

# Christmas Resources 2024



**ruils**  
independent living

# **Richmond Organisations & activities Christmas 2024**

# 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 at Elleray Hall in Teddington. 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	John at 07503584532
Email	<a href="mailto:CTTChristmas24@gmail.com">CTTChristmas24@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. Father Christmas will be there and there will be live music too! 10:30 am to 3:00 pm on Christmas day. **Limited spaces, booking required to avoid disappointment.**

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

# 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 by 11<sup>th</sup> December, limited spaces.**

Telephone	Roubina on 07932 526946
Email	<a href="mailto:CTiWChristmas@gmail.com">CTiWChristmas@gmail.com</a>

# 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	<a href="https://wiltshirefarmfoods.com/">https://wiltshirefarmfoods.com/</a>

# Christmas Day Lunch at Sidra

Sidra Restaurant in Twickenham are offering a free Christmas Day lunch to individuals who would otherwise be isolated or alone on Christmas. This is happening at the Twickenham restaurant only. **There are limited spaces and you must book in advance to attend.**

Telephone	020 8241 0062 (Twickenham)
Website	<a href="https://sidrauk.com/">https://sidrauk.com/</a>

# United Response Christmas Day Quiz

United Response, who support Disabled people across Richmond and Kingston, are hosting their annual Christmas Day quiz online from 12:00 – 1:30 pm. It will be held on Microsoft Teams (online). To access the link, get in touch with Matthew below.

Telephone	07917 492436
Email	<a href="mailto:Matthew.Campbell@unitedresponse.org.uk">Matthew.Campbell@unitedresponse.org.uk</a>
Link to join	<a href="#">Click here to join on the day</a>

# Christmas Day Lunch in Feltham

Riverside Vineyard Church in Feltham are hosting a Christmas Day Lunch for those who might otherwise be on their own from 12:00-4:00 pm on 25 December. If people are able to make a £4 donation to cover the cost, that is very welcome, but if paying is an issue you can speak with the team. **Booking ahead required using the link below. If you need a ride, let the team know and they can help arrange.**

Website	<a href="https://riversidevineyard.churchsuite.com/events/ytty1mqh">https://riversidevineyard.churchsuite.com/events/ytty1mqh</a>
Email	<a href="mailto:hello@riversidevineyard.com">hello@riversidevineyard.com</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.

- 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 3393 7011
Email	<a href="mailto:advice@richmondaid.org.uk">advice@richmondaid.org.uk</a>

## Citizens Advice Richmond:

Telephone	0808 278 7873
Email – via a form	<a href="http://www.citizensadvice.org.uk/richmond/get-advice/email-us/">www.citizensadvice.org.uk/richmond/get-advice/email-us/</a>

# 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

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 <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 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/article/bridging-the-gap-2/>

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

Telephone	020 8831 6083
Email	<a href="mailto:info@ruils.co.uk">info@ruils.co.uk</a>

# 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/support-for-adults/journey-recovery-hub/">https://www.rbmind.org/support-for-adults/journey-recovery-hub/</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 Adults

## Wandsworth:

Telephone	020 8871 7707, Monday to Friday 9am to 5pm
Out of hours phone	020 8871 6000
Website	<a href="https://www.wandsworth.gov.uk/health-and-social-care/adult-social-care/contact-adult-social-care/">https://www.wandsworth.gov.uk/health-and-social-care/adult-social-care/contact-adult-social-care/</a>

## Hounslow:

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

**Child Protection Team – for Hounslow:**

Telephone	020 8583 6600
Website	<a href="https://www.hounslow.gov.uk/info/20075/child_protection">https://www.hounslow.gov.uk/info/20075/child_protection</a>



# Social Services for Children

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

Telephone	020 8871 6622, Monday to Friday 8am to 5pm
Out of hours phone	020 8871 6000
Email	<a href="mailto:mash@wandsworth.gov.uk">mash@wandsworth.gov.uk</a>
Website	<a href="https://www.wandsworth.gov.uk/health-and-social-care/children-and-families/report-a-concern-about-a-child/">https://www.wandsworth.gov.uk/health-and-social-care/children-and-families/report-a-concern-about-a-child/</a>

**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](https://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

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

## Richmond:

- **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

## Wandsworth:

- **Mushkil Aasaan Community Care for Families** - <https://mushkilaasaan.com/> - 020 8672 6581
- **Gentle Healthcare** – <https://www.gentlehealthcareservices.com/> - 08007720017
- **Trio Care** – <https://www.triocareagency.co.uk/> - 020 3336 2050

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

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

# Food Banks over Christmas

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Only some of the local foodbanks in Richmond and Wandsworth are operational over the Christmas period (check days/hours on the following pages). 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. **All requests to Ruils must be made before 5 pm on Friday December 20th.**

Telephone	020 8831 6083
Email	<a href="mailto:info@ruils.co.uk">info@ruils.co.uk</a>

# Richmond Food Banks

Name	Location	Christmas Days & Times
<b>Richmond Vineyard Community Centre</b> 07516 935 655	The Vineyard Richmond TW10 6AQ	Open on Monday 23 <sup>rd</sup> December from 13:00 – 15:00 <b>Closed Monday 30<sup>th</sup> December</b>
<b>Barnes Castelnau Community Centre</b> 020 8741 0909	7 Stillingfleet Road Barnes London SW13 9AQ	Open Friday 27 <sup>th</sup> December from 9:15 – 11:15 Open on Friday 3 <sup>rd</sup> January from 9:15 – 11:15
<b>Hampton The White House</b> 07566 746531	The Avenue Hampton TW12 3RN	Open Monday 23 <sup>rd</sup> December from 9:30 – 14:30 (instead of Tuesday 24 <sup>th</sup> ) <b>Closed Tuesday 31<sup>st</sup> December</b>
<b>Whitton Whitton Community Centre</b> 07516 935655	Percy Road Whitton TW2 6JL	Open Friday 20 <sup>th</sup> December from 9:30 – 12:00 <b>Closed on the 27<sup>th</sup> December</b>
<b>Ham Ham Youth Centre (Ham Hall)</b> 07516 935 655	Ham Close Richmond TW10 7PL	<b>Closed on 24<sup>th</sup> and 31<sup>st</sup> December</b>

All food banks in operation the week ahead of the Christmas holiday period Monday 16 - Friday 20 December. [Click here to see opening hours.](#)



# Richmond Food Banks

Name	Location	Christmas Days & Times
<b>Mortlake</b> <b>The PowerStation</b> 07516 935 655	121 Mortlake High St Mortlake SW14 8SN	Open Monday 23 <sup>rd</sup> December 13:30 – 14:45 Open Monday 30 <sup>th</sup> December 13:30 – 14:45
<b>Fulwell</b> <b>St Michael's Fulwell</b> 07516 935655	Wilcox Rd Teddington TW11 0SP	<b>Closed Wednesday 25<sup>th</sup> December</b> <b>Closed Wednesday 1<sup>st</sup> January</b>

All food banks in operation the week ahead of the Christmas holiday period Monday 16 - Friday 20 December. [Click here to see opening hours.](#)

# Wandsworth Food Banks

Wandsworth Foodbank is open on Christmas Eve 12:00 - 2:00 pm at St Mark's Church SW11 1EJ.

All Wandsworth food bank locations will be closed from Christmas Day 25<sup>th</sup> December and will reopen on Thursday 2 January for the welcome session from 10:00 am - 12:00 pm at Mitcham Lane Baptist Church, SW16 6NT.

For the most up to date information about opening hours, visit the Wandsworth Food Bank [locations](#) page on the website.

# 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	<b>Open on Monday 30<sup>th</sup> Dec from 11:30-13:30.</b>  Closed on 25-27 December. Closed on 1 <sup>st</sup> January, and back to normal days/times from the 3 <sup>rd</sup> .	Surplus food – fresh veg and baked goods, hot cooked meals, sweet pastries, tea/coffee	Drop-in, pay as you feel
<b>Richmond Aid</b> 020 3393 7011 or email <a href="mailto:info@richmondaid.org.uk">info@richmondaid.org.uk</a>	The DAAC 4 Waldegrave Road Teddington TW11 8HT	Wednesday morning 10:30 - 11.30am <b>Last session is Wed 18<sup>th</sup> Dec.</b> Reopening Wed 8 <sup>th</sup> Jan	Surplus food Food near-end-date	Pick up outside the building
<b>Food for Thought</b>	Heathfield Recreation Ground, Powdermill Lane Twickenham TW2 6EG	Saturday December 21, 28 from 11.30 am  Thursday December 26 from 2.30 pm	Food that would otherwise have been discarded from local supermarkets, restaurants and independent outlets.	Drop-In