

London Borough of Hounslow Information Sheet

Local Council Information and Support

Hounslow Council Offices are closed. All key service information can be found on our website at www.hounslow.gov.uk or via the below telephone numbers

Council Tax & benefits – 0208 583 4242

Housing – 0208 583 4000

Rubbish, recycling, environment, street issues, pest control, planning & building control – 0208 583 5555

Adult social care – 0208 583 3100

Children, schools & families – 0208 583 6600

Parking – 0208 583 6666

Switchboard – 020 8583 2000

The Hounslow Community Support Hub makes sure our most vulnerable and isolated residents receive the food supplies they need and other essential support, which may range from befriending to more complex care.

The priority focus of the Hub for now is to protect the most isolated and vulnerable individuals identified and contacted by the NHS to be 'shielded'. These residents have serious long-term health conditions and it's vital we ensure there are support networks in place to so they're looked after. The Hub is also there for anyone else vulnerable and isolated who may not have been contacted by the NHS.

If you or someone you know needs this urgent support, please contact 020 7084 9697 or hub@hounslow.gov.uk

Please do not contact the Hub unless urgent help is required for someone vulnerable with no other support network.

Supermarkets and Food Deliveries

Feltham – Tesco Dukes Green open 8am-10pm

Tesco – High Street – Open 6am -10pm

Tesco Isleworth (Mogden Lane) – 8am -10pm

All Tesco Stores have NHS hours from 9am-10am – Tuesday/Thursday/Saturday
Vulnerable/Elderly – Monday/Wednesday/Friday.

Brentford – Morrisons – Open – 8am-8pm (Mon-Sat)
11am-5pm – Sunday

NHS Workers hour – 7-8am Mon-Saturday

ASDA – Feltham – 8am-8pm

Hounslow – 8Am-10pm

Isleworth/Twickenham – 8am-10pm.

Iceland – Feltham – 9am-6pm (Monday – Saturday)

Hounslow (Bath Road) – 10am 7pm (Mon-Saturday).

The last hour of trading in Iceland stores is reserved for NHS employees.

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.

London borough of Hounslow foodbanks –

Feltham Foodbank – 07448 851 297

Open Sunday mornings. felthamfoodbank@gmail.com

Storehouse – Feltham Vineyard – 020 8890 2626

Open Saturday and Tuesday – 10am-12midday.

Isleworth – 07593 766520 Bridge Link community Centre

Thursday – 09.30-11.30.

Hounslow –

St Paul's Hounslow West – 020 8581 5537

foodbank@hwparish.org.uk

Open – Wednesday – 09.30-11.30.

SALMA Emergency Foodbank is providing limited emergency support to people in West London in need when regular food banks are closed. 07767 164 246

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

Hounslow east, 84 Kingsley road, Hounslow – 020 8814 6040. Open 9am – 23.00 Monday to Saturday (18.00 Sunday)

Brent Pharmacy, 214, High Street Brentford – Only open until 4pm daily. 020 8560 8971.

Rowlands, 188 Uxbridge road, Feltham – open – 10am-1pm/2pm-19.00 Mon-Friday.

In addition most major supermarkets in the borough contain pharmacy services – eg ASDA Feltham and Hounslow, Morrisons Brentford, Tesco Feltham, Isleworth. Their opening times mainly mirror the stores – but close before the stores shut.

Other Essential Shops and Surgeries

Opticians – providing emergency services only –

Specsavers – Feltham and Hounslow branches – open 10am-4pm Monday-Saturday

Cranford opticians – 020 8759 9395 Telephone support only mon-Friday.

Feltham eyecare – emergencies only – but phone first. 020 8867 0406.

Vets still largely offering a service – but Pets at home Feltham is open and trading normally the Brentford Branch is closed.

Animals are Us – Feltham and Harlington – 020 8893 7888.

Dentists are offering emergency services – you should contact your dentist first then follow any instructions.

Local Banks and Banking

Nationwide – now open from 10am-2pm at branches across the Borough. Short term closures are likely and you should check before travelling www.nationwide.co.uk

HSBC – now open from 10am -2pm across the borough. www.hsbc.co.uk

Nat West Branches are only open until 1pm. www.natwest.co.uk 03457888444

TSB in Hounslow is closed because of Covid19. www.tsb.co.uk

Halifax branches across the borough are open until 2pm.

All banks are shut at the weekend. All main banks ask that customers use online facilities where possible.

Local Support

Hounslow Citizens Advice offices are all closed.

The Helpline number is 0300 330 1185

They are open 10am-1pm – 2-3pm Monday to Friday.

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.

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/	Chess
	https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly	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