

Christmas Resources 2023



ruils
independent living

Organisations & Activities available over Christmas 2023

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	Colin and Elizabeth Hicks on 020 8977 8000
Email	CTTChristmas23@gmail.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. Father Christmas will be there and there will be live music too! 10.30 am to 3.30 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 will be open on Wednesday December 27 and Friday December 29, providing a hot meal between 11:30 am – 1:30 pm.

TRJFP will not operate on Monday 25 December or Monday 1 January. They will return to normal operating hours from Wednesday 3 January.

Telephone	020 8892 3676
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Churches Together, Whitton

Churches Together in Whitton cordially invite the elderly and those on their own to join them for a traditional Christmas Day lunch from 11:30 am – 3:30 pm on 25 December. **Transport can be provided for those who need it. Booking required, limited spaces.**

Telephone	Roubina on 07932 526946
Email	CTiWChristmas@gmail.com

Wiltshire Farms Food Delivery

Meals on Wheels does not operate in Richmond anymore, but a partner organisation, Wiltshire Farms delivers frozen meals to those who may find preparing meals difficult. You need to give them a call or register on the website for more information.

Telephone	01737 823366
Website	https://wiltshirefarmfoods.com/

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.

- 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/

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

Mental Health Team Sign Point of Access for Richmond and Kingston	0203 513 5000
South West London and St George's Mental Health NHS Trust 24/7 Mental Health Support Line	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 Adults

Wandsworth:

Telephone	020 8871 7707, Monday to Friday 9am to 5pm
Out of hours phone	020 8871 8999
Website	https://www.wandsworth.gov.uk/health-and-social-care/adult-social-care/contact-adult-social-care/

Hounslow:

Telephone	020 8583 3100, Monday to Friday 9am to 5pm
Email	Adultsocialcare@hounslow.gov.uk
Out of hours phone	020 8583 2222, Monday to Friday 5pm to 8am and 24 hours at weekends and bank holidays
Website	https://www.hounslow.gov.uk/info/20130/safeguarding_adults_at_risk

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

Child Protection Team – for Hounslow:

Telephone	020 8583 6600
Website	https://www.hounslow.gov.uk/info/20075/child_protection

Social Services for Children

Multi-Agency Safeguarding Hub (MASH) – for Wandsworth:

Telephone	020 8871 7899, Monday to Friday 8am to 5pm
Out of hours phone	020 8871 6000
Email	mash@wandsworth.gov.uk
Website	https://www.wandsworth.gov.uk/health-and-social-care/children-and-families/report-a-concern-about-a-child/

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

You can contact the numbers shared in this resource to request support or report a concern about a child or young person, but if there is immediate danger, you must call 999.

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](#)

Care Agencies

Care Agencies

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

- **Amber Home Carers:** <https://www.homecare.co.uk/homecare/agency.cfm/id/65432230213> - 020 8890 2566
- **Caremark:** <https://www.caremark.co.uk/locations/richmond-upon-thames/> - 0208 544 8037
- **Home Instead:** <https://www.homeinstead.co.uk/richmond/> - 0203 879 7877
- **Bluebird:** <https://www.bluebirdcare.co.uk/richmond-twickenham> - 020 4538 3483
- **Surecare:** <https://www.surecare.co.uk/richmond/> - 020 3795 1014
- **Cura Care:** <http://curacare.co.uk/> - 0208 892 9222
- **Helping Hands:** <https://www.helpinghandshomecare.co.uk/our-locations/richmond/> - 020 3993 7817

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

Marmalade Care (self-employed carers): <https://www.marmaladecare.net/>

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 21st

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	Closed Monday 25th December and Monday January 1st Open Thursday 28 th December from 13:00 – 15:00 They will return to normal operating days/times from Jan 4th
Castelnau Community Centre 020 8741 0909	7 Stillingfleet Road Barnes London SW13 9AQ	Open Friday 22 nd December 9:15 – 11:15 Open Friday 29 th December 9:15 – 11:15 Operating from the sheds at rear of Castelnau Community Centre
White House (YMCA) 07566 746531	The Avenue Hampton TW12 3RN	Open Tuesday 26 th December from 9:30 – 15:15 Closed Tuesday 2nd January 2024
Whitton Community Centre 07516 935655	Percy Road Whitton TW2 6JL	Open Friday 22 nd and 29 th December from 9:30 – 12:00

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 27 and Fri Dec 29 from 11:30-13:30. Closed on 22-25 December. Closed on 1 January, and back to normal days/times from the 3 rd .	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 20th Dec. Reopening Wed 3 rd Jan	Surplus food Food near-end-date	Pick up outside the building
Food for Thought	Heathfield Recreation Ground, Powdermill Lane Twickenham TW2 6EG	Saturday December 23, 30 from 11.30 am - 1.30 pm Thursday December 28 from 2.30 - 4.30 pm	Food that would otherwise have been discarded from local supermarkets, restaurants and independent outlets.	Drop-In