

Useful Contact List

CORONAVIRUS (COVID-19) MATTERS

Healthwatch Central West London have designed 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 home, stay safe, save lives

NHS staff, care providers and other key workers are working flat out to cope 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. Only a handful of services are still seeing patients face to face.

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.

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The Government has introduced following measures (23 March 2020)

SOCIAL DISTANCING

Everyone is asked to follow instruction on social distancing

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

Do not meet others, even friends or family. You can spread the virus even if you don't have symptoms.

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

If you or someone you live with have symptoms of coronavirus (COVID-19), 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 and ask everyone else around you to self-isolate.

Information in this information pack may help you to get help while self-isolating.

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 have not received the letter and you think you are extremely vulnerable person, you can register for the government support.

Government Guidance for extremely vulnerable people

- Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19).
- Do not leave your house.
- Do not attend any gatherings, this includes gatherings of friends and families in private spaces.
- Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
- Keep in touch using remote technology such as phone, internet, and social media.

Register for the Government support as an extremely vulnerable person

www.gov.uk/coronavirus-extremely-vulnerable

You can register online or on the phone to receive government support.

You will need your NHS Number, but you can register without it as well

Tel. **0800 028 8327**

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

ROYAL BOROUGH OF KENSINGTON AND CHELSEA

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

www.rbkc.gov.uk

Email covid-19enquiry@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

HEALTH MATTERS

Coronavirus health advice 24/7

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

Stay at home.

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)

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

Only call 111 if:

- you cannot get online
- you feel you cannot cope with your symptoms at home
- your condition gets worse

GP

If you have health issues not related to coronavirus, **do not go to the surgery**

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 new '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**

Order prescriptions online or call your GP practice

Ask your pharmacy to deliver medication to you or find another pharmacy who would deliver medication to your home

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 may have cancelled planned surgeries or outpatient appointments

Please check online information before contacting services by phone.

If you have Coronavirus symptoms **do not go to the hospital**

Check with hospital beforehand whether your appointment is going ahead

You should have received a letter or a phone call to confirm your appointment

For latest advice, please check the hospital website first, or contact the number provide on the referral or the appointment letter

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 Tel. 020 3311 3311

Outpatient appointments Tel. 020 3313 5000 (central booking team)

Admissions Tel. 020 3311 6611

Maternity Helpline Tel. 020 3312 6135

<p>Continue from last page re Hospitals</p>	<p>Sexual Health and HIV Tel. 020 3312 1225</p> <p>St Mary's Hospital Tel. 020 3312 6666 (general inquiries)</p> <p>Charing Cross Hospital Tel. 020 3311 1234 (general inquiries)</p> <p>Hammersmith Hospital Tel. 020 3313 1000 (general inquiries)</p> <p>Queen Charlotte's and Chelsea Hospital Tel. 020 3313 1111 (general inquiries)</p> <p>Western Eye Hospital Tel. 020 3312 6666 (general inquiries)</p> <p>CHELSEA AND WESTMINSTER HOSPITAL NHS FOUNDATION TRUST www.chelwest.nhs.uk/about-us/news/advice-for-public-about-coronavirus Switch board Tel. 020 3315 8000</p> <p>ROYAL BROMPTON AND HAREFIELD HOSPITALS NHS FOUNDATION TRUST www.rbht.nhs.uk/our-hospitals/royal-brompton-hospital General inquiries Tel. 020 7352 8121</p>
<p>Urgent health care</p> <p>If you have Coronavirus symptoms do not go to the walk-in services, or Urgent Care Services</p> <p>Instead use NHS 111 services</p> <p>At present, Urgent Care Services are not offering testing for COVID-19</p>	<p>Walk-in services and Urgent Care Services</p> <p>Walk-in services may screen you for Coronavirus symptoms and could turn you away if you have it. Before going there please ring them first, you may be able to resolve your issue on the phone.</p> <p>Soho Square Walk-in Tel. 020 7534 6500</p> <p>St Charles Health and Wellbeing Urgent Centre Tel. 020 8969 2488</p> <p>Parsons Green Walk-in Tel. 020 8102 4000</p> <p>Earls Court Health and Wellbeing Centre Walk-in – permanently closed</p> <p>St Mary's Urgent Care Centre Tel. 020 3312 6666</p> <p>Charring Cross Urgent Care Centre Tel. 020 3311 1234</p> <p>Chelsea and Westminster Hospital Urgent Care Centre Tel. 020 3315 8000</p> <p>University College Hospital Urgent Care Centre Tel. 020 3456 7890</p> <p>Hammersmith Hospital Urgent Care Centre - temporary closed due to Coronavirus</p> <p>Call 999 in a medical emergency only, this is when someone is seriously ill or injured and their life is at risk.</p>
<p>Dental Care</p> <p>If you have Coronavirus symptoms, do not go to the dentist, ring them instead</p> <p>Only Urgent Dental Care will be offered at dedicated Dental practices</p>	<p>NHS England has asked Dental Practices that:</p> <ul style="list-style-type: none"> • All routine, non-urgent dental care including orthodontics should be stopped and deferred until advised otherwise • All practices should establish (independently or by collaboration with others) a remote urgent care service, providing telephone triage for their patients with urgent needs • If the patient's condition cannot be managed by these means, then they will need to be referred to the appropriate part of their Local Urgent Dental Care system <p>If you need urgent advice, please contact Dental Practice Find NHS dentist www.nhs.uk/service-search/find-a-dentist</p>

Mental Health services

Mental health crisis or emergency:

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

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 North 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 -Support in Crisis

Contact centre 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 cnwtalkingtherapies.org.uk/refer-yourself

IAPT Kensington and Chelsea

Tel. 020 3317 4200

Email cnw-tr.clw@nhs.net

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

IAPT Hammersmith

IAPT Hammersmith **has closed to any new self-referrals**. For enquiries call

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

<p>Social Services Carers Support Safeguarding</p>	<p>North West London Clinical Committing Groups NHS Safeguarding adults and children Single Point of Contact Single point of contact has been created to ensure that advice, support and escalations are managed appropriately Tel. 020 3350 4033 Monday – Sunday 8am – 8pm EMAIL nwlccgs.safeguarding@nhs.net</p> <p>WESTMINSTER CITY COUNCIL</p> <p>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</p> <p>Adult Social Safeguarding Tel. 0207 641 2176</p> <p>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</p> <p>ROYAL BOROUGH OF KENSINGTON AND CHELSEA</p> <p>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</p> <p>HAMMESMITH AND FULHAM Adult and Children Social care H&F Tel. 020 8753 4198 Email h&fadvice.care@lbhf.gov.uk</p>
<p>Carers</p>	<p>CARERS NETWORK WESTMINSTER AND KENSINGTON AND CHELSEA www.carers-network.org.uk Carers advisor can support you with Carers assessment and review, information, advice, local service provision and response to Corvid-19 Tel. 020 8960 3033</p>

HOMELESSNESS

<p>Sleeping rough</p>	<p>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.</p>
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Whether you're 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

Links to some useful NHS advice

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

<p>Continue from last page re mental wellbeing</p>	<p>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</p> <p>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.</p> <p>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.</p> <p>Men's Health Forum www.menshealthforum.org.uk 24/7 stress support for men by text, chat and email.</p>
<p>Specialist Support</p>	<p>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)</p> <p>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; Saturday to Sunday, 10am to 8pm)</p> <p>Bipolar UK www.bipolaruk.org.uk A charity helping people living with manic depression or bipolar disorder</p> <p>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</p> <p>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)</p>

<p>Continue from previous page re Specialist support</p>	<p>Beat - Eating disorders www.b-eat.co.uk Tel. 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)</p> <p>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)</p>
<p>Support for younger people</p>	<p>CALM - Campaign Against Living Miserably www.thecalmzone.net For men aged 15 to 35 Tel. 0800 58 58 58 (daily, 5pm to midnight)</p> <p>PAPYRUS www.papyrus-uk.org Young suicide prevention society HOPELINEUK 0800 068 4141 (Monday to Friday, 10am to 10pm, and 2pm to 10pm on weekends and bank holidays)</p>
<p>Parents, children and teenagers</p>	<p>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 to 4pm)</p> <p>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 Saturday to Sunday, 10am to 3pm)</p>
<p>Abuse matters</p>	<p>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)</p> <p>Refuge www.refuge.org.uk Advice on dealing with domestic violence Tel. 0808 2000 247 (24-hour helpline)</p> <p>Rape Crisis www.rapecrisis.org.uk Tel. 0808 802 9999 (daily, 12pm to 2.30pm and 7pm to 9.30pm)</p> <p>Victim Support www.victimsupport.org Tel. 0808 168 9111 (24-hour helpline)</p>

<p>Continue from last page re Abuse matters</p>	<p>Galop www.galop.org.uk Specialist LGBT+ anti-violence charity providing telephone advice and support Tel. 0800 999 5428</p>
<p>Addictions</p>	<p>Alcoholics Anonymous www.alcoholics-anonymous.org.uk Tel. 0800 917 7650 (24-hour helpline)</p> <p>National Gambling Helpline www.begambleaware.org Tel. 0808 8020 133 (daily, 8am to midnight)</p> <p>Narcotics Anonymous www.ukna.org Tel. 0300 999 1212 (daily, 10am to midnight)</p> <p>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</p> <p>Stop Smoking Westminster www.oneyou.westminster.gov.uk Tel. 020 3434 2500 Email hello@oneyou-westminster.org.uk</p> <p>Kick It – stop smoking Hammersmith and Fulham Tel. 020 3434 2500 for free support</p>

PHYSICAL ACTIVITY MATTERS

<p>Keeping fit and active</p>	<p>NHS Fitness Studio exercise videos www.nhs.uk/conditions/nhs-fitness-studio Aerobic exercise, Strength and resistance, Pilates and yoga, Other fitness plans</p> <p>One You National website www.nhs.uk/oneyou RBKC www.oneyou.rbkc.gov.uk Westminster www.oneyou.westminster.gov.uk Advice about weight loss, staying active, healthy eating, exercise videos</p>
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Food and supply matters

If you are self-isolating **do not come to the Foodbank**

WESTMINSTER CONNECTS

Individuals living in Westminster who may need help or for people who know of anyone in need of help as a result of COVID-19 contact the Council

Fill in the form online: <https://www.westminster.gov.uk/ask-help>

Email: westminsterconnects@westminster.gov.uk

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

AGE UK KENSINGTON AND CHELSEA

Supports local residents for 65+

Can offer practical help, getting essential supplies and medication

Tel. 020 8969 9105

HAMMERSMITH AND FULHAM

H&F Community Aid Network

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

FOODBANKS

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

NORTH PADDINGTON FOOD BANK

www.npfoodbank.org.uk/

Email info@npfoodbank.org.uk

Tel. 0207 266 3347

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

Mutual aid and community volunteer groups can help if you are self-isolating

COVID-19 (coronavirus) mutual aid and community volunteer groups are self-organised groups that support and help people in their communities. Members of these groups are volunteers.

They can provide help such as buying essential items, posting mail, dog walking and providing support over the phone

COVID-19 MUTUAL AID UK

Find your 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

We are 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

Freephone 0800 145 6095 (9am to 7pm)

Email can@lbhf.gov.uk

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

<https://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 (Mon p.m. and Thurs p.m.)

Business advice and support

HM GOVERNMENT BUSINESS SUPPORT

Coronavirus financial support for business

www.businesssupport.gov.uk/

Tel. 0300 456 3565

WESTMINSTER 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

www.westminster.gov.uk/business-unit

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

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.

www.westminster.gov.uk/yourhousing

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

Tel. 0800 023 4499

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
- helping with digital skills coaching

Who can help and how to help safely?

<https://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

Register to volunteer

www.voluntarywork.org.uk

Tel. 020 8960 3722

HAMMERSMITH N FULHAM

You help support vulnerable local residents through our Community Aid Network. Register on their webpage

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

Freephone: 0800 145 6095 (9am to 7pm)

CONTACT US: SHARE YOUR STORY

Tell us how you are coping during the Coronavirus outbreak

Is there anything you couldn't find?

[Report corrections](#)

HEALTHWATCH CENTRAL WEST LONDON

Share your story Online www.surveymonkey.co.uk/r/5BRCZF6

Call us 020 8968 7049

Email us info@healthwatchcentralwestlondon.org

Twitter [@HealthwatchCWL](https://twitter.com/HealthwatchCWL)

Facebook [HWCWL](https://www.facebook.com/HWCWL)

Instagram [@healthwatchcwl](https://www.instagram.com/healthwatchcwl) or [@yhwwestminster](https://www.instagram.com/yhwwestminster)