

# My Health Matters



## Health Champions Directory

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## **Foreword**

### **MY HEALTH MATTERS**

My Health Matters is a community health project which has been commissioned and funded by Public Health Havering. Its aim is to promote healthier, more active lifestyles throughout the borough thereby helping people to lead longer, healthier and more fulfilling lives.

The My Health Matters team attend events around the borough, most often in prominent locations and have a table of health-related information including literature related to any current health campaigns. In addition to talking to the public on any health-related topics they wish to discuss, we signpost to appropriate local services to provide additional support and information as needed.

We also recruit potential Health Champions from the community and offer a free, one-day training course which leads to a QCA Level 2, RSPH accredited award in Understanding Health Improvement.

Anyone living or working (in a paid or voluntary capacity) in the borough, aged 18 + with an interest in health and wellbeing is eligible for the free training to become a community health champion.

Once qualified, Health Champions are given this directory of local services to assist them with signposting then additional free training modules are offered on a variety of health-related topics including healthy eating and physical activity. We also provide ongoing support and the opportunity to attend focus groups to share ideas, give feedback and network with other health champions.

If you wish to become a Health Champion and/or have any questions or require further information please don't hesitate to get in touch by emailing us at [myhealthmatters@ageukrbh.org.uk](mailto:myhealthmatters@ageukrbh.org.uk).

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## **ALCOHOL AND DRUGS**

### **Addaction**

**T: 0207 251 5860**

**W: [www.addaction.org.uk](http://www.addaction.org.uk)**

**E: [info@addaction.org.uk](mailto:info@addaction.org.uk)**

Supports adults, children and young people to make positive behavioural changes around alcohol, drugs and mental health and wellbeing.

### **Al-Anon Family Groups UK & Eire**

**T: 0207 403 0888**

**Helpline 10am – 10pm, 7 days per week**

**W: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)**

**E: [enquiries@al-anonuk.org.uk](mailto:enquiries@al-anonuk.org.uk)**

Provides support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not. Also, run-self-help groups for relatives and friends of alcoholics.

### **Aspire Havering (CGL)T:**

**1708 747614**

**[www.changegrowlive.org/aspire-havering/info](http://www.changegrowlive.org/aspire-havering/info)**

**E: [havering.info@cgl.org.uk](mailto:havering.info@cgl.org.uk)**

Offers free access to drug and alcohol support. Self-referral is available for this service.

### **Cocaine Anonymous**

**T: 0800 612 0225** (Helpline)

**T: 0300 111 2285** (Mobile callers Helpline)

**W: <https://cocaineanonymous.org.uk/>**

**E: [helpline@cauk.org.uk](mailto:helpline@cauk.org.uk)**

Cocaine Anonymous is a fellowship of men and women who share their experience, strength and hope that they may solve their common problem, and help others recover from their addiction. The only requirement for membership is a desire to stop using cocaine and all other mind-altering substances. Please contact CA for further information and details of local group meetings.

### **Drinkaware**

**T: 0207 7669900**

**W: [drinkaware.co.uk](http://drinkaware.co.uk)**

**E: [contact@drinkaware.co.uk](mailto:contact@drinkaware.co.uk)**

Provides information on sensible drinking, drinking and the law etc  
Add: Finsbury Circus (Salisbury House), 3<sup>rd</sup> Floor (Room 519)  
London EC2M 5QQ

**Wize Up – Havering  
(formerly Young  
Addaction)**

**T:07909097621/0773052  
9052**

**W:[www.changegrowlive.org/young-people/cgl-wize-up-havering](http://www.changegrowlive.org/young-people/cgl-wize-up-havering)**

**E:[WizeupHavering@cgl.org.uk](mailto:WizeupHavering@cgl.org.uk)**

Wize Up is a free and confidential drug and alcohol service for young people aged 10 – 18 (including young offenders) and families who live in Havering.

It is an outreach service happy to meet in schools, colleges, local libraries or anywhere the client feels comfortable. Anyone can refer themselves or someone else by calling, emailing or visiting the service in person. They are based at Elm Park Children's Centre, Diban Avenue, Hornchurch.

**CANCER AWARENESS**

**APPLE** (Association of Prostate Patients in London and Essex)

**T: 07824 532835**

**E:[info@appleprostate.co.uk](mailto:info@appleprostate.co.uk)**

**[www.appleprostate.co.uk](http://www.appleprostate.co.uk)**

APPLE was set up to provide information, education, and support to anyone affected by prostate cancer.

The group are committed to raising public awareness about prostate cancer, thus encouraging men to seek advice early as the condition is responsive to treatment if detected soon enough. The group hold monthly support meetings.

**Cancer Rehab Exercise Class**

**T: 01708 463190**

Regular physical activity can help people throughout their cancer journey and aid recovery.

Anyone pre-treatment, undergoing or who have completed their cancer treatment may benefit from this group exercise class. Admission onto the class is via referral from a GP, Oncologist or other Medical Health professional. For further information and to check eligibility, call the number given. There is a cost involved. Classes take place on Thursdays 1.45 – 2.30pm at Everyone Active, Sapphire Ice & Leisure Centre, Romford.

## **CRASE**

Colorectal Advice Support and Education

**T: 020 8970 8042**

**E: [diane.cook@bhrhospital.nhs.uk](mailto:diane.cook@bhrhospital.nhs.uk)**

Support group for patients diagnosed with Bowel Cancer and their careers. Patients before, during or after treatment are all warmly invited. The group meets monthly last Thursday (ex Aug/Dec) between 7-9pm at the Keith Axon Centre, RM6 4XB. For more details, contact Diane Cook or Jemma O'Reilly (Colorectal nurse specialists)

## **Moving Forward**

**T: 01708 770416**

The Moving Forward scheme is run in partnership with the YMCA, Romford, and sees people with cancer offered a free 12-week activity programme, tailored to them, as the first steps to a healthier and more active life. Patients are referred to the scheme by their doctor or health professional at a stage when they undertake light exercise. For any further information regarding the scheme, please contact: [fitnessforyou@ymcatg.org](mailto:fitnessforyou@ymcatg.org); Rush Green Road, Romford RM7 0PH

## **P.H.A.S.E**

**T: 0808 802 0010 helpline available every**

**Mon/Weds/Fri**

**E: [robert.cornes@orchid-cancer.org.uk](mailto:robert.cornes@orchid-cancer.org.uk)**

Prostate Health, Advice, Support and Education is a local support group for anyone who has been affected by or is worried about prostate cancer. The group meet on the last Friday of every alternate month, Jan, Mar, May, July, Sept, Nov from 7-9pm at the Harold Wood Neighbourhood Centre, Gubbins Lane, RM3 0QA

## **CARER'S**

### **Carers UK**

**T: 0808 808 7777**

**W: [carersuk.org](http://carersuk.org)**

**E: [advice@carersuk.org](mailto:advice@carersuk.org)**

Advice and information for all carers.

Helpline Mon-Fri 10am-4pm

### **Carers Trust EHHR**

**T: 01708 757242**

**W: [carerstrustcrossroads.ehhr.org](http://carerstrustcrossroads.ehhr.org)**

**E: [info@carerstrustcrossroads.ehhr.org](mailto:info@carerstrustcrossroads.ehhr.org)**

Provides the services that respond to the needs of family

carers, young carers and the people they support.  
Crossroads carer service  
Havering Branch  
Harrow Lodge House,  
Hornchurch Road,  
Hornchurch, RM11 1JU

### **Havering Carers' Hub**

**T: 01708 961111**

**W: [haveringcarershub.org.uk](http://haveringcarershub.org.uk)**

**W: [www.carerscentre.org.uk/](http://www.carerscentre.org.uk/)**

**E: [info@haveringcarershub.org.uk](mailto:info@haveringcarershub.org.uk)**

Provides advice, information and support for people who care. Whether a parent, husband, wife, close relative or friend Havering Carer's Hub are there to provide help when needed.

### **Rainham Carers Support Group**

**T: 01708 553059**

Provides a safe place for carers to meet up and find mutual help from other carers

### **DISABILITY**

#### **Dial-a-ride**

**T: [0343 222 7777](tel:03432227777)**

**E: [DAR@tfl.gov.uk](mailto:DAR@tfl.gov.uk)**

Multi-occupancy door-to-door transport service for disabled people who cannot use buses, trains and tube. It can be used for journeys such as shopping, visiting friends and family, colleges, doctors, dentist appointments and going out at night.  
Dial A Ride

### **Havering Association for People with Disabilities**

**T: 01708 476554**

**W: [hadhaving.co.uk](http://hadhaving.co.uk)**

**E: [admin@hadhaving.co.uk](mailto:admin@hadhaving.co.uk)**

HAD works on behalf of local people who have a wide range of physical, mental and sensory disabilities. Supports families and groups on all aspects of caring.

Add: Whittaker Hall, 1a, Woodhall Crescent, Hornchurch, Essex RM11 3NN  
Opening times: Monday to Friday  
9 a.m. to 4.00 p.m

### **Havering Disabled Sports Association**

**T: 01708 443403**

**E: [hdsabroxhill@live.co.uk](mailto:hdsabroxhill@live.co.uk)**

Provides sporting activities for all disabled people, including bowls, darts, archery and snooker. Located at The Broxhill Centre, Broxhill Road, Havering-Atte-Bower, RM4 1XN

## **Macular Society Havering Branch**

See under Long Term Health Conditions

## **Royal Association for Deaf People**

**T: 0845 688 2525**

**W: [royaldeaf.org.uk](http://royaldeaf.org.uk)**

Advocacy service to help deaf people access services, appointments, and help with personal budgets/payments.

## **Sight Action (Havering) T:**

**01708 375238/07496  
868926**

**W:**

**[www.sightactionhavering.org.uk/](http://www.sightactionhavering.org.uk/)**

**E:**

**[enquiries@sightactionhavering.org.uk](mailto:enquiries@sightactionhavering.org.uk)**

Sight Action (Havering) is a small independent charity dedicated to working with, and on behalf of, vision-impaired people within the London Borough of Havering to minimize social isolation and promote and encourage independence, and also raise awareness of their needs in the community

and to those responsible for service provision.

Add: Talking Newspaper Studio, R/O the Methodist, The Drive, Harold Wood, RM3 0DU

## **Sport for Confidence**

**T: 07394 564941**

**E:[sophie@sportforconfidence.com](mailto:sophie@sportforconfidence.com)**

A team of Allied Health Professionals and Specialist Coaches from Sport for Confidence work within Havering to break down barriers people face to participating in physical activity. Attending Sport for Confidence sessions reduces the risk of social isolation and inactivity to improve health and well-being. The sessions are inclusive, fun and accessible for everyone. For more information, please contact Sophie, Occupational Therapist, contact details above. Sophie (OT), Tom and Shannon (Coaches) deliver the following sessions at Hornchurch Sports Centre, Harrow Lodge:  
Wednesday Boccia 1 – 2pm  
Multi-Sports 2.30 – 3.30pm  
Friday  
Wellness Group 10.30 – 11.30am  
(Spaces available from May 2020)



Walking Football 1.30 – 2.30pm  
All sessions cost £3 per person

## **The Partially Sighted Society Havering**

**E: [dapjbs@gmail.com](mailto:dapjbs@gmail.com)**  
**T: 01708 448227**

John Slattery, Chairperson  
The service aims to offer advice and information and provide opportunities for visually impaired people to socialise. The club meets 3<sup>rd</sup> Monday monthly 8 – 10pm  
Drop-in group meets every Tuesday 12.30 – 3pm at Yew Tree Resource Centre, RM7 9AA

## **FAMILIES/CHILDREN**

### **Attention Deficit Disorders Uniting Parents (ADD+UP)**

**T: 01708 454040**  
**M: 07495 573836\***  
**W: [addup.co.uk](http://addup.co.uk)**

A local support and action group for Havering, Barking & Dagenham empowers parents and families of children with ADHD (Attention Deficit Disorder and Attention Deficit Hyperactivity Disorder) and challenging behaviour. They give their families hope; they celebrate their children's uniqueness and join their fight

so that they improve their life chances. 59 Billet Lane  
Hornchurch RM111AX  
\*for urgent support Mon – Fri 10am – 4pm

## **Barnado's**

**T: 0208 554 2888**  
**W: [barnardos.org.uk](http://barnardos.org.uk)**

It aims to transform the UK's most vulnerable children's lives to make sure needs are met and their voices heard. Barnado's also runs a Young Carers Service at My Place, 343 Dagenham Park Drive, Harold Hill, Romford, RM3 9EN

## **Butterflies**

**T: 01708 434747 Michelle**  
**T: 01708 434748 Natasha**  
**E: [butterflies@havering.gov.uk](mailto:butterflies@havering.gov.uk)**

Butterflies is a peer support group for parents with children under 2 years old who are experiencing perinatal mental illness, anxiety and low mood since becoming pregnant or following the birth of their baby.  
Collier Row Children's Centre  
Every Tuesday 10 – 11.30am

## **Family Information Group**

**T: 01708 378141**

**W:**[familyinformationgroup.co.uk](http://familyinformationgroup.co.uk)

**E:**[office@familyinformationgroup.co.uk](mailto:office@familyinformationgroup.co.uk)

FIG helps parents and their children with a wide range of special needs.

Address: Taunton Hall, 90 Taunton Road, Harold Hill, Romford, Essex, RM3 7SU

### **First Step**

**T:** 01708 556355

**W:** [firststep.org.uk](http://firststep.org.uk)

**E:**[enquiries@firststep.org.uk](mailto:enquiries@firststep.org.uk)

First Step offers a range of services and sessions to support each family and enable their very young children with special needs and disabilities to maximizetheir potential. Address: Tangmere Crescent, Hornchurch, Essex, RM12 5PP

### **Havering Family Services Directory**

**T:**01708 431782

**W:** [haveringfsd.co.uk](http://haveringfsd.co.uk)

**E:**[fsd@havering.gov.uk](mailto:fsd@havering.gov.uk) HSF

(Havering Family Services Directory) guides to local services, organisationsand activities for children, young people, adults, families, /carers and professionals. Add:LB Havering, Mercury Gardens, Romford, RM1 3DW

### **Home-Start Havering**

**T:** 01708 455551

**W:** [homestarthavering.co.uk](http://homestarthavering.co.uk)

**E:**[info@homestarthavering.co.uk](mailto:info@homestarthavering.co.uk)

A local charity which supports families with at least one child under five with postnatal illness, a child's disability, family breakdown or bereavement or maybe isolation and unable to connect with their local community. Also, run multiple Birth Groups for mums and dads to support one another with practical advice/emotional support.

Address: Home-Start Havering Unit B, Ground Floor, Melville Court, Spilsby Road, Harold Hill, Essex, RM3 8SB

### **Positive Parents**

**T:** 01708 524627

**W:** [positiveparents.havering.org.uk](http://positiveparents.havering.org.uk)

**E:**[info@positiveparentshavering.org.uk](mailto:info@positiveparentshavering.org.uk)

Supporting families of children and young people with Special Educational Needs and Disabilities in the London Borough of Havering First Step Building, Tangmere Crescent, Hornchurch, RM12 5PP

## **Rainham Foodbank**

**T: 01708 397484**

**M: 07367 335970**

**W:**

**[rainham.foodbank.org.uk](http://rainham.foodbank.org.uk)**

**[E:info@rainham.foodbank.org.uk](mailto:info@rainham.foodbank.org.uk)**

**org.uk**

**Facebook. Rainham**

**Foodbank**

They provide emergency food parcels to people at crisis points and Embark on 'More than Food', providing restorative, preventative and recoverable measures to the underlying issues behind food poverty. Services also include Free counselling, Advocacy, Basic English Skills, Clothes Bank, Employability Skills and a Sewing Project.

The Mick Fury House, Lowen Road, Rainham, Essex, RM13 8HT

## **Romford Autistic Group Support (RAGS)**

**T: 01708 564871**

**W: [rags-havering.org.uk](http://rags-havering.org.uk)**

**E:info@rags-**

**havering.org.uk**

RAGS provides information, guidance and support, and many opportunities for parents and carers to get together in a supportive, non-judgmental environment. RAGS, Taunton Hall, 90 Taunton Road, Harold Hill, Romford RM3 7XSU

## **Sycamore Trust U.K**

**T: 020 8517 9317**

**W: [sycamoretrust.org.uk](http://sycamoretrust.org.uk)**

**E:enquiries@sycamoretrust.org.uk**

Sycamore Trust U.K. aim to offer a range of services specifically designed to support families, educate the community and empower individuals of all ages to flourish and be valued members of society.

Autism Hub - Unit H14, Laurie Walk, Romford RM1 3RT

## **HEALTH SERVICES**

### **Barking, Havering and Redbridge University Hospitals Trust (BHRUT)T:**

**01708 435000 –**

**Queen's Hospital**

**T: 020 8983 8000 – King**

**George Hospital**

**W: [bhrhospitals.nhs.uk](http://bhrhospitals.nhs.uk)**

NHS Services

### **GP's Urgent Appointments**

**T: 020 3770 1888**

The service helps people who need to be seen urgently by a local doctor; same-day appointments are available every weekday evening between 6.30pm and 10pm, 12pm and 5pm on Saturday and 12pm and 4pm on Sunday. The appointments are available to everyone

registered with a GP in Havering.

Telephone line opens between 2pm and 9pm weekdays, and 9am and 3pm weekends all year round. Alternatively, you can be booked via your GP surgery or via NHS 111.

### **Havering Public Health**

**W:** [havering.gov.uk/public-health](http://havering.gov.uk/public-health)

**E:** [publichealth@havering.gov.uk](mailto:publichealth@havering.gov.uk)

The Council's Public Health service looks at the health status of everyone in the borough. It helps plan the service provisions that will be needed that will keep as many people healthy and active as possible, preferably out of the hospital and ensure they live long and healthy lives.

### **Healthwatch Havering**

**T:** **01708 303300**

**W:** [healthwatchhavering.co.uk](http://healthwatchhavering.co.uk). **E:** [enquiries@healthwatchhavering.co.uk](mailto:enquiries@healthwatchhavering.co.uk)

Healthwatch Havering is the patient voice for people who live or work in Havering and use health and social care services. Their role is to ensure that the NHS and local authority take account of

patients' needs and views in all their planning for service provision.

**King George's Hospital T:**  
**0208 9838000**

**W:** [bhrhospitals.nhs.uk/](http://bhrhospitals.nhs.uk/)

Barley Lane, Ilford, Essex, IG3 8YB

### **NHS 111**

**W:** [www.111.nhs.uk](http://www.111.nhs.uk)

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 when you need medical help fast but it's not a 999 emergency

### **NHS Choices**

[www.nhs.uk](http://www.nhs.uk)

NHS Choices provides a comprehensive health information service with thousands of articles, videos and tools help you make the best choices about your health and lifestyle and make the most of England's NHS and social care.

Their service directories let you find, choose and compare health, support and social care services in England. They also publish reviews and ratings across health and social care services.

### **NHS Complaints Advocacy**

**T:** **0300 330 5454**

**Textphone 0786 002 2939**  
**E:nhscomplaints@voiceability.org**

**W:nhscomplaintsadvocacy.org**

NHS Complaints Advocates can help if you are someone you know has not had the care or treatment you expect from your NHS services, and want to complain. NHS Complaints Advocacy is independent of the NHS, confidential and free.

### **Queen's Hospital**

**T: 01708 435000**

**W: bhrhospitals.nhs.uk**

Rom Valley Way, Romford, Essex, RM7 0AG

### **Sexual and Reproductive Health Community Services**

**T: 01708 503 838**

Friendly, free, confidential & comprehensive service is available for all ages. Services provided include: all methods of contraception, hormonal, barrier/intrauterine methods, pregnancy testing & referral for termination and abortion, contraception, and cervical cytology screening for chlamydia, HIV & all sexually transmitted infections.

## **HEALTHY EATING / WEIGHT MANAGEMENT**

### **Change 4 Life**

**W: nhs.uk/change4life**

**T: 0300 123 4567**

The way we live in modern society means many of us, especially children, have fallen into unhealthy habits. 'Eat well, move more, and Live longer' are part of the Change 4 Life Government campaign. We all need to make small changes to eat well, move more and live longer lives.

### **Live Healthier Havering 2 Tier Weight Management Programme**

**W:haveringweightmanagement@everyoneactive.com T:01708 463181**

Live Healthier Havering is a free programme for adults (18+) empowering individuals' diet and physical activity levels. The programme, run by qualified weight management and exercise specialist. 1-hour class room based and 45 minutes of low impact physical activity.

### **Weight Management Support Group**

Fun themed weekly group support sessions for those needing motivation, tips and support with their chosen nutrition plan. <sup>(SEP)</sup>

This is a free service with My Health Matters, taking place via Zoom on Thursdays at 5.15 til 6pm

Join via

<https://us02web.zoom.us/j/88240040473?pwd=RDUvZzd3UTkraIVQZkd3B0Q09>

**Meeting ID:**

**882 4004 0473**

**Passcode: 425259**

or call the team on 07538 798478 for more details

## **NHS Choices**

**W: [nhs.uk](https://www.nhs.uk)**

NHS Choices provides a comprehensive health information service, including advice on healthy eating

## **One You**

**W: [nhs.uk/oneyou](https://www.nhs.uk/oneyou)**

The Public Health England campaign, aimed mainly at those in their 40's and 50's provides advice and support to those wishing to make healthier lifestyle choices, including eating well.

## **INFORMATION & ADVICE**

### **Disability benefits helpline**

**W: [gov.uk/disability-benefits-helpline](https://www.gov.uk/disability-benefits-helpline)**

### **Disability Living**

#### **Allowance**

**T: 0345 712 3456**

**T: 0345 605 6055** (for those born on or before 8/4/48)

Monday to Friday 8am – 6pm

### **DWP Benefits Entitlement Carers Allowance**

**T: 0345 6084321- helpline:**

**W: [gov.uk/benefits-calculators](https://www.gov.uk/benefits-calculators)**

### **Having Citizens Advice Bureau**

**W: [havingcab.org.uk](https://www.havingcab.org.uk) W: [adviceguide.org.uk](https://www.adviceguide.org.uk)**

Romford Central Library 1st Floor, St Edwards Way, Romford, RM1 3AR

Telephone Advice Services:

**National Number:** 0800 144 8848 Monday -Friday 9am-5pm

**Having Local:** 0300 330

2179 Mon, Wed & Friday

10am-12.30pm Tuesday

10am-4pm Thursday 1pm-3.30pm

You can phone or email if you need advice face to face and, an appointment will be arranged on a 1:1 basis.

## **Harold Hill Community Hub**

**W:** [www.haveringcommunityhub.com/harold-hill](http://www.haveringcommunityhub.com/harold-hill)

Harold Hill Community Hub is currently in the old Housing Office on Chippenham Road, RM3 8YF. The Hub will be relocating early 2022 to the Harold Hill Library. It offers a wide range of community services and is open on Tuesdays and Thursdays 1pm-5pm.

Havering Council has teamed up with various organisations to help to families and individuals within the community. The Hub also has a community food shop, managed by Peabody, providing low-cost good, quality food.

## **National Debt line**

**T:** 0808 808 4000

**W:** [nationaldebtline.org](http://nationaldebtline.org)

Help for anyone in debt or concerned that they may fall into debt.

Helpline open Monday to Friday  
9am - 8pm Saturday 9.30am - 1pm

## **NHS Choices**

**W:** [nhs.uk](http://nhs.uk)

NHS Choices provides a comprehensive health information service with thousands of articles, videos and tools, helping you to make the best choices about your health and lifestyle, and making the most of the NHS and social

care services in England.

Their service directories let you find, choose and compare health, support and social care services in England. They also publish reviews and ratings across health and social care services.

## **OrangeLine**

**T:** 01708 758649

**W:** [sfh.org.uk/orangeline](http://sfh.org.uk/orangeline)

**E:** [orangeline@sfh.org.uk](mailto:orangeline@sfh.org.uk)

A telephone support service provided by St Francis Hospice for people with life-limiting illnesses, careers, and families. It is also a lifeline for people who experience loneliness and isolation as a result of caring for a loved one who is in that condition or losing a loved one from an illness.

## **Peabody**

**T:** 01708 776770

**W:** [Peabody.org.uk](http://Peabody.org.uk)

**E:** [haveringfloatingssupport@peabody.org.uk](mailto:haveringfloatingssupport@peabody.org.uk)

Provides a free support service to Havering residents aged 16+ with the aim of helping individuals to live independently in their own home or help them to explore their housing

options if they are homeless. Assistance is given with finding employment, benefit checks and debt management.

Weekly drop in surgeries are held throughout the Borough. Add. 1<sup>st</sup> Floor, 6 Holdgate Court, Western Road, Romford, RM1 3JS

Opening times: Mon-Fri 9am-5pm  
Sat 9am-3pm

### **Peabody Here to Help (Incorporating Carepoint)**

**T: 01708 776770**

**W: [peabodycareandsupport.org.uk/here-to-help-havering](http://peabodycareandsupport.org.uk/here-to-help-havering)**

**E: [haveringfloatingsupport@peabody.org.uk](mailto:haveringfloatingsupport@peabody.org.uk)**

Information and advice for adults. Carepoint is a free service for adults in Havering which provides information, advice, and guidance around all health & social care issues. Address: Care Point Family Mosaic, 1st Floor, Holgate House, 6 Holgate Court, Western Road, Romford, RM13JS  
Mon-Fri 09.00-17.00  
Saturday 09.00-13.00, Sunday Closed

### **Welfare Rights**

**T: 01708 434444**

**W: [www.havering.gov.uk](http://www.havering.gov.uk)**

**E: [WelfareRightsUnit@havering.gov.uk](mailto:WelfareRightsUnit@havering.gov.uk)**

The council has a Welfare Rights Unit dedicated to providing benefit advice to the residents of the

borough and maximizing the incomes of its social services customers. It gives advice and provides information to social care staff and their customers of all ages. The unit advises on all types of welfare benefits, allowances, and Social Service charges.

### **LONG TERM HEALTH CONDITIONS**

#### **Alzheimer's Society Dementia Advisory Service**

**T: 01708 739293**

**W: [alzheimers.org.uk](http://alzheimers.org.uk)  
E: [Havering@alzheimers.org.uk](mailto:Havering@alzheimers.org.uk)**

Provides specialist services for people with dementia and their carers, family and friends. Services are open to all Havering residents.

Address, Yew Tree Resource Centre, 20 Yew Tree Gardens, London Road, Romford RM7 9AA

#### **Breathe Easy – Barking and Dagenham Support group (British Lung Foundation)**

**T: 0300 303 0253**



**W:[blf.org.uk/support-for-you/breathe-easy](http://blf.org.uk/support-for-you/breathe-easy)**

A support group for people with COPD, Asthma or any lung condition and affiliated to the British Lung Foundation. The group meet every 4th Thursday 12.30 – 2.30pm at Asda, Whalebone Lane, Chadwell Heath, RM8

**Crohn's & Colitis UK South Essex**

**T: 0300 2225700**

**W:[crohnsandcolitis.org.uk](http://crohnsandcolitis.org.uk)**

**E:[se@networks.crohnsandcolitis.org.uk](mailto:se@networks.crohnsandcolitis.org.uk)**

A support group for sufferers of Crohn's Disease, Ulcerative Colitis and other forms of Inflammatory Bowel Disease. The group meet on the 2<sup>nd</sup> Saturday monthly between 11.30am and 1pm in the Community Room, Tesco Store Roneo Corner, RM11 1PY

**Dystonia Association**

**T: 0207 7933651**

**W: [dystonia.org](http://dystonia.org)**

**E:[info@dystonia.org.uk](mailto:info@dystonia.org.uk)**

89 Albert Embankment London SE1 7TP

Providing support, advocacy and information for anyone affected by the neurological movement condition known as dystonia

**Havering Group Diabetes UK**

**T: 01708 935779**

**(Mrs Ann Prescott, Secretary)**

**T: 01708 473314**

**(Miss Debbie Broom, Chair)**

**W:[havering.diabetesukgro up.org](http://havering.diabetesukgro up.org)**

**E:[ann.prescott@talktalk.n et](mailto:ann.prescott@talktalk.n et)**

**E:[debbie.broom247@gmail .com](mailto:debbie.broom247@gmail .com)**

The group meets most months, the aim of the meetings is to support people living with Diabetes, their families and carers. Every month a Healthcare Professional is invited to speak to the Group about Diabetes and further their knowledge.

**Macular Society Havering Branch**

**T: 01708**

**522278/07736**

**907749** – Brendan Felton – Treasurer

**T: 07903 379499** –

Glenda

Babineaux – Group Leader

**E:[Glenda@ebmplc.com](mailto:Glenda@ebmplc.com)**

**W:[macularsociety.org](http://macularsociety.org)**

The services meet on the third Friday of each month between 2pm and 4pm at Yew Tree Resources Centre, RM7 9AA to exchange

information have a chat and enjoy afternoon tea and cakes.

### **Multiple Sclerosis Society Havering Branch**

**T: 01708 505896**

(Brenda Addison, Chair & Sec)

**T: 01708 477600**

(Bernard Walker)

**W: [mssociety.org.uk](http://mssociety.org.uk)**

**E: [mshavering@aol.com](mailto:mshavering@aol.com)**

The Havering Branch of the Multiple Sclerosis Society holds twice monthly support meetings for all those affected by Multiple Sclerosis including friends & family. Meetings are held on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays of the month at the Yew Tree Resource Centre, RM7 9AA

### **Parkinson's UK Havering & District Branch**

**T: 01708 457989**

(Ron Samson – Chairman)

**T: 0208 5901302**

(Alan Davey – Branch Vice-Chair)

**T: 0808 8000303**

(National Helpline)

**W: [parkinsons.org.uk](http://parkinsons.org.uk)**

**E: [alanad77@gmail.com](mailto:alanad77@gmail.com)**

The group offer information, friendship and support to local people with Parkinson's, their families and carers. They also organise regular events and social activities. Join – and meet other people affected by Parkinson's in the area.

The group have access to a Parkinson's nurse, offering specialist help and medical advice

and a Parkinson's local adviser offering one-to-one information and emotional support. The group meets 1<sup>st</sup> & 3<sup>rd</sup> Tuesday of each month (exc Dec) at Langton's House, Billet Lane, Hornchurch, Essex RM11 1XJ 2-4pm

### **Sickle Cell and thalassemia Support group**

**T: 0208 532 7330**

**W: [sicklecellbdr.org.uk](http://sicklecellbdr.org.uk)**

Supports people with either sickle cell or Thalassemia conditions, drop in centre opens 10am – 4.30pm Mon-Fri for information & advice. Ripple centre, 121-125 Ripple Road Barking IG11 7FN; M: 07737 295126

### **Tinnitus Support Group**

**E: [hornchurch.tinnitus@gmail.com](mailto:hornchurch.tinnitus@gmail.com)**

A group that is peer lead, offering a haven to share/discuss people's experience with Tinnitus. It is hoped by sharing other people's experiences will be away to support/manage/understand that people are not alone with Tinnitus.

The group meets on the 4<sup>th</sup> Tuesday of the month 7 – 9pm at Hornchurch Library, 44 North St, Hornchurch RM11 1TB

### **Versus Arthritis**

**T: 08000 5200 520**

**Helpline [www.versusarthritis.org](http://www.versusarthritis.org)**

**E: [badarthritis@outlook.com](mailto:badarthritis@outlook.com)**

### **Barking & Dagenham Arthritis Support**

Group meet on the second Friday of each month, 2pm to 4pm at Dagenham Fire Station 70 Rainham Road North RM10 7ES

### **MENTAL HEALTH/COUNSELLING SERVICES**

#### **Ascent Counselling Service**

**T: 0207 6191360**

**W: [solacewomensaid.org](http://solacewomensaid.org)**

**E: [counselling@solacewomensaid.org](mailto:counselling@solacewomensaid.org)**

A person-centred counselling service for women who have experienced domestic and/or sexual abuse. Referral can be by support worker/social worker or GP, alternatively you can self-refer to the service by calling the Solace advice line 0808 802 5565

#### **Bipolar UK**

**T: 0333 323 3880**

**W: [www.bipolaruk.org](http://www.bipolaruk.org) E: [info@bipolaruk.org](mailto:info@bipolaruk.org)**

National charity dedicated to supporting those diagnosed with the condition as well as their families and carers. Provides information via the website and telephone. Provides self-help groups, online support and employment support.

#### **Butterflies**

See entry in Families/Children Section

#### **Cruse Bereavement Care – Essex**

**T: 0845 266 9710**

**Local helpline**

**W: [cruse.org.uk/get-help/local-services/eastern-england/essex](http://cruse.org.uk/get-help/local-services/eastern-england/essex)**

**E: [essex@cruse.org.uk](mailto:essex@cruse.org.uk)** Cruse

have specialist bereavement experts with experience in all types of loss who can offer support however and whenever the death occurred.

#### **Depression UK**

**W:**

**[www.depressionuk.org](http://www.depressionuk.org)**

**E:**

**[info@depressionuk.org](mailto:info@depressionuk.org)**

A national self-help organisation that offers support to everyone affected by depression.

### **Good Thinking**

**W:** [good-thinking.uk/](http://good-thinking.uk/) Find tools and resources to help yourself and others tackle stress, anxiety, and sleep deprivation. Supported by NHS England and Public Health England.

### **Havering & Brentwood Bereavement Service**

**T:** 01277 283199 -

#### **Counselling Line**

**W:** [hbbscounselling.org](http://hbbscounselling.org)

**E:** [enquiries@hbbscounselling.org](mailto:enquiries@hbbscounselling.org)

#### **Bereavement**

service for people who need help after the loss of a loved one. Counselling rooms are located in Hornchurch and Brentwood. Add: Communications House, 200 William Hunter Way, Brentwood, Essex, CM14 4WQ

### **Havering Child and Adolescent Mental Health Service (CAMHS)**

**T:** 0300 300 1888

**W:** [www.nelft.nhs.uk/camhs](http://www.nelft.nhs.uk/camhs)

**E:** [nem-tr.referralsacorncentre@nhs.net](mailto:nem-tr.referralsacorncentre@nhs.net)

The community-based Havering child & adolescent mental health service offers help to young people from birth up to the age of 18 who are experiencing behavioural,

emotional and mental health difficulties. Professional referral only.

Address: The Acorn Centre 306 London Rd Romford RM7 9NH

### **Havering Mind**

**T:** 01708 457040

**W:** [haveringmind.org.uk](http://haveringmind.org.uk)

**E:** [reach.us@haveringmind.org.uk](mailto:reach.us@haveringmind.org.uk)

Offers a range of services and provides mental health information for anyone living in the Havering area. The extensive ranges of services are friendly, confidential and aim to support individuals in their own recovery. Harrow Lodge House. Harrow Lodge Park, Hornchurch Road. Hornchurch, RM11 1JU

### **Mums Matter**

**T:** 01708 457040

**W:** [haveringmind.org.uk](http://haveringmind.org.uk)

**E:** [mumsmatter@haveringmind.org.uk](mailto:mumsmatter@haveringmind.org.uk)

A support service for mums with a holistic approach. Mums Matter runs an 8-week course which offers both practical and emotional support. Creche facilities are provided to ensure mums can fully participate in group sessions.

## **Havering Talking Therapies (IAPT)**

**T: 0300 300 1554 option 2**

**W: [talkingtherapies.nelft.nhs.net](http://talkingtherapies.nelft.nhs.net)**

**W: [iaptportal.co.uk/nelhav.html](http://iaptportal.co.uk/nelhav.html)  
(Self-referral portal)**

**E: [Haveringtalkingtherapies@nhs.net](mailto:Haveringtalkingtherapies@nhs.net)**

Havering Talking Therapies is a free and confidential NHS service which can help with issues around feeling anxious, trouble sleeping, emotional pressures, stress, and depression.

Havering Talking Therapies (IAPT) Service  
Petersfield Centre Petersfield Avenue Harold Hill, RM3 9PB

## **HUBB Support Group**

**T: 07985 983673** - Dinah

Bryant (Interim Secretary)

**E: [ecofriendlyangel62@gmail.com](mailto:ecofriendlyangel62@gmail.com)**

HUBB (Helping Users Bounce Back) Support Group is for people from Havering, Barking and Dagenham who have, or have experienced mental health problems to help them bounce back. Carers also welcome. The group meet on the first Monday of every month at The Baptist Church Hall, Main Road, Romford, RM1 3BL from 5pm – 7pm

## **Improving Access to Psychological Therapies (IAPT)**

**Havering** – see entry under Havering Talking Therapies

## **Mental Health Direct (Nelft)**

**T: 0300 555 1000**

24/7 helpline for help and advice anytime of the day or night.

## **MEN'TALITY**

**T: 07938 895315**

**W: <https://joebutler96.wixsite.com/mentality>  
[joebutler96@hotmail.co.uk](mailto:joebutler96@hotmail.co.uk)**

A small independent support group that meets once a week on a Thursday at Bretons Manor House 7 – 9pm, specialising in men's mental health, and once a month they run a lady's night offering the same support.

## **North East London Foundation Trust NHS (NELFT)**

**T: 0300 555 1145**

**W: [nelft.nhs.uk](http://nelft.nhs.uk)**

North East London (NELFT) provides mental health and community health services for people living in the London boroughs of Waltham Forest, Redbridge, Barking, Dagenham and Havering, and community health services for people in south west Essex. New Directions, North East

London NHS Foundation  
Trust. 4 Pettits Lane, Romford  
RM1 4HL

### **Richmond Fellowship – IPS Employment Service**

**T: 07920 417 453**

**W: [richmondfellowship.org.uk](http://richmondfellowship.org.uk)**  
**E: [haveringips@richmondfellowship.org.uk](mailto:haveringips@richmondfellowship.org.uk)**

If you are 18+, living in Havering and being supported by the secondary mental health teams, this service can support you to find and stay in employment.

### **Samaritans of Havering**

**T: 01708 740000**

**(24hr national no. 116123)**

**W: [samaritans.org](http://samaritans.org)**

**E: [havering@samaritans.org](mailto:havering@samaritans.org)**

The Samaritans provides confidential, non-judgmental, and emotional support, 24 hours a day for people who are experiencing feelings of distress or despair. Address: 107 North Street Romford Essex, RM1 1ER

## **MISCELLANEOUS**

### **Ascent Counselling Service**

See entry under **Mental Health/Counselling Services**

### **Ascent Moving Forward Group**

**T: 0207 6191360**

**E: [counselling@solacewomensaid.org](mailto:counselling@solacewomensaid.org)**

The Moving Forward Group is an 8-week educational programme for women aged 16+ who have experienced any form of domestic and/or sexual violence. Groups run in Havering and other London Boroughs. Please contact for more information and to arrange a referral.

### **Asian Women's Association of Havering (AWAH)**

**T: 01708 444732**

Contact: Siaddiq Mubashar,  
The group meets once a month to support Asian women/ children who cannot speak English.  
16 Ferndown, Hornchurch,  
RM11 3JL

### **Books on Prescription**

**W: [readingagency.org.uk/readingwell](http://readingagency.org.uk/readingwell)**

Reading Well Books on Prescription helps a person manage their well-being using self-help reading. The scheme is endorsed by health professionals and supported by public libraries. The books provide helpful information and step-by-step self-help techniques for managing common conditions, including

depression and anxiety. A GP, psychological well-being practitioner or another health professional may recommend a self-help book as part of their treatment. The self-help books are also available for anyone to borrow from the local library.

### **Cruise Bereavement Care – Essex**

See entry under **Mental Health/Counselling Services**

#### **Financial Services**

**T: 0800 368 8686**

**W: [tapestryfs.co.uk](http://tapestryfs.co.uk)**

**E: [enquiries@tapestryfs.co.uk](mailto:enquiries@tapestryfs.co.uk)**

Money worries? Stressed over your finances? Let our financial advisor assist you

### **Havering Asian Social & Welfare Association**

**T: 01708 522789**

**W: [haswa.org.uk](http://haswa.org.uk)**

**E: [office@haswa.org.uk](mailto:office@haswa.org.uk)**

HASWA intends to improve the quality of life of Asians of Indian origin residing in Havering, by catering to the social, cultural and welfare needs of people and promotes social integration. Offers free, independent and confidential social and welfare advice to the Asian community.

Greenfields, Kilmartin Way Elm Park RM12 5NB

### **Havering & Brentwood Bereavement Service**

**\*See entry under**

#### **MENTAL HEALTH/COUNSELLING SERVICES**

### **Havering Islamic Cultural Centre**

**T: 01708 741333**

**W: [haveringislamicculture.co.uk](http://haveringislamicculture.co.uk)**

**E: [enquiry@haveringislamiccentre.co.uk](mailto:enquiry@haveringislamiccentre.co.uk)**

**E: [enquiry@haveringislamiccentre.co.uk](mailto:enquiry@haveringislamiccentre.co.uk)**

**E: [enquiry@haveringislamiccentre.co.uk](mailto:enquiry@haveringislamiccentre.co.uk)**

**E: [enquiry@haveringislamiccentre.co.uk](mailto:enquiry@haveringislamiccentre.co.uk)**

This organisation provides classes in Arabic, Urdu and computing, Service users also have access to a library and the centre for events  
91 Waterloo Road Romford RM7 0AA

### **Havering Volunteer Centre**

**T: 01708 922214**

**M: 07757 426481**

**W: [www.haveringvc.org.uk](http://www.haveringvc.org.uk)**

**W: [www.haveringvc.org.uk](http://www.haveringvc.org.uk)**

**E: [volunteering@haveringvc.org.uk](mailto:volunteering@haveringvc.org.uk)**

**E: [volunteering@haveringvc.org.uk](mailto:volunteering@haveringvc.org.uk)**

The Havering Volunteer Centre (HVC) helps Volunteer involving organisations (VIOs) based in Havering recruit, manage and retain volunteers, they are the central volunteering resource for charities, local

voluntary organisations and the public sector in Havering. Havering Volunteer Centre Community Reach House

32-34 The High Street Romford  
RM1 1HR

### **Havering Women's Aid**

**T: 01708 521346**

Helpline to access Floating Support

**T: 01708 728759** to access the Drop In Advice or Support Group

**W: [www.haveringwomensaid.co.uk](http://www.haveringwomensaid.co.uk)**

**E: [hwafloatingssupport@hotmail.co.uk](mailto:hwafloatingssupport@hotmail.co.uk)**

Support and assistance for victims of Domestic Violence.

Includes a floating support service, which provides emotional and practical help to women, men and children experiencing domestic abuse, refuge accommodation for women and their children, a drop-in service, support groups and a helpline

### **Help not Hospital Service**

Queens & King George Hospitals

**T: 01708 435000 Ext 6594**

**M: 0787 362 3473**

**E: [BHRHomesettlesupport@redcross.org.uk](mailto:BHRHomesettlesupport@redcross.org.uk)**

**BHR Home, Settle & Support Service** provides

support to people in the community. The service is available Monday – Sunday 9am-7pm with discharge from Queens, King Georges Hospital & Whipps Cross Hospital.

### **Hindu Cultural Society of Havering Support & Access for Vulnerable Adults (SAVA)**

**T: 01708 441373**

Mr. Bhagirathi Aggarawal

**T: 01708**

**447965/529839**

Dr. Ranjan Adur

The service aims to support vulnerable adults, including carers with information about local support services and an opportunity to meet in a friendly group, and to provide professional advice.

### **Hindu Welfare Association of Essex**

**T: 01708 347628**

**W: [hinduwa.org.uk](http://hinduwa.org.uk)**

**E: [hinduwelfare@googlemail.com](mailto:hinduwelfare@googlemail.com)**

For the advancement of Hindu tradition and to provide support to the Hindu Community. The goal of the association is to promote peace and harmony within the multicultural community in the local and surrounding areas. Address: The School House, Church Road, Noak Hill Romford RM4 1LD

### **Listening Books Service**

**T: 020 7407 9417**

**W: [listening-books.org.uk](http://listening-books.org.uk)**

**E: [info@listening-books.org.uk](mailto:info@listening-books.org.uk)**



This organisation provides an internet-based audiobook library service to people who cannot read in the usual way

**London Borough of Havering Multi Agency Safeguarding Hub (Adults) MASH**

**T: 01708 433550**

**E: [safeguarding\\_adults\\_team@havering.gov.uk](mailto:safeguarding_adults_team@havering.gov.uk)** Works

within a multi-agency safeguarding hub processing concerns and passing to social workers to triage and processing the outcomes.

Within the hub, we work alongside Mental Health, Police, Children's, Health, Housing and Probation.

**Metropolitan Police**

**T: 0300 1231212**

**W: [content.met.police.uk/Home](http://content.met.police.uk/Home)**

In an emergency

**Dial 999** for non-emergency calls

Dial 101 Romford Police Station, 19 Main Road, Romford, Essex,

RM1 3BJ

Open 24/7

**24-hour National Domestic Violence**

**Freephone Helpline**

**T: 0808 2000 247**

Run in partnership between Women's Aid and Refuge, the Helpline can give support, help and information over the

telephone and is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available

**People First (Havering) Advocacy**

**T: 07906 183071**

**E: [peoplefirst1@hotmail.co.uk](mailto:peoplefirst1@hotmail.co.uk)**;

Provides one to one advocacy and support, signposting to other helpful organisations, information and awareness, c/o24 Weald Road Brentwood CM14 4SX

**Rainham Foodbank**

See entry under Families/Young People.

**Relate North East London**

**T: 01708 441722**

**W: [relate.org.uk](http://relate.org.uk)**

Offers advice, relationship counselling, sex therapy, workshops, mediation and support via consultation by phone, website or in person

**Shared Lives**

**T: 020 8519 9536**

**M: 07584 290965**

**W: [haveringcarepoint.org/ care-services/shared-lives/](http://haveringcarepoint.org/care-services/shared-lives/)**

**E: [info@bettertogether.org](mailto:info@bettertogether.org)**

**.uk** Shared Lives offers adults with social care support needs the chance to receive the care and support they need in a family home with a Shared Lives Carer in the local community. People live in the homes of carers who have been recruited, trained and approved for this purpose. Arrangements can be short term, lasting anything from one night to several weeks, enabling both the person and their carers to have a break. Or they can be more long term, providing the opportunity for the person receiving support to live as part of the family. Emergency placements are also available. If you are interested in joining the Shared Lives scheme or becoming a Shared Lives Carer, please get in touch.

### **St Francis Hospice**

**T: 01708 753319**

**E: [mail@sfh.org.uk](mailto:mail@sfh.org.uk)**

Saint Francis Hospice is a registered charity providing specialist care to anyone affected by a life – limiting illness either through its own service or via education and training of other care providers. The Hall, Havering Atte-Bower, Romford RM4 1QH

### **Victim Support National Support Helpline**

**T: 0845 300 900**

**[www.victimsupport.org.uk](http://www.victimsupport.org.uk)**

Offering emotional support and practical advice for anyone affected by crime.

### **Victim Support Havering**

**T: 0208 550 2410**

**T: 0845 300 900**

[www.victimsupport.org.uk](http://www.victimsupport.org.uk) The service supports anyone who has been a victim of crime and lives in Havering. Offers dedicated tailor-made support to individual needs to help people recover from whatever has happened to them. Also offers support to family and friend anyone whomay have witness what may have happened.

Unit 10, Borne Court Southend Road Woodford Green IG8 8HD

### **OLDER PERSONS**

#### **Age UK**

**T: 0800 169 6565**

**Nationalhelpline**

**W: [ageuk.org.uk](http://ageuk.org.uk)**

**E: [contactageuk@ageuk.org.uk](mailto:contactageuk@ageuk.org.uk)**

#### **Age Uk Redbridge, Barking and Havering Branch**

**T: 0208 220 6000**

**W: [ageuk.org.uk/redbridgebarkinghavering/](http://ageuk.org.uk/redbridgebarkinghavering/)**

**E: [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)**

**uk** For free information on issues affecting older people.

4th Floor, 103 Cranbrook Road  
Ilford, Essex IG1 4PU  
Opening hours: Monday -Friday  
9.00am - 3.00pm

### **Age UK East London Handyson Service**

**T: 0208 503 4800**

**W: [ageukeastlondon.org.uk](http://ageukeastlondon.org.uk)**

**E: [homeandcare@ageukeastlondon.org.uk](mailto:homeandcare@ageukeastlondon.org.uk)**

The Handyperson service offers help with odd jobs or minor repairs in the house.

### **Befriending Services**

**T: 01708 796605/ 471658**

**E: [befriending@tapestry-uk.org](mailto:befriending@tapestry-uk.org)**

Tapestry service for house bound people to minimize isolation. Both home visits and phone calls available.

### **Day Centres – HOPWA House**

**T: 01708 796611**

Day activity centre to help older people minimize their chance of isolation and the mental & emotional affects this can have. Add: Inskip Drive, Hornchurch, RM11 3UR

### **Day Centres - Paines Brook Court**

**T: 01708 375433**

Day activity centre to help older people minimize their chance of isolation and the mental & emotional affects this can have. Add: Paines Brook Way, Harold Hill, RM39JN

### **Day Trips**

**T: 01708 479686**

**E: [trips@tapestry-uk.org](mailto:trips@tapestry-uk.org)**

Outings and trips for older people to theatres, places of interest etc. Minibus trips are also available on 01708 796611 for people who are frail or need assistance.

### **Home Care & Foot Care**

**T: 01708**

**796710/796608**

**W: [tapestry-uk.org](http://tapestry-uk.org)**

**E: [care@tapestry-uk.org](mailto:care@tapestry-uk.org)**

For people who need domestic and personal care packages and/or toenail cutting service.

### **Radfield Home Care**

**T: 01708 609 364**

**E:**

**[havering@radfieldhomecare.co.uk](mailto:havering@radfieldhomecare.co.uk)**

Radfield Home Care aims to be there for clients and specialises in well-being support, personal care, dementia care, domestic & medicinal support and organise various activities. We believe companionship is essential and connect our clients to local community organisations, to benefit our clients and care professionals.

## **Silverline**

**T: 0800 470 8090**

Free 24-hour confidentialhelpline for older people

## **Toe nail cutting**

**T: 01708 796603**

Foot care including toenail cutting, basic corn and callus reduction, and fingernail cutting, available at various locations across Havering

## **Veterans Agency**

**T: 0800 169 2277**

**Textphone: 0800 1693458**

veteransagency.mod.uk Veterans Agency provides support to members of the armed forces and veterans

## **PHYSICAL ACTIVITY**

### **Body and Soul Yoga**

**[www.bodyandsoulyoga.org](http://www.bodyandsoulyoga.org)**

Anyone interested in free outdoor yoga in Lodge Farm Park can email me as it is an informal group for friends.

### **Change 4 Life**

**W: [nhs.uk/change4life](http://nhs.uk/change4life)**

**T: 0300 123 4567**

Eat well, Move more, Live longer. This website is part of the Change 4 Life governmentcampaign. "The way we live in modern society means a lot of us, especially our kids, have fallen into unhelpful habits. This means all of us need to make small changes to eat well, move more, and live longer."

## **Everyone Active Exercise Referral Scheme**

**T:01708 454 135**

**E:[haveringexercisereferral@everyoneactive.com](mailto:haveringexercisereferral@everyoneactive.com)**

The Everyone Active Referral Scheme offers prescribes exercise to adults 16yrs and over with various medical conditions or inactive. The programme encourages people to increase their level of physical activity, helping them achieve health and fitness goals, leading to a healthier lifestyle. The scheme runs for 12-weeks under the guidance and supervision of a qualified Exercise Referral Specialist. Some of the medical conditions accepted onto the scheme include diabetes, depression, and+ arthritis. The programme is open to all residents registered with a GP practice within Havering. Currently, the scheme is offered at Hornchurch Sports Centre, Central Park Leisure Centre, and Sapphire Ice & Leisure at the cost of only £3.20 per session. To book a place on the Everyone Active Referral Scheme, visit your local medical practice, and we will take care of the rest.

## **Havering Active**

**T: 0170431016**

**W: [haveringactive.co.uk](http://haveringactive.co.uk)**

**E: [sportsdevelopment@havering.gov.uk](mailto:sportsdevelopment@havering.gov.uk)**

For information about sports clubs and activities within Havering

## **Havering Health and Sports Development Team**

**T: 01708 431016**

**W: [havering.gov.uk/sports](http://havering.gov.uk/sports)**

Our aim is to enable opportunities for the community to participate in sport and physical activity, taking steps towards leading a healthy lifestyle. Activities include school holiday activities for children and young people, adult physical activity programme and the FREE Havering Healthy Walks Scheme, email Add: [sportsdevelopment@havering.gov.uk](mailto:sportsdevelopment@havering.gov.uk)

## **Moving Forward**

See entry under Cancer Section

## **NHS Choice**

**W: [nhs.uk](http://nhs.uk)**

NHS Choices provides a comprehensive health information service with thousands of articles, videos and tools, helping you to make the best choices about your health and lifestyle, and also about making the most of the NHS and social care services in England. Their service directories let you find, choose and compare health, support and social care services in England.

They also publish reviews and ratings across health and social care services.

## **Sport and Leisure Centre's in Havering - Everyone Active**

**Hornchurch Sports Centre**

**T: 01708 454135**

**W: [www.everyoneactive.co](http://www.everyoneactive.co)**

**m/centre/hornchurch-sports-centre/**

## **Central Park**

**Leisure Centre**

**T: 01708 382820**

**W: [www.everyoneactive.co](http://www.everyoneactive.co)**

**m/centre/central-park-leisure-centre**

## **Chafford Sports Complex**

**T: 0170855825**

**W: [www.everyoneactive.co](http://www.everyoneactive.co)**

**m/centre/chafford-sports-complex**

## **Sapphire Ice and Leisure**

**T: 01708 206892**

**W: [www.everyoneactive.co](http://www.everyoneactive.co)**

**m/centre/sapphire-ice-leisure**

## **Noak Hill Sports Complex**

**T: 0333 005 0448**

**W: [www.everyoneactive.com/centre/noak-hill-sports-complex](http://www.everyoneactive.com/centre/noak-hill-sports-complex)**

## **Sport for Confidence**

See entry under Disability Section

## **YMCA (Romford)**

**T: 01708 766211**

**E: [info.romford@ymcatg.org](mailto:info.romford@ymcatg.org)**

**W: [ymcatg.org/ymca-romford](http://ymcatg.org/ymca-romford)**

Provides Rehab, Stroke rehab, Boccia and a fully equipped gym, 29 Rush Green Road Romford Essex RM7 0PH

## **YMCA (Romford)**

### **Post Cancer Exercise Programme**

**T: 01708 766211**

**E: [info.romford@ymcatg.org](mailto:info.romford@ymcatg.org)**

**W: [ymcatg.org/ymca-romford](http://ymcatg.org/ymca-romford)**

Cancer GP or self-referral program offers a free individual 12-week fitness program. After 12 weeks, a small contribution of £10 will be required, offering support and guidance for up to a year. However, not set in stone due to the nature of the illness. A client must have an evidence-based diagnosis within five years.

## **Forestry England**

### **Thames Chase**

**T: 07775 019588**

**E:**

**[rachael.purchase@forestryengland.uk](mailto:rachael.purchase@forestryengland.uk)**

### **Chopwell Wood**

**T: 07771 885084**

**E: [lucy.brenkley@forestryengland.uk](mailto:lucy.brenkley@forestryengland.uk)**

Forestry England's Feel Good in the Forest is a free and supportive programme of activities. The programme is for anyone looking to improve their health and mental wellbeing 18yrs and over. All activities are free, including post-activity refreshments. A support organisation can refer you or you can self-refer.

## **SMOKING**

### **CESSATION**

#### **Having Stop**

#### **Smoking Services**

**T: 0300 123 1044**

**9am-8pm weekdays or**

**11am-4pm weekends**

Free specialist stop smoking counselling service for Havering residents. The telephone-based service is open extended hours and weekends for people of all ages, and offers an individually tailored package of support. Call 0300 123 1044 and be immediately connected to a specially trained adviser who will be able to help you to achieve your goals. Depending on what you want from the service, this could include: how to create a quit plan, which nicotine replacement therapy to buy, and how

different products work, how to increase your chances of success and free confidential ongoing support from the specialist advisers, who will arrange call backs at regular intervals throughout your quit attempt. You can also get help and advice if you are worried about someone else's smoking, or want to know how to protect yourself and others from the harms of second-hand smoke. If telephone support and counselling is not for you, then the Stop Smoking London website:

[www.stopsmokinglondon.org.uk](http://www.stopsmokinglondon.org.uk)

Has a wealth of information and advice about how to increase your chances of a successful quit.

\*Your initial call is charged as a local rate number (normally free with your inclusive mobile minutes)

**Free specially designed service for pregnant women** and anyone living in the same household. This includes all of the previously mentioned service benefits, PLUS a tailored support programme and FREE nicotine replacement therapy, which is safe to use in pregnancy. Stopping smoking during pregnancy is the best thing you can do for your baby, and with the support of the stop smoking service you are 4 times more likely to succeed.

For more information speak to **your midwife or call 0208 724 8018**

For further information, including about vaping and e-cigarettes, go to: NHS Smokefree NHS Choice, Havering Public Health

## **AGE UK SERVICES**

### **Home Support Service**

**E: [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)**

**T: 020 8220 6000**

**W: [ageuk.org.uk/redbridgearkinghavering](http://ageuk.org.uk/redbridgearkinghavering)**

Offers a wide range of services from help with cleaning, assistants with bathing and showering, shopping, and pension collection. Age UK are committed to promoting independence while offering the appropriate assistance.

During the Corona Virus outbreak, Home Support Services are still being provided but with clients with the highest needs being prioritised. Staff will be taking all necessary precautions with regard to infection control to help keep everyone safe.

Age UK Redbridge, Barking & Havering Home Care Support is registered under the Care Quality Commission.

## **Information and Advice**

**E:** [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)

**T:** 020 8220 6000

Free confidential and independent advice for older people, their relatives, carers, and friends. The service provides information on issues which affect the older community such as making home visits to people who are housebound due to health problems, benefits and so much more.

## **Care Navigation**

**E:** [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)

**T:** 020 8220 6000

The Care Navigation service offers help to people suffering from one or more long term health conditions. A Care Navigator, helps to provide information and support to access services within the local area; such as benefits advice and signposting for Legal Advice and activities of interest. Helping to build up confidence and independence to enable people to have a good quality of life.

## **Befriending Service**

**E:** [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)

**T:** 020 8220 6000

Awarded the Queens Award for Voluntary Services, our befriending scheme is for older people living within the boroughs of Redbridge, Havering, Barking and Dagenham. The service offers people who are isolated a chance to connect and communicate with caring individuals. For a small monthly fee, a telephone call will be given Monday to Friday

mornings, up to 5 times a week. A weekly visiting service is also offered for people who are living alone and who meet the requirements.

## **Sparko TV Kit**

**E:** [viviennefairbrass@ageukrbh.org.uk](mailto:viviennefairbrass@ageukrbh.org.uk)

**Tel:** 07949359055

The Sparko TV connects older people via video calls with family, friends and services offered in their local communities. This easy to use device connects to a TV and comes with a web cam fitted with a slider for added security when not in use.

To qualify for a Sparko TV kit a person must be over 50 and have a long-term health condition, struggle with social isolation and not be an expert with technology.

To find out more about Sparko TV or make a referral please contact Vivienne Fairbrass - Digital Engagement Co Ordinator.



# **USEFUL RESOURCES**

## **NHS**

Eatwell Guide

[downloadable PDF file](#)

Benefits of exercise -

<https://www.nhs.uk/live-well/exercise/exercise-health-benefits/>

Fitness studio for exercises to do at home -

<https://www.nhs.uk/conditions/nhs-fitness-studio/>

Physical Activity Guideline infographics -

<https://www.gov.uk/government/publications/physical-activity-guidelines-infographics>

Alcohol guidelines -

<https://www.nhs.uk/live-well/alcohol-support/calculating-alcohol-units/>

## **Public Health England Campaign Resource Centre**

Resources to support PHE campaigns (you will need to create an account in order to download the free resources) -

<https://campaignresources.phe.gov.uk/resources/>

## **Change 4 Life**

Food facts, recipes and activities for families -

<https://www.nhs.uk/change4life>

## **One You**

Range of useful Apps

including Couch to 5k,

Active 10 Walk Tracker,

Easy Meals and Drink

Free Days -

<https://www.nhs.uk/better-health/>

## **Mental Health Foundation**

\*Printed and free

downloadable resources

including Manage and

Reduce Stress, Overcome

Fear and Anxiety and

How to look after your

mental health -

<https://www.mentalhealth.org.uk/publications>

## **Havering MIND**

**Free downloadable information on Anxiety, Depression and Stress -**

<https://www.haveringmind.org.uk/info-links/information-documents/>

## **British Heart Foundation**

Free printed and downloadable resources -

<https://www.bhf.org.uk/informationsupport/support/healthy-living>

## **Cancer Research**

Free printed and downloadable resources -

<https://publications.cancerresearchuk.org/prevention>

## **Drinkaware**

\*Printed and downloadable leaflets and various resources -

<https://resources.drinkaware.co.uk/collections/health-professionals>

## **Stop Smoking London**

\*Tools and resources for smoking cessation -

<https://stopsmokinglondon.com/tools-and-resources>

## **Diabetes UK**

Free printed and downloadable resources -

<https://shop.diabetes.org.uk/collections/booklets-leaflets>

\*Cost involved

## **Versus Arthritis**

Free printed and downloadable resources -

<https://www.versusarthritis.org/order-our-information/>

## **NOTES**

## Become a Havering Health Champion

Interested in helping us make Havering a healthier place to live? We would love to hear from you. Please do not hesitate to call us for an informal chat or send us an email.

For all My Health Matters Health Champions enquiries:

Tel: 07538 798478 or 07985 105528

Email: [myhealthmatters@ageukrbh.org.uk](mailto:myhealthmatters@ageukrbh.org.uk)

Age UK Redbridge, Barking & Havering

4<sup>th</sup> Floor, 103 Cranbrook Road,

Ilford, Essex IG1 4PU

Email: [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)

Website: [www.ageuk.org.uk/redbridgebarkinghavering](http://www.ageuk.org.uk/redbridgebarkinghavering)

Tel: 020 8220 6000