

# Richmond Borough Information Sheet

## Local Council Information and Support

Both Civic Centres closed

### Richmond/Wandsworth Covid 19 Helpline –

020 8871 6555 (Monday to Friday, 9am to 5pm). First point of concern that any resident has. Make contact with any service through this helpline.

Email – [covid19support@richmondandwandsworth.gov.uk](mailto:covid19support@richmondandwandsworth.gov.uk)

This includes Adult social services.

But they have an enquiry email – [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

Richmond CVS – [action@richmondcvs.org.uk](mailto:action@richmondcvs.org.uk) is where to register your offer of help to support your community.

The covid19 number if you need help/want to help – 020 8871 6555.

General services e.g. waste collection as normal but recycling centres are closed.

## Supermarkets and Food Deliveries

### Richmond

Waitrose 10 Sheen Road – open 8am-8pm Monday- Saturday.

11am-5pm – Sunday

1<sup>st</sup> hour of each day is reserved for vulnerable customers.

Sainsbury – Lower Richmond Road, Open – 8am-8pm – Monday Saturday

All Express and Local stores are still open and the MandS Simply Foods at Richmond Station is showing as open 24 hours on its Website (03/04/2020).

Robson's Butchers are offering a delivery service to those over 70s residents in self isolation – contact 020 8979 6699

### Twickenham

Waitrose, 50 London road – open 07.30-19.m – Monday-Saturday.

10am-4pm – Sunday.

1<sup>st</sup> hour of Each day is reserved for vulnerable customers.

Paragon Asra

**PA Housing**



Tesco Extra, Mogden Lane, Isleworth – open 8am -10pm Monday Saturday  
10am – 4pm – Sunday.  
The 1<sup>st</sup> hour of each day is reserved for either the vulnerable or NHS staff.

All Tesco Metro stores, Sainsbury Locals etc are still open across the Borough but all checked have slightly reduced hours – most are closed by 10pm.

## **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.

Richmond foodbanks via the Vineyard are still operating normally. If people need a voucher – then the Citizens Advice are making virtual vouchers available – 0300 330 2114. (Mon – Fri 10am -4pm).

Foodbanks Opening times –

Richmond Vineyard – 020 8940 0274 – Mon pm – Thurs- pm

Hampton White House – 020 8940 0224 Wed pm.

Isleworth – 07448 165 356 Thursday AM

Barnes Castlenau - Friday – AM

All are offering pre-prepared boxes from outside their offices. If you require a special diet – changes will only be made if you have a special diet - eg Diabetic.

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**

Pharmacies still open – Boots in Richmond and Twickenham.

Boots Richmond – open normally (9am – 6pm) but restricting access at any one time.

Boots Twickenham – open normally (9am – 5.30pm) but restricting Access at anyone time.

Also good independents – Crossroads chemist in Twickenham 020 8755 1952 (Closed Sundays) Offers prescription delivery service.

Hampton Hill Pharmacy in Hampton Hill – 020 8979 9084 (Closed Sundays)

## **Other Essential Shops and Surgeries**

Most opticians are closed.

Emergency service for SW London at Kingston hospital – The Royal Eye Unit – 020 8934 6799. Is still open Mon-Fri but you MUST ring first. It is Not offering walk-in at the moment.

Dentists have been told to offer emergency services – so you should ring your normal dentist and follow the instructions.

## **Local Banks and Banking**

Main banks in Richmond and Twickenham all working to reduced hours.

HSBC – 67 George Street, Richmond – 10am -2pm  
2 London Road, Twickenham, 10am-2pm

Barclays – 8 George Street, Richmond – 10am-2pm  
2 York Street, Twickenham – 10am – 2pm

Nationwide – 3, The Square, Richmond – 10am-2pm  
Twickenham Branch closed until 14/04 at least.

Online and phone banking normal but obviously busy. Nationwide have asked for people not to ring unless vulnerable or have no internet access.

Important to Note – You can complete banking services from all main banks at the Post Office. Presently all branches are open from 9am-3pm. But please check website before travelling.

## Local Support

Hampton fund – 020 8941 7866. Office closed – but taking phone applications from the elderly and vulnerable. Supports people living in the Hamptons, Teddington, Twickenham and Whitton

Richmond Parish Lands – 020 8948 5701. Office closed – but still trying to help. Supports people in Richmond, ham, Sheen Mortlake and parts of Barnes.

Domestic Abuse Support Richmond – 0202 8943 8188.

Richmond Mind – 020 3137 9755. Your call will be returned between 6-10pm Monday – Friday

## Health and Wellbeing

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

General health: [www.nhs.uk](http://www.nhs.uk) or call 111

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

Senior citizen's support: [www.ageuk.org.uk](http://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](http://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](http://www.alzheimers.org.uk)

Online Counselling – Cognitive Behavioural Therapy: [www.iesohealth.com](http://www.iesohealth.com) or call 0800 074 5560

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

Citizens Advice England [www.citizensadvice.org.uk/](http://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	<a href="https://www.nhs.uk/live-well/exercise/sitting-exercises/">https://www.nhs.uk/live-well/exercise/sitting-exercises/</a>	Home Keeping Fit - Online only
Gym free exercises	<a href="https://www.nhs.uk/live-well/exercise/gym-free-exercises/">https://www.nhs.uk/live-well/exercise/gym-free-exercises/</a>	Cheap and fun gym-free activities to improve health and fitness.
CBeebies	<a href="https://www.bbc.co.uk/cbeebies/grown-ups/fun-exercises-to-do-at-home-with-kids">https://www.bbc.co.uk/cbeebies/grown-ups/fun-exercises-to-do-at-home-with-kids</a>	Fun exercises to do at home with kids
World Stories with Kids	<a href="https://worldstories.org.uk/">https://worldstories.org.uk/</a>	Stories available in numerous languages: <a href="https://worldstories.org.uk/library">https://worldstories.org.uk/library</a>
CBBC	<a href="https://www.bbc.co.uk/cbbc">https://www.bbc.co.uk/cbbc</a>	Games, quizzes and puzzles
BBC	<a href="http://www.bbc.co.uk/scotland/brainSMART/games/">http://www.bbc.co.uk/scotland/brainSMART/games/</a>	Brain games for adults
Games online	<a href="https://www.chess.com/">https://www.chess.com/</a>	Chess
	<a href="https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly">https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly</a>	Monopoly (for adults & kids)
Mind	<a href="https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/">https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/</a>	Distraction when you're in crisis
NHS	<a href="https://www.nhs.uk/conditions/nhs-fitness-studio/pilates-for-beginners/">https://www.nhs.uk/conditions/nhs-fitness-studio/pilates-for-beginners/</a>	Free Pilates for beginners
British Heart Foundation	<a href="https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses">https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses</a>	Chair based yoga

