

Useful Contact List

CORONAVIRUS (COVID-19) MATTERS

Healthwatch Central West London is an independent charity and membership organisation, that works to represent the voices of health and social care service users in Westminster and Kensington & Chelsea. Under the statutory powers given to us through section 45A of the Health and Social Care Act 2008, we have been advised by the Chair of Healthwatch England, Sir Robert Francis, to provide advice and assistance in our local areas in response to COVID-19.

Healthwatch Central West London have created this document to help you find the right help and support during this unprecedented time.

We have also produced an **online Resource Pack** which will help you navigate through the vast amounts of information currently available online. The Resource pack and up to date copy of this document is available on Healthwatch Central West London coronavirus webpage www.healthwatchcwl.co.uk/coronavirus

Stay alert, control the virus, save lives

NHS staff, care providers and other key workers are working flat out to deal with an unprecedented health emergency. The Government is asking the public to help by following advice and using NHS services in the right way.

All NHS, Local Authority and voluntary sector organisations had to make temporary changes or, in some cases, suspend their services to focus all efforts on dealing with Coronavirus outbreak. Please be aware that **NHS is still looking after patients and are dealing with issues that are not related to Coronavirus**. If you have ongoing health needs or an urgent health concern - do seek help.

Most information about Coronavirus (Covid-19) and about the changes to service provision are available online. If you don't have access to internet, please **call the service provider** to check if they can help you remotely.

If we have missed anything or you have questions that still need answering, please let us know by contacting info@healthwatchcentralwestlondon.org

CONTENTS:

- 3 STAY ALERT, STAY SAFE**
- 3 Social distancing, Self-isolation, Shielding
- 4 LINKS TO OFFICIAL INFORMATION AND ADVICE**
- 5 HEALTH MATTERS**
- 5 Coronavirus health advice 24/7
- 5 GP
- 5 Medication
- 5 Hospitals
- 6 Urgent Health Care
- 7 Dental Care
- 7 Mental Health Services
- 8 SOCIAL CARE AND CARING MATTERS**
- 8 Adult and children social services and safeguarding
- 8 Support for carers
- 9 HOMELESSNES**
- 10 MENTAL WELLBEING MATTERS**
- 10 Generic support
- 11 Specialist support
- 12 Support for younger people
- 12 Support for parents
- 12 Abuse matters
- 13 Addictions
- 14 PHYSICAL ACTIVITY MATTERS**
- 15 PRACTICAL HELP**
- 15 Essential supplies
- 16 Food Banks
- 17 Mutual Aid Groups
- 18 MONEY MATTERS**
- 18 Benefits
- 18 Advice for business
- 19 HOUSING MATTERS**
- 19 VOLUNTEERING MATTERS**
- 20 SHARE YOUR STORY**
- 20 ACKNOWLEDGEMENT**
- 20 CONTACT US**

STAY ALERT, STAY SAFE

The Government has updated their measures and advice

SOCIAL DISTANCING

To stop the spread of coronavirus (COVID-19), you should avoid close contact with anyone you do not live with. This is called social distancing.

But if you live alone or you're a single parent who lives alone with your children, you can meet with 1 other household without social distancing. This is called a support bubble.

Government is regularly assessing and updating the rules on social distancing. General advice is:

- Work from home if you can
- Limit contact with other people
- Keep your distance if you go out (2 metres (6ft) apart where possible)
- Wash your hands regularly

Face coverings

(should not be worn by children under 3 and people who would find wearing them difficult)

Wear something that covers your nose and mouth: on public transport and when you go to hospital appointments or visit someone in hospital.

If you can, also wear a face covering in other places when it's hard to stay away from people, such as in shops.

For more information, go online www.nhs.uk/conditions/coronavirus-covid-19

How to protect yourself, self-isolation, advice for people at higher risk, advice for pregnancy advice, looking after your health and wellbeing

SELF-ISOLATION

You need to self-isolate if:

- you have any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- you're waiting for a coronavirus test result
- you've tested positive for coronavirus - this means you have coronavirus
- you live with someone who has symptoms, is waiting for a test result or has tested positive
- someone in your support bubble has symptoms, is waiting for a test result or has tested positive

If you self-isolate, do not go out to buy food or collect medicine - order them by phone or online, or ask someone else to drop them off at your home, do not have visitors in your home.

If you have Coronavirus symptoms you need to self-isolate for at least 7 days, if someone in your household have symptoms, you will need to follow self-isolation guidelines for at least 14 days.

NHS advice on self-isolation

www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice

SHIELDING

People who are at highest risk of severe illness resulting in hospitalisation if they catch coronavirus, have been strongly advised to rigorously follow the government guidance, which includes **staying at home at all times for at least 12 weeks.**

People that have been identified from their medical records as being at highest risk have been contacted by the Government asking to shield themselves and signposted for support. If you

LINKS TO OFFICIAL INFORMATION AND ADVICE

GOVERNMENT

How to protect yourself and others; employment and financial support; school closure, education and child-care; guidance for employers, employees and businesses, statutory sick pay; healthcare workers and carers; effect on public services; Coronavirus cases and numbers.

www.gov.uk/coronavirus

NHS

Coronavirus Symptoms, what to do if you have symptoms, how to avoid catching or spreading, social distancing, who is at high risk, advice for people at high risk, pregnancy advice, travel advice, Coronavirus situation in the UK

www.nhs.uk/conditions/coronavirus-covid-19

CITY OF WESTMINSTER

Information for the City of Westminster residence, businesses, vulnerable people, where to get help and how to volunteer

www.westminster.gov.uk

Westminster Connects

If you need help or you know of anyone who needs help as a result of COVID-19

Tel. 020 7641 1222 (8am to 10pm, 7 days a week).

Email westminsterconnects@westminster.gov.uk

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

www.rbkc.gov.uk

Information for the Kensington and Chelsea residence, businesses, vulnerable people, where to get help and how to volunteer

Email covid-19enquiry@rbkc.gov.uk

COVID-19 Hub Kensington and Chelsea

www.rbkc.gov.uk/coronavirus-covid-19

The COVID-19 Hub has been set-up to co-ordinate the support being offered by the Council and by Kensington and Chelsea's voluntary organisations during the Coronavirus pandemic for vulnerable residents, those at highest risk of severe illness from Coronavirus and for whom self-isolation is most critical.

Tel. 020 7361 4326 (9am-5pm, 7 days a week)

Email C19Hub@rbkc.gov.uk

HAMMERSMITH AND FULHAM

Information for the Hammersmith and Fulham residence, businesses, vulnerable people, where to get help and how to volunteer

www.lbhf.gov.uk/coronavirus-covid-19

Hammersmith and Fulham Community Aid Network

H&F CAN is the volunteer community aid network launched by Hammersmith & Fulham Council to support residents in need during the coronavirus pandemic. H&F CAN offers support to residents who don't have friends or family close by to help them.

Tel. 0800 145 6095 (9am to 7pm) freephone

HEALTH MATTERS

CORONAVIRUS HEALTH ADVICE 24/7

If you have symptoms, to protect others, **do not go to the GP surgery, pharmacy or hospital**

Testing

Anyone who has symptoms of Covid-19 (whatever the age) can apply for a free test to check if they have the virus. This is called an antigen test.

CORONAVIRUS SYMPTOMS

- a high temperature - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss of, or change to, your sense of smell or taste

If you have symptoms, go online 111.nhs.uk/covid-19/
Only call 111 if you

TESTING

The test needs to be done in the first 5 days of having symptoms. Apply for the test as soon as you have symptoms.

Call 119

Book online: <https://111.nhs.uk/covid-19>

GP

Health issues not related to Coronavirus

GP practices continue looking after their patients. If you have concerns about your health, please speak to your GP

Contact your GP by phone or online

Find a GP practice www.nhs.uk/service-search/find-a-gp

If it's likely you have coronavirus, and you also have a health condition that requires medical help, your GP or NHS 111 can refer you to a temporary 'hot clinic' for a face to face appointment with a doctor or nurse

Out of hours GP advice

Ring 111 when your GP practice is closed

MEDICATION

If you have Coronavirus symptoms or you are self-isolating **do not go to the pharmacy**

Instead

- Ask someone you know to collect your prescribed medication from the pharmacy;
- Ask the pharmacy to deliver medication to your home;
- Talk to your GP

Order prescriptions online or call your GP practice and have your prescriptions sent to the pharmacy of your choice

If you are self-isolating or shielding, ask someone you know or your pharmacy to deliver medication to your home.

If you have difficulties obtaining medication from the pharmacy - speak to your GP.

Find a Pharmacy near you

www.nhs.uk/service-search/find-a-pharmacy/

Find internet pharmacy

www.nhs.uk/Service-Search/other-services/pharmacies/internetpharmacies

Emergency prescriptions can be obtained at your pharmacy

For more information go on line

111.nhs.uk/emergency-prescription

HOSPITALS

Hospitals are restarting their services.

If you're advised to go to hospital, it's important to go.

- Some appointments may be online, by phone or by video call
- You may be asked to come to your appointment alone, if you can
- You must wear something that covers your nose and mouth when you go to a hospital.

Contact Hospital for more information and advice.

Continue to the next page for the list of hospital phone numbers

Continue from the previous page re **HOSPITALS**

IMPERIAL HOSPITAL HEALTHCARE NHS TRUST

St Mary's, Charring Cross, Hammersmith, Queen Charlotte's and Chelsea and Western Eye Hospitals
www.imperial.nhs.uk/patients-and-visitors/patient-information/coronavirus-latest-information

General Inquiries 020 3311 3311

Outpatient appointments 020 3313 5000 (booking team)

Admissions 020 3311 6611

Maternity Helpline 020 3312 6135

Sexual Health and HIV 020 3312 1225

St Mary's Hospital 020 3312 6666 (general inquiries)

Charing Cross Hospital 020 3311 1234 (general inquiries)

Hammersmith Hospital 020 3313 1000 (general inquiries)

Queen Charlotte's and Chelsea Hospital 020 3313 1111 (general inquiries)

Western Eye Hospital 020 3312 6666 (general inquiries)

CHELSEA AND WESTMINSTER HOSPITAL NHS FOUNDATION TRUST
www.chelwest.nhs.uk/about-us/news/advice-for-public-about-coronavirus

Switch board 020 3315 8000

ROYAL BROMPTON AND HAREFIELD HOSPITALS NHS FOUNDATION TRUST

www.rbht.nhs.uk/our-hospitals/royal-brompton-hospital

General inquiries 020 7352 8121

URGENT HEALTH CARE

If you have Coronavirus symptoms **do not go to the walk-in services, or Urgent Care Centres**. Instead, use NHS 111 services

At present, Urgent Care Services **do not** offer testing for COVID-19

Call 999 in a medical emergency only

This is when someone is seriously ill or injured and their life is at risk.

WALK-IN SERVICES and URGENT CARE SERVICES (UCC)

Walk-in services may screen you for Coronavirus symptoms and could turn you away if you have it.

Before going there, ring them first, you may be able to resolve your issue on the phone.

Soho Square Walk-in 020 7534 6500

St Charles Health and Wellbeing Urgent Care Centre temporary closed due to Coronavirus

Parsons Green Walk-in temporary closed due to Coronavirus

Earls Court Health and Wellbeing Centre Walk-in permanently closed

St Mary's Urgent Care Centre 020 3312 6666

Charring Cross Urgent Care Centre 020 3311 1234

Chelsea and Westminster Hospital Urgent Care Centre 020 3315 8000

University College Hospital Urgent Care Centre 020 3456 7890

Hammersmith Hospital Urgent Care Centre temporary closed due to Coronavirus

DENTAL CARE

If you have Coronavirus symptoms, **do not go to the dentist, ring them instead**

If you can't contact your dentist and it's an emergency call 111

Dental practices will start re-opening from 8 June 2020

Practices will prioritise their patients based upon their needs and screen for Coronavirus symptoms.

You will notice that the dental team may be wearing different protective equipment to what you are used to seeing.

Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.

If some conditions cannot be managed by these means, then patients can be referred to the Local Urgent Dental Care system

If you need an urgent advice, contact your Dental Practice

If you can't contact your dentist and it's an emergency call 111

Find NHS dentist www.nhs.uk/service-search/find-a-dentist

MENTAL HEALTH SERVICES

Wherever possible, people who need urgent mental health support **should not go to A&E - instead**, there are other places which can provide specialist mental healthcare

However, do seek help in mental health crises or emergency

WEST LONDON TRUST - Single point of access

Call this number to get help or advice in a crisis, 24 hours a day, 7 days a week, 365 days a year. Due to coronavirus (Covid-19) situation it takes longer than usual to answer the call.

Tel 0300 1234 244 (24-hour helpline)

CENTRAL WEST LONDON SINGLE POINT OF ACCESS CRISIS TEAM

Help in a mental health crisis or emergency

Tel 0800 0234 650

SOUTH WEST LONDON AND ST GEORGE MENTAL HEALTH crises support

Tel 020 3513 5000 between 9am-5pm Monday to Friday

Out of Hours Mental health support line 0800 028 8000

Open from 5pm to 9am Monday to Friday and 24 hours on Saturdays, Sundays and bank holidays.

IMPROVING ACCESS TO PSYCHOLOGICAL THERAPIES (IAPT)

This service offer talking therapies and counselling services for people with problems such as feelings of low mood, anxiety, particular fears or problems coping with daily life and relationships.

Due to coronavirus (Covid-19), IAPT services have postponed all face-to-face and group appointments. But it may still offer telephone support, video call support and online treatment.

IAPT Westminster

Tel 030 3333 0000

Email westminster.iapt@nhs.net

Self-referral cnwltalkingtherapies.org.uk/refer-yourself

IAPT Kensington and Chelsea

Tel 020 3317 4200

Email cnw-tr.clw@nhs.net

Self-referral cnwltalkingtherapies.org.uk/refer-yourself

IAPT Hammersmith

Back on Track (H&F IAPT) Tel 0300 123 1156

Visit the website for self- help material

www.backontrack.nhs.uk/resources/self-help-materials/

SOCIAL CARE AND CARING MATTERS

SOCIAL SERVICES AND SAFEGUARDING

WESTMINSTER CITY COUNCIL

Adult Social Care Westminster

Anyone who is concerned about someone who they think requires care and support to contact adult social care should contact:

Tel **020 7641 1444** or **020 7641 1175**

Email adultsocialcare@westminster.gov.uk

Adult Social Safeguarding

Tel **0207 641 2176**

Children Services or Safeguarding Westminster

Anyone who has a concern about a child, or a safeguarding concern should contact:

Tel **0207 641 4000**

Email AccesstoChildrensServices@westminster.gov.uk

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Adult Social Care RBKC

If you are concerned about yourself or someone you know, or have a safeguarding concern, please contact Adult Social Care

Tel **020 7361 3013**

Email socialservices@rbkc.gov.uk

Covid-19 general queries email covid-19enquiry@rbkc.gov.uk

HAMMERSMITH AND FULHAM

Adult and Children Social care H&F

Tel **020 8753 4198**

Email h&fadvice.care@lbhf.gov.uk

CARERS

CARERS NETWORK WESTMINSTER AND KENSINGTON AND CHELSEA

www.carers-network.org.uk

Carers advisor can support you with Carers assessment and review, Offer information and advice about local service provision and response to Corvid-19

Tel **020 8960 3033**

CARERS UK

www.carersuk.org/help-and-advice

Advice and information on all caring related matters

Tel **0808 808 7777** from Monday to Friday, 9am - 6pm

HOMELESSNESS

SLEEPING ROUGH

STREET LINK

www.streetlink.london

Report rough sleepers and link them with support services. You will be asked to provide exact location so that rapid response teams can find the person you are concerned about.

Contact StreetLink via the website, mobile app and phone line and alert local authorities and street outreach services

Tel 0300 500 0914

ST MANGO'S HAMMERSMITH AND FULHAM

www.mungos.org/contact-us

Offer information and support to homeless people about accommodation, health and social care, skill building and employment

Email info@mungos.org

Tel 020 3856 6000

MENTAL WELLNESS MATTERS

MENTAL WELBEEING

Whether you are concerned about yourself or a loved one, there are many specialist helplines and support groups that can offer expert advice. Find your support network, talk to someone

NHS ADVICE AND INFORMATION

www.nhs.uk/oneyou/every-mind-matters

Help with stress, anxiety, depression, sadness, low mood, loneliness. Practical tips and mindfulness tools

Mind

www.mind.org.uk

Promotes the views and needs of people with mental health problems

Tel 0300 123 3393 (Monday to Friday, 9am to 6pm)

Rethink Mental Illness

www.rethink.org

Support and advice for people living with mental illness.

Tel 0300 5000 927 (Monday to Friday, 9.30am to 4pm)

Bereavement - Cruse Bereavement Care

www.cruse.org.uk

Tel 0808 808 1677 (Monday to Friday, 9am to 5pm)

Relationships - Relate

www.relate.org.uk

The UK's largest provider of relationship support

SANE

www.sane.org.uk/support

Emotional support, information and guidance for people affected by mental illness, their families and carers.

SANEline 0300 304 7000 (daily, 4.30pm to 10.30pm)

Textcare comfort and care via text message, sent when the person needs it most www.sane.org.uk/textcare

Peer support forum www.sane.org.uk/supportforum

Mental Health Foundation

www.mentalhealth.org.uk

Support for people with learning disabilities and mental health problems.

Samaritans

www.samaritans.org.uk

Confidential support for people experiencing feelings of distress or despair

Tel 116 123 (free 24-hour helpline)

SMART recovery

smartrecovery.org.uk/online-meetings

Online meetings and also have cater for Family and Friends

Men's Health Forum

www.menshealthforum.org.uk

24/7 stress support for men by text, chat and email

Tel 020 7922 7908

The list continues on the next page

Continue from previous page re **Mental Wellness**

No Panic

www.nopanic.org.uk

Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Tel 0844 967 4848 (daily, 10am to 10pm) Calls cost 5p per minute plus your phone provider's Access Charge

Recovery Dharma

<https://recoverydharma.online/>

Online organizes daily meetings accessible via computer, smartphone, or dial-in. Together we meditate, study Buddhist teachings, and support each other on our paths to sobriety and peace

Recovery College Online

www.recoverycollegeonline.co.uk

A range of online educational courses and resources to people with experience of mental illness. For service users, their family, friends and staff

SPECIALIST SUPPORT

Alzheimer's Society

www.alzheimers.org.uk

Provides information on dementia, including factsheets and helplines

Tel 0333 150 3456

Monday to Friday 9am to 5pm and 10am to 4pm on weekends

Anxiety UK

www.anxietyuk.org.uk

Charity providing support if you have been diagnosed with an anxiety condition.

Tel 03444 775 774

Monday to Friday 9.30am to 10pm and 10am to 8pm weekends

Bipolar UK

www.bipolaruk.org.uk

A charity helping people living with manic depression or bipolar disorder

Tel 07591375544

OCD Action

www.ocdaction.org.uk

Support for people with OCD. information on treatment and online resources

Tel 0845 390 6232 (Monday to Friday, 9.30am to 5pm)

Calls cost 5p per minute plus your phone provider's Access Charge

OCD UK

www.ocduk.org

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.

Tel 0333 212 7890 (Monday to Friday, 9am to 5pm)

The list continues on the next page

Continue from previous page re **Specialist Support**

Beat - Eating disorders

www.b-eat.co.uk

Support with eating disorders for adults and under-18s

Tel 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)

Mencap - Learning disabilities

www.mencap.org.uk

Charity working with people with a learning disability, their families and carers.

Tel 0808 808 1111 Monday to Friday, 9am to 5pm

SUPPORT FOR YOUNGER PEOPLE

CALM - Campaign Against Living Miserably

www.thecalmzone.net

Free and confidential helpline and webchat for anyone who needs to talk about life's problems. For men aged 15 to 35

Tel 0800 58 58 58 (daily, 5pm to midnight)

PAPYRUS

www.papyrus-uk.org

Young suicide prevention society

HOPELINEUK 0800 068 4141

Monday to Friday 10am - 10pm and 2pm - 10pm on weekends

Children's Commissioner

www.childrenscommissioner.gov.uk

Information, guidance and advice for children on staying safe at home and online. Call us if you don't feel safe at home

CHILDLINE 0800 1111

PARENTS, CHILDREN AND TEENAGERS

YoungMinds

www.youngminds.org.uk

Information on child and adolescent mental health. Services for parents, children and professionals

Parents' helpline 0808 802 5544 (Monday to Friday 9.30am–4pm)

Family Lives

www.familylives.org.uk

Advice on all aspects of parenting, including dealing with bullying.

Tel 0808 800 2222 Monday to Friday 9am to 9pm and 10am to 3pm on the weekend

ABUSE MATTERS

NSPCC

www.nspcc.org.uk

Children's charity dedicated to ending child abuse and child cruelty

Tel 0800 1111 for Childline for children (24-hour helpline)

Tel 0808 800 5000 for adults concerned about a child (24-hour helpline)

Refuge

www.refuge.org.uk

Advice on dealing with domestic violence

Tel 0808 2000 247 (24-hour helpline)

The list continues on the next page

Continue from previous page re Specialist Support

Rape Crisis

www.rapecrisis.org.uk

Tel 0808 802 9999 (daily 12pm to 2.30pm and 7pm to 9.30pm)

Victim Support

www.victimsupport.org

Tel 0808 168 9111 (24-hour helpline)

Galop

www.galop.org.uk

Specialist LGBT+ anti-violence charity providing telephone advice and support

Tel 0800 999 5428

ADDICTIONS

Alcoholics Anonymous

www.alcoholics-anonymous.org.uk

Tel 0800 917 7650 (24-hour helpline)

National Gambling Helpline

www.begambleaware.org

Tel 0808 8020 133 (daily, 8am to midnight)

Narcotics Anonymous

www.ukna.org

Tel 0300 999 1212 (daily, 10am to midnight)

Stop Smoking Kensington and Chelsea

www.oneyou.rbkc.gov.uk

Advice, support and aids to stop smoking

Tel 020 3434 2500

Email hello@oneyoukensingtonandchelsea.org.uk

Stop Smoking Westminster

www.oneyou.westminster.gov.uk

Tel 020 3434 2500

Email hello@oneyou-westminster.org.uk

Kick It - stop smoking Hammersmith and Fulham

Tel 020 3434 2500 for free support

PHYSICAL ACTIVITY MATTERS

KEEPING FIT AND ACTIVE

NHS Fitness Studio exercise videos

www.nhs.uk/conditions/nhs-fitness-studio

Aerobic exercise, Strength and resistance, Pilates and yoga, Other fitness plans

ONE YOU

Advice about weight loss, staying active, healthy eating, exercise videos

National website

www.nhs.uk/oneyou

RBKC website

www.oneyou.rbkc.gov.uk

City of Westminster website

www.oneyou.westminster.gov.uk

PRACTICAL HELP

ESSENTIAL SUPPLIES

WESTMINSTER CONNECTS

www.westminster.gov.uk/ask-help

City of Westminster council coordinates volunteers and charities to support local residents. Individuals living in Westminster who may need help or if you know for people in need of help as a result of COVID-19, contact the council.

Fill in the form online:

Email westminsterconnects@westminster.gov.uk

Tel 020 7641 1222 (8am to 10pm seven days a week)

COVID-19 HUB Kensington and Chelsea

www.rbkc.gov.uk/coronavirus-covid-19

The COVID-19 Hub has been set-up to co-ordinate the support being offered by the Council and by Kensington and Chelsea's voluntary organisations during the Coronavirus pandemic for vulnerable residents, those at highest risk of severe illness from Coronavirus and for whom self-isolation is most critical.

Tel 020 7361 4326 (9am-5pm, 7 days a week)

Email C19Hub@rbkc.gov.uk

AGE UK KENSINGTON AND CHELSEA

Supports local residents for 65+

Can offer practical help, getting essential supplies and medication

Tel 020 8969 9105

RBKC COMMUNITY RESILIENCE GROUP

KCSC, in partnership with RBKC and the Volunteer Centre Kensington and Chelsea as part of the Community Resilience Group, supported by the Venture Centre, Bay 20 and SMART, have launched a food distribution service for vulnerable individuals and families who are under 65. You can make a referral by email or over the phone

Email covid19foodsupport@rbkc.gov.uk

Tel 020 7361 4326 Line is open 7 days a week 9am to 5pm

HAMMERSMITH AND FULHAM COMMUNITY AID NETWORK

www.lbhf.gov.uk/coronavirus-covid-19/hf-community-aid-network-can-freephone-0800-145-6095

Offers support to residents who don't have friends or family close by to help them. Can assist with bringing food, dealing with loneliness or isolation, provide hot lunch.

Freephone 0800 145 6095 (9am to 7pm)

Email can@lbhf.gov.uk

FOOD BANKS

FOODBANKS

If you cannot afford food or cannot access food because you are self-isolating, please check if any of the following services can help

Westminster Food Bank

www.westminsterchapel.org.uk/ministries/foodbank

Tel 020 7834 1731 ext 224

Kensington and Chelsea Food Bank

<https://kensingtonchelsea.foodbank.org.uk/>

Email info@kensingtonchelsea.foodbank.org.uk

Tel 0203 728 9003

Hammersmith and Fulham Food Bank

<https://hammersmithfulham.foodbank.org.uk/>

Email info@hammersmithfulham.foodbank.org.uk

Tel 020 7731 3693

North Paddington Food Bank

www.npfoodbank.org.uk/

Email info@npfoodbank.org.uk

Tel 0207 266 3347

Al-Manaar Mosque Food Bank (delivery Service run by Age UK)

Accepting food donations

Email covid19refer@aukc.org.uk and info@mchc.org.uk

Tel 020 8969 9105 for Age UK and 0208 9641496 for Al-Manaar

Bay 20 Food Bank (St Marks Road)

Accepting food donations

www.bay20.org

Email info@bay20.org

Tel 020 3579 0384

Chelsea Methodist Church Food Bank (King's Road)

Accepting food donations

www.chelseafulhammethodist.org/

Produces daily cooked meals

Email info@chelseamethodist.org.uk

Tel 020 7352 9305

Notting Hill Methodist Church Food Bank

www.nottinghillmc.org.uk

Email susannah@nottinghillmc.org.uk

Tel 020 3728 9003

ReStart at St Cuthbert's Centre Refettorio Food Bank

Accepting donations

www.refettoriofelix.com

Produce take away every day from 12 noon to 1pm. Also do home delivery in the Earls court area.

Email: ali@stcuthbertscentre.org.uk and nicola@restartlives.org

Tel 020 7835 1389

SMART Centre Food Bank Gertrude Street

www.smartlondon.org.uk

Email: jose.veiga@smartlondon.org.uk and

amelia.mustapha@smartlondon.org.uk

Tel 020 7368 7503

Continue from the previous page re **Foodbanks**

St Francis Community Church Pop-up Food Bank

Teamed up with a larger church who are doing "love thy neighbour" and provide them with non-perishable goods that they then deliver.

Also covering the Dalgarno Food Bank on Thursdays

www.htb.org/dalgarno-way

Email joe@htb.org

Tel 020 7052 0200

St Pius X Church Food Bank

www.parish.rcdow.org.uk/stcharlessquare

Takeaway meals are distributed outside the Church between the hours of 4-5pm, 79 St Charles Square, W10 6EB

Email stcharlessquare@rcdow.org.uk

Tel 020 8960 2644

Tabernacle Christian Centre Food Bank

www.tabernaclechristiancentre.org

Running hot meals deliveries to specific local areas. Working with Mutual Aid Group.

Email malapini@virginmedia.com

Tel 020 8960 5289

Venture Centre Food Bank

www.venturecentre.org.uk

Wednesdays 12.30 - 14.30 and Saturdays 14.30 - 16.30

Email patrina@venturecentre.org or anthony@venturecentre.org.uk

Tel. 020 8960 3234

WAND UK Food Bank

www.wanduk.org

Mondays and Fridays prepared meal delivery

Wednesdays is goody bag delivery

Email: info@wanduk.org

Tel. 020 8960 3234

MUTUAL AID GROUPS

It can help you if you are self-isolating

- buying essential items
- posting mail
- dog walking
- providing support over the phone

Mutual aid and community volunteer groups are self-organised groups that support and help people in their communities. Members of these groups are volunteers.

COVID-19 MUTUAL AID UK

Find you mutual aid groups, register to volunteer or seek help

www.covidmutualaid.org/local-groups

Colville, Notting Dale & Norland Covid19 Community Response Team

www.northken2.co.uk

A group of RBKC residents working to support the community and to ensure that nobody is left isolated or without what they need if they are self-isolating or shielding. We can help with picking up shopping, posting mail, a friendly phone call or dog walking.

Email kc-a2@outlook.com

Tel 020 3287 9928

Hammersmith and Fulham Community Aid Network

Email can@lbhf.gov.uk

Freephone 0800 145 6095 (9am to 7pm)

MONEY MATTERS

BENEFITS

DEPARTMENT OF WORK AND PENSIONS (DWP)

People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended. People can still make applications for benefits online if they are eligible.

Jobcentres remain open, and will continue to support people who are not able to use phones and online, including homeless people

DEPARTMENT OF WORK AND PENSIONS (DWP) ENGLAND

www.gov.uk/government/organisations/department-for-work-pensions

Information for people who already claiming benefits, information for those who need to claim benefits, information for employees and self-employed people and businesses

Find your nearest Job Centre Plus

<https://find-your-nearest-jobcentre.dwp.gov.uk/>

CITIZENS ADVICE UK

Information about paying your bills, claiming benefits, paying rent or mortgage, going to work, taking your children to school, traveling

www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/

CITIZENS ADVICE KENSINGTON AND CHELSEA

www.citizensadvice.org.uk/local/kensington-chelsea/

Adviceline Tel 0300 330 1174 (Monday pm and Thursday pm)

BUSINESS ADVICE AND SUPPORT

HM GOVERNMENT BUSINESS SUPPORT

Coronavirus financial support for business

www.businesssupport.gov.uk/

Tel 0300 456 3565

WESTMINSTER BUSINESS UNIT

www.westminster.gov.uk/business-unit

The Westminster Business Unit helps businesses to navigate through council services and get the information, advice and guidance they need.

It provides a new single point of contact offering bespoke support

Email businessunit@westminster.gov.uk

Tel 020 7641 2070

HOUSING MATTERS

Housing services are delivering only essential services to slow the spread of virus and keep everyone safe

CITY OF WESTMINSTER HOUSING SERVICES

www.westminster.gov.uk/yourhousing

Housing services are changing. Make the most of your online services where you can report repairs and antisocial behaviour, pay bills, find out about parking and more.

Tel **0800 358 3783** only for urgent housing issues, such as emergency repairs

ROYAL BOROUGH OF KENSINGTON AND CHELSEA HOUSING SERVICES

Homelessness and Advice Team

Email HHAT@rbkc.gov.uk

Housing Line **020 7361 3008**

HAMMERSMITH AND FULHAM HOUSING SERVICES

To protect our residents and staff, our housing offices in White City and Fulham are now closed to visitors. For all enquiries please email or phone

North Area Office White City

Email hammersmithnorth@lbhf.gov.uk

Tel **020 8753 4808**

South Area Office Fulham

Email fulhamnorth@lbhf.gov.uk

Tel **020 8753 4327**

Housing Repairs **0800 023 4499**

VOLUNTEERING MATTERS

VOLUNTEERING OPPORTUNITIES

- shopping for food/ supplies
- delivering food/ supplies to vulnerable residents
- picking up and delivering prescriptions
- having a friendly phone conversation with those at risk of loneliness when in isolation
- walking dogs for those self-isolating
- supporting with critical transport needs

INFORMATION ABOUT VOLUNTEERING SAFELY

Government guidance about who can help and how to help safely?

www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely

WESTMINSTER

Register to volunteer with the City of Westminster Council

www.westminster.gov.uk/coronavirus-how-you-can-help

KENSINGTON AND CHELSEA VOLUNTEER CENTRE

www.voluntarywork.org.uk

Register to volunteer

Tel **020 8960 3722**

HAMMERSMITH N FULHAM

www.lbhf.gov.uk/coronavirus-covid-19

You help support vulnerable local residents through our

Community Aid Network

Register on their webpage

Freephone 0800 145 6095 (9am to 7pm)

SHARE YOUR STORY

During the Coronavirus (COVID-19) outbreak, Healthwatch Central West London focuses on two important parts of our role:

- getting clear and accurate information and advice out to local people;
- gathering feedback and people's experiences of the impact of COVID-19.

SHARE YOUR CORONAVIRUS EXPERIENCES

You can tell us about how COVID-19 has affected you and your family / loved ones by submitting your experiences, concerns and questions on our website, phone, by email or on social media. We are sharing what local people tell us with local NHS and councils as soon as possible to help them to provide the help and care that local people need. On our website you can also find some of the responses so far.

www.healthwatchcwl.co.uk/coronavirus/share-your-experiences

UP TO DATE INFORMATION

This information pack is regularly updated. The latest version can be found on our website www.healthwatchcwl.co.uk/coronavirus/information-guidance

If we have missed anything from this information, or you have questions that still need answering, please let us know by contacting info@healthwatchcentralwestlondon.org

JOIN HEALTHWATCH CENTRAL WEST LONDON

If you would like to keep up to date with news in health and social care, and be part of the community that works to influence positive change, join Healthwatch Central West London www.healthwatchcwl.co.uk/get-involved/become-a-member

TAKE A SURVEY

Coronavirus: Your Experience Matters www.surveymonkey.co.uk/r/YourExpMatters

Covid-19 Experiences in Care Homes www.surveymonkey.co.uk/r/covid19carehome

Young Healthwatch Westminster survey www.surveymonkey.co.uk/r/VLVM5R3

CONTACT US

HEALTHWATCH CENTRAL WEST LONDON

www.healthwatchcwl.co.uk

Tel 020 8968 7049

Email us info@healthwatchcentralwestlondon.org

Twitter @HealthwatchCWL

Facebook HWCWL

Instagram @healthwatchcwl or @yhwwestminster

ACKNOWLEDGEMENT

We would like to say special thanks to those who helped us to create this document

PPG Network members (Westminster, Kensington and Chelsea)

Kensington and Chelsea Social Council

St Mango's Hammersmith and Fulham

West London CCG