

# Spelthorne Borough Information Sheet

## Local Council Information and Support

### Spelthorne Council Information:

For the latest updates from the NHS visit their website  
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

For the latest information from Surrey County Council visit their website  
<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus>

### Spelthorne Council Services information:

<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/council-services>

To include any emergency contact details, community support lines, access to social services, Telephone and/or online access to information on available services

## Supermarkets and Food Deliveries

**Iceland Special Opening Times:** The last hour of trade at each particular store is for NHS staff only. General Opening times in Lambeth vary in each store and are subject to change, contact your local store or look on the website.

### Sainsbury Special Opening times:

Mon-Sat 07.30-8am NHS

Elderly, carers, disabled, Mon, Wed and Fri 8am-9pm

General Opening times vary in each store and can change. Contact the store or look on the website.

**Tesco Special Opening Times:** 9am-10am, Mon, Wed and Fri Vulnerable customers.

General Opening times vary in each store and can change. Contact the store or look on the website

### Budgens

6-7 The Avenue Avenue Parade, Sunbury-On-Thames · 01932 786009

### Morrisons

15 Monument Hill, Weybridge · 01932 282766

### Waitrose

72 Oldfield Road, Hampton · 020 8979 7369

### **Farmfoods**

Staines Road West, Sunbury Cross, Sunbury-On-Thames · 0121 700 7160

### **Tesco Extra**

Escot Rd, Sunbury-On-Thames TW16 7BB 03456779647

**Website:** tesco.com

### **Tesco Express**

Church Rd, Ashford TW15 2UT 03450269923

**Website:** tesco.com

### **Tesco Express**

337 Staines Rd W, Ashford TW15 1RP 03456102937

### **Tesco Extra**

Town Ln, Stanwell, Staines TW19 7PZ : 03456779018

### **Iceland**

160-162 High Street, Egham TW20 9HP 01784 436481

### **Sainsburys Staines**

The Causeway, Staines TW18 3AP 01784 456644

### **Js Fruiterers**

10 The Broadway Kingston Road, Staines-Upon-Thames TW18 1AT

01784 460725 **Website:** districtfruiterers.com

### **Quality Fruits**

**Address:** 64 High Street, Shepperton TW17 9AU

**Phone:** 01932 241706

Frozen meals Delivery Service

### **Oakhouse Foods Ltd,**

Melksham,

Wiltshire

SN12 8BU

0333 370 6700

### **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.

Paragon Asra

**PA Housing**



## **Manna Food Bank - covering Spelthorne (excluding Sunbury)**

Contact info@mannafoodbank.org.uk Jean Pinkerton on 07770 478778 for further details.

**Sunbury** Contact to find out if Foodbank is open and its new operating procedure  
Community Foodbank, St Saviour's Church, 205 Vicarage Road  
Sunbury-on-Thames TW16 7TP

**Telephone:** 07549 952161 or 01932-782800

**Email:** community@stsaviourssunbury.org.uk

**Website:** www.stsaviourssunbury.org.uk

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**

**Opening times can change, please contact your local branch to find out their current opening times and if they are doing deliveries.**

### **Boots**

Address: Sunbury Cross Ctr, Sunbury On Thames TW16 7AZ : 01932 787493  
Website: boots.com

### **Boots**

47 High St, Staines TW18 4Q : 01784 453113  
Website: boots.com

### **Tesco Pharmacy**

Town Lane Stanwell, Staines Upon Thames TW19 7PZ 01784 636530  
Website: tesco.com

### **Tesco Pharmacy**

Escot Rd, Sunbury-On-Thames TW16 7BB : 03456779647  
Website: tesco.com

## **Other Essential Shops and Surgeries**

<https://www.nhs.uk>

## **GP surgeries**

Please check with your surgery. Many appointment requests can be made over the phone and a clinician will assess your request and phone you. Some consultations can be dealt with over the phone via video link, whilst other patients may be asked to go in for a face-to-face consultation.

## **Fuel**

Most petrol stations appear to be operating normally with advice to pay at the pumps or in store with chip and pin.

## **Sherwood Vets**

297 Staines Road West, Ashford · 01932 779979  
49 Hanworth Road, Hampton · 020 8979 6060  
<https://www.sherwoodvets.co.uk/>

## **Beech House Veterinary Centre**

107 High Street, Shepperton · 01932 222257  
<https://www.beechhousevets.com/>

## **Willet House Veterinary Surgeons**

123 Staines Rd E, Sunbury-On-Thames · 01932 750555  
138 Kingston Road, Staines · 01784 452048  
<https://www.willetthouse.co.uk/>

## **Vets Now Emergency Only**

Willet House, 138 Kingston Rd, Staines Upon Thames · 01784 819515  
<https://www.vets-now.com/find-an-emergency-vet/staines>

## **Local Banks and Banking**

Please only visit in branch or call if it's absolutely necessary. Please check your branch for details – many are providing reduced opening hours or have closed. During lockdown, it's safest to use Internet Bank and Banking apps, which are available 24-hours a day.

### **Lloyds Bank**

83 High Street, Walton on Thames · 03456021997

### **Barclays Bank**

8/12, Church Street, Walton On Thames · 0345 734 5345

### **NatWest**

High Street, Walton On Thames · 0345 788 8444

### **Halifax**

3 High Street, Walton on Thames · 03457203040

**Santander**

46 High Street, Staines TW18 4DY 0800 912 3123

**Website:** [santander.co.uk](http://santander.co.uk)

**Lloyds**

73/75 High Street, Staines TW18 4PP 03456021997

**Website:** [lloydsbank.com](http://lloydsbank.com)

**Metrobank**

Unit S1B, Two Rivers Retail Park, Mustard Mill Rd, Staines TW18 4WB  
020 3402 7690

**Website:** [metrobankonline.co.uk](http://metrobankonline.co.uk)

**Barclays**

71, High Street, Staines TW18 4PS 0345 734 5345

**Website:** [barclays.co.uk](http://barclays.co.uk)

**Natwest**

67 High Street, Staines TW18 4PU 0345 788 8444

**Website:** [natwest.com](http://natwest.com)

**Halifax**

56 High Street, Staines TW18 4DY 03457203040

**Website:** [halifax.co.uk](http://halifax.co.uk)

**Nationwide**

30 High Street, Staines TW18 4EE 0800 554 0972

**Website:** [nationwide.co.uk](http://nationwide.co.uk)

**Barclays**

39 Church Road, Ashford TW15 2QF 0345 734 5345

**Website:** [barclays.co.uk](http://barclays.co.uk)

**Natwest**

5 Woodthorpe Road, Ashford TW15 2RN 0345 788 8444

**Website:** [natwest.com](http://natwest.com)

**Local Support****Support4Spelthorne**

Do you need support? Contact our Support4Spelthorne team on;

Call 01784 446446 or email [covid19welfare@spelthorne.gov.uk](mailto:covid19welfare@spelthorne.gov.uk)

**Job Centre**

**Website:** [jobcentreplus.gov.uk](http://jobcentreplus.gov.uk)

Staines: Monday to Friday 9.00am - 5.00pm.

62 London Road, Staines, TW18 4HB

Enquiries - 0800 169 0190

Paragon Asra

**PA Housing**



New benefit claims – JSA - 0800 055 6688  
New benefit claims - Universal Credit - 0800 328 5644  
Existing benefit claims - 0800 169 0310  
Cancel or change Universal Credit appointment - 0800 169 0190

**Citizens Advice Sunbury** *Citizens Advice Runnymede and Spelthorne:*  
Open Monday - Friday (10am - 4pm)- Call 01932 827187 and select option 1 for advice  
Ways to make contact: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

### **Surrey Drug & Alcohol Care**

24/7 Helpline: 0800 802 5000

### **Silver Line**

0800 470 80 90 Talk line  
[info@thesilverline.org.uk](mailto:info@thesilverline.org.uk)  
Office hours: 9am-5pm, Mon to Fri  
<https://www.thesilverline.org.uk/latest-news-2/coronavirus/>

### **Age UK Surrey**

Offering a range of services to elderly people:  
<https://www.ageuk.org.uk/surrey/>

### **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**

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**PA Housing**



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> <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>	Chess 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