essential as there are limited spaces, which you can do using the link below:

Website to book	https://ststephenstwickenham.churchsuite.com/events/ocdxllxk
Email	fionasmith@st-stephens.org.uk

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 £600 for households with 2+ children, £500 for households with 1 child 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	advice@richmondaid.org.uk

Citizens Advice Richmond:

Telephone	0300 330 2114
Email – via a form	www.citizensadvice.org.uk/richmond/get-advice/email-us/

Care Agencies

Care Agencies

These agencies are not recommended by Ruils, but they all work in our local area.

Caremark – Swati Bagwe, Managing Director

- Richmond@caremark.co.uk (020 8544 8037)

ABS Care

- info@abscareltd.com (07861 734494)

Amber Home Carers – Tionne Smith, Registered Manager

- info@amberhomecarers.com (020 8563 8209)

Ami Home Care – Aga Menaj, Registered Manager

- info@amihomecare.com (020 3026 3706)

London Care - Marit Viljat, Field Care Supervisor

- Marit.Viljat@londoncare.co.uk (07734 876422)

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

Marmalade Care (self-employed carers)

- Marina: 020 8977 8802

Care Agencies Continued

- **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

Food Banks over Christmas

Food Banks over Christmas

Only some of the local foodbanks in Richmond are operational over the Christmas period (check days/hours on the following page). They 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 22nd.

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

Local Food Banks

Name	Location	Christmas Days & Times
Vineyard Community Centre 020 8940 0274 (Back-up number: 020 8439 9735)	The Vineyard Richmond TW10 6AQ	Wednesday 28 th December 12.00 – 3.00 pm for urgent needs only. They will return to normal operating days/times from Jan 3 rd .
Castelnau Community Centre 020 8741 0909	7 Stillingfleet Road Barnes London SW13 9AQ	Friday 23 rd December 9.15 – 11.15 am (working from the shed) Friday 30 th December 9.15 – 11.15 am (working from the shed)
White House (YMCA)	The Avenue Hampton TW12 3RN	The Whitehouse YMCA location will be closed over the Christmas period. They will reopen on Tuesday 3 rd of Jan.
Whitton Community Centre	Percy Road Whitton TW2 6JL	The Whitton foodbank will be closed over the Christmas period. They will reopen on Friday January 6 th .

Other Food Distribution

Name	Location	Day & Time	What	How
The Real Junk Food Project 020 8892 3676 trjfp.twickenham@gmail.com	ETNA Centre East Twickenham	Open on Wed Dec 28 and Fri Dec 30 from 11:30-13:30. Closed on 23-26 December. Closed on 2 January, and back to normal days/times from the 4 th .	Surplus food – fresh veg, baked goods, hot cooked meals	Drop-in
Richmond Aid 020 8831 6080 or email info@richmondaid.org.uk	The DAAC 4 Waldegrave Road Teddington TW11 8HT	Wednesday morning 11:00 - 12.30 pm Last session is Wed 21st Dec. Reopening Wed 4 th Jan	Surplus food Food near-end-date	Pick up outside the building
Olio	https://olioex.com	Online only	Surplus food Food near-end-date	Sign up to the Olio app

Other Food Distribution Cont.

Name	Location	Day & Time	What	How
Food for Thought	Heathfield Recreation Ground, Powdermill Lane Twickenham TW2 6EG	Saturday December 24, 31 from 11.30 am - 1.30 pm Thursday December 27 from 2.30 - 4.30 pm	Food that would otherwise have been discarded from local supermarkets, restaurants and independent outlets.	Drop-In
Good Food Coop		https://goodfoodcoop.org.uk/	Heavily subsidized fruit & veg box	Email info@goodfoodcoop.org.uk