

Greenwich Borough Information Sheet

Local Council Information and Support

Health and Adult Services

General enquiries – Tel:020 8921 2304, SMS:07983 553 380, Minicom: currently unavailable, pls text on mobile, Email: aops.contact.officers@royalgreenwich.gov.uk

Social care emergencies outside office hours call 020 8854 8888

Community adult mental health urgent advice line, call Oxleas NHS Trust on 0800 330 8590

Community Mental Health Team for Older People (over 65s)
For support and advice call 020 8836 8670/8671 Mon to Fri 9am-5pm

Community Learning Disability Team – 020 8921 4860

Supermarkets and Food Deliveries

Iceland

The last hour of trade will be reserved exclusively for NHS customers on production of their official NHS ID:

210-218 Trafalgar Rd, **Greenwich** Peninsula, SE10 9ER - Mon to Sat 9am-6pm, Sun 11am-5pm

1 Joyce Dawson Way, **Thamesmead** SE28 8RA - Mon to Sat 9am-6pm, Sun 11am-5pm

146 **Plumstead** High St SE18 1JQ – Mon to Sat 9am-6pm, Sun 11am-5pm

132/134 High St, **Eltham** SE9 1BQ – Mon to Sat 9am-6pm, Sun 10am-4pm

The Food Warehouse by Iceland

The Food Warehouse will dedicate shopping daily to the elderly and the vulnerable between 8am and 9am. They are also offering NHS workers exclusive access for the first hour of trading daily from 7am, with NHS ID proof. Store closes at 7pm.

Lake Retail Park, Unit A1 Stone, Woolwich Rd, SE7 8LU

Marks and Spencer

M&S will reserve the first hour of trading on Mondays and Thursdays for vulnerable and older customers. It will also reserve the first hour of trading on Tuesdays and Fridays for NHS and emergency workers.

1-5 Gallions Reach, **Charlton** SE7 7FA – Mon to Sat (incl Good Fri) 9am-8pm, Sun 11.30-1730, Easter Sun closed, Easter Mon 9am-6pm.

17 Stratheden Parade, **Blackheath**, SE3 7SX – Mon to Sat (incl Good Fri) 8am-9pm, Sun 11am-5pm, Easter Sun closed, Easter Mon 8am-6pm.

SU 1 And 2 **Cutty Sark Station**, SE10 9EJ - Mon to Sun (incl Good Fri) 8am-8pm, Easter Sun & Mon 9am-6pm.

Paragon Asra

PA Housing



Sainsbury's

If you have got a letter from the NHS and are registered on the GOV.UK website as extremely vulnerable to coronavirus your details will be passed onto Sainsbury's and they'll be in touch.

Tesco

All stores, except Express stores, will be prioritising the elderly and most vulnerable for one hour between 9am-10am every Mon, Wed and Fri.

Nearest Superstore – 209 **Lewisham** Rd SE13 7PY – Mon to Sat 6am-10pm, Sun 10am-4pm

Foodbanks

Food banks are designed to provide short-term, emergency support with food during a crisis. Their aim is to relieve the immediate pressure of the crisis by providing food, while also providing additional support to help people resolve the crises that they face.

Delivery Services

For the vulnerable and self-isolating who do not have a family member, friend or neighbour who can help, Greenwich Foodbank can provide support to collect/deliver prescriptions and deliver essential food packages. Email: covid19support@royalgreenwich.gov.uk or phone: 0800 470 4831

When you contact a foodbank direct, inform them you are a PA Housing resident. We have agreements with many foodbanks and it may assist them in deciding whether they can help you.

The Trussell Trust covers approximately 75% of the Foodbanks across the UK. If the local numbers can't provide the help and support you need, try the Trust at <https://www.trusselltrust.org/coronavirus-food-banks/> or on 01722 580180. It may help find foodbanks near to you and give you contact details to see what they are offering local residents.

Local Pharmacies

Paydens Pharmacy

30 Tranquil Vale, Kidbrooke, London SE3 0AX, Mon to Fri 9am-6pm, Sat 9am-5.30pm, Sun closed. Tel: 020 8852 0248

Totty Pharmacy

44 Charlton Church Ln, Charlton, London SE7 7AE. Mon to Fri 9am-6.30pm, Sat 9.30am -1pm, Sun closed. Tel: 020 8858 0657

St James Pharmacy

52 Powis St, Woolwich, London SE18 6LQ, Mon to Fri 9am-6pm, Sat 9am-5.30pm, Sun closed. Tel: 020 8854 3684

Meridian Pharmacy

271 Greenwich High Rd, Greenwich, London SE10 8NB, Mon to Fri 8.30am-7pm, Sat 9am-5pm, Sun closed. Tel: 020 8858 1404

Llyods Pharmacy – other branches available

1a Philipot Path, Eltham, London SE9 5DL, Mon to Fri 8.30am-9pm, Sat 8am-9pm, Sun 10am-4pm. Tel: 020 8859 1063

Other Essential Shops and Surgeries

Specsavers

Appointments and advice is available only for essential and urgent eye or hearing care. Call first to make appt.

Charlton Riverside Sainsbury's, Mon to Sat 10am-4pm, 020 8293 0517

Woolwich, Mon to Fri 9am-6pm, Sat 9.30am-6pm, Sun 10am-5pm, 020 8316 1663

Eltham, Mon to Fri 10am-4pm, 020 8850 8800

(Call your registered dentist for advice on urgent dental care)

Greenwich and Bexley Emergency Dental Services Ltd

20 The Village, Charlton, London SE7 8UD, 020 8856 0660

(Essential pet care only, contact practice before travelling)

Vets4Pets

Blackheath, Mon-Sat 9am-6pm, Sun 11am-5pm, 080 8692 4375

Charlton, Mon-Sat 9am-6pm, Sun 10.30am-4.30pm, 020 8269 1440

Park Vets

Eltham, Mon, Wed-Fri 9am-1.30pm, 4pm-7pm, Sat 12pm-2.30pm, 020 8859 7914

Local Banks and Banking

HSBC

Only call contact centre if urgent, lines open 8am-8pm, 03457 404 404, for lost or stolen cards lines are open 24/7.

Branches in Eltham, Greenwich and Woolwich are open Mon-Fri 10am-2pm, services are limited to cash deposits and withdrawals, international payments, changes of address and certain other services.

For existing customers the HSBC UK Mobile Banking app is available from the app store on your mobile or you can register for online banking here, <https://www.hsbc.co.uk/register/>

Barclays

Call centres have fewer staff working in them and so call wait times can be up to an hour, only call for urgent financial difficulties, 0345 734 5345.

Blackheath and Eltham branches are open Mon-Tues, Thurs-Fri 9.30am-2pm, Wed 10am-2pm. Good Friday and Easter Monday closed. Eltham is open Sat 9am-2pm.

For existing customers The Barclays app is available from the app store on your mobile or you can register for online banking here,

<https://www.barclays.co.uk/coronavirus/>

Lloyds Bank

Due to a high number of calls only contact the call centre if urgent, lines are open 24/7 and you can speak to an advisor 7am-11pm on 0345 602 1997. For lost or stolen cards call 0800 096 9779.

Woolwich branch is open Mon to Fri 10am-2pm for ATM, counter service for cash and cheque and to give help to vulnerable customers and those in financial difficulties.

For existing customers The Barclays app is available from the app store on your mobile or you can register for online banking here,

<https://www.lloydsbank.com/help-guidance/coronavirus>

Santander

Only call contact centre if urgent on 0800 9 123 123.

Eltham and Woolwich branches are open Mon to Fri 10am-2pm.

Refer to website on advice and access to services including mobile and online banking, <https://www.santander.co.uk/>

Halifax

Only call for urgent enquiries, 0345 720 3040

Woolwich branch is open Mon to Fri 10am-2pm.

For information and support on how to bank online and from your mobile go to,

<https://www.halifax.co.uk/helpcentre/coronavirus/>

TSB

Only call if you're unable to find a solution online, you feel vulnerable or are in a situation where you need help today, allow extra time in answering the call, 03459 758 758 7am-11pm.

Only visit branches for essential services such as taking out cash ATM/over counter, paying in cash/cheque, in financial difficulties. Greenwich and Eltham branches are open Mon to Fri 10am-12.30pm, 1.30pm-4pm.

For online solutions and for existing customers to set up online banking and use of the mobile app go to, <https://www.tsb.co.uk/personal/>

Local Support

Citizens Advice - 0300 3309 096 (all drop in sessions have been suspended)

Job Centre Plus

Only call for urgent enquiries on 0800 169 0190, for those with speech or hearing difficulties textphone on 0800 169 0314.

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Greenwich Domestic Violence and Abuse Service (GDVA) helpline 020 8317 8273 or email referrals_gdva@h4w.co.uk

Her Centre provides support for women experiencing domestic or sexual abuse – 020 3260 7772, website: hercentre.org

Concerned over a child or young person's safety and wellbeing contact Multi-Agency Safeguarding Hub MASH on 020 8921 3172. During out of office call 020 8854 8888 or email mash-referrals@royalgreenwich.go.uk

Oxleas NHS Trust Drug and Alcohol Services - 020 3228 1700

Health and Wellbeing

Here are some contacts that may help with a number of health and wellbeing issues

General health: www.nhs.uk or call 111

Support for mental health issues: www.mind.org.uk/information-support/coronavirus or www.mind.org.uk or call 020 8519 2122

Senior citizen's support: www.ageuk.org.uk or <https://www.ageuk.org.uk/information-advice/coronavirus/> or call 0800 678 1602. – open 8am to 7pm, every day of the year.

Paragon Asra

PA Housing



Daily Meditation – online app providing support through meditation, sleep and movement exercises: www.headspace.com or <https://www.headspace.com/covid-19>

Alzheimer's Support - advice for people living with dementia: Call 0333 150 3456 or www.alzheimers.org.uk

Online Counselling – Cognitive Behavioural Therapy: www.iesohealth.com or call 0800 074 5560

Domestic abuse advice: www.womensaid.org.uk or call 0808 2000 247 (women) 0808 801 0327 (men), www.refuge.org.uk and www.mankind.org.uk or call 01823 334244

Citizens Advice England www.citizensadvice.org.uk/ or call 03444 111 444

Gyms, libraries, council healthy walks and fitness classes are closed however here are some exercises you can do at home:

Over 70s Sitting exercises	https://www.nhs.uk/live-well/exercise/sitting-exercises/	Home Keeping Fit - Online only
Gym free exercises	https://www.nhs.uk/live-well/exercise/gym-free-exercises/	Cheap and fun gym-free activities to improve health and fitness.
CBeebies	https://www.bbc.co.uk/cbeebies/grown-ups/fun-exercises-to-do-at-home-with-kids	Fun exercises to do at home with kids
World Stories with Kids	https://worldstories.org.uk/	Stories available in numerous languages: https://worldstories.org.uk/library
CBBC	https://www.bbc.co.uk/cbbc	Games, quizzes and puzzles
BBC	http://www.bbc.co.uk/scotland/brainsmart/games/	Brain games for adults
Games online	https://www.chess.com/ https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly	Chess Monopoly (for adults & kids)
Mind	https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/	Distraction when you're in crisis

NHS	https://www.nhs.uk/conditions/nhs-fitness-studio/pilates-for-beginners/	Free Pilates for beginners
British Heart Foundation	https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses	Chair based yoga



Paragon Asra

PA Housing