



## Directory of Wellbeing and Voluntary Sector Services in the London Borough of Richmond upon Thames

Updated for Covid-19



**CILS is a partnership of 20 local Richmond upon Thames charities, supporting adults of all ages to live independently, improve wellbeing and stay connected with their local community.**

This is a directory of the CILS partnership and other related wellbeing and voluntary sector services- aimed at professionals.

*Version 3 – Updated October 2020*

# Introduction

## What it is:

A directory of wellbeing and voluntary sector services across The London Borough of Richmond upon Thames including services covering older people; mental health; dementia; learning disabilities; physical disabilities; neurological conditions and general wellbeing- updated every 6 months.

Includes services funded through the Community Independent Living Service (CILS); other services provided by CILS partners; other commissioned voluntary sector services and other wellbeing related services in the borough.

This guide has been updated to reflect changes to provision during Covid-19.

## What is the Community Independent Living Service (CILS)?

The Community Independent Living Service is a partnership of 20 local Richmond upon Thames charities providing information & advice; wellbeing activities; social and practical support across the borough.

The service has a central access point (CILS Information Navigation) that offers advice and navigates individuals into the partnership and other services. All 20 partners can also be contacted and referred into directly.

**CILS INFORMATION NAVIGATION**  
Free information, advice & support to find the right service

**CILS HEALTH AND WELLBEING**  
A range of wellbeing, social & practical support

## This guide is aimed at:

- Information navigators and social prescribers
- Advice workers, link workers and social workers
- CILS partners, staff and volunteers
- Other voluntary and community groups

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Guide produced by Age UK Richmond upon Thames. Contact [gavin.shand@ageukrichmond.org.uk](mailto:gavin.shand@ageukrichmond.org.uk)

## Our Partnership



## CILS Funded Services Overview – September 2020

Services are continually changing as Covid-19 restrictions are eased.

<b>Information &amp; Advice</b>	<ul style="list-style-type: none"> <li>- Information &amp; advice for all adults through Information Navigation including on Covid -19, housing, wellbeing &amp; social support, independent living and transport. Telephone and face to face.</li> <li>- Specific advice / support for older people who have been shielding, and need practical, emotional, or independent living support.</li> <li>- Specialist advice / casework services for people with dementia, neurological conditions, learning disabilities and ethnic minorities.</li> </ul>
<b>Practical Independent Living Support</b>	<ul style="list-style-type: none"> <li>- Shopping services for older and vulnerable people, with help to set up online shopping.</li> <li>- Prescription collection and delivery.</li> <li>- One to one transport service to medical appointments, shops and activities.</li> <li>- Shopping buses in some areas.</li> <li>- Essential food parcels for older and vulnerable people in challenging situations, and meal delivery in some areas.</li> <li>- Free PPE for independent living.</li> <li>- Chiropody and Hairdressing- at home and in the community.</li> <li>- Buses for hire to all voluntary sector groups – Covid-19 secure.</li> <li>- IT support, including how to use zoom, facetime and smartphones to stay in touch.</li> </ul>
<b>Wellbeing – online</b>	<ul style="list-style-type: none"> <li>- Online exercise /sports live and on demand with local instructors- Tai Chi, Zumba Gold, walking football, seated exercises .etc.</li> <li>- Online social gatherings – coffee mornings, group chats .etc.</li> <li>- Online learning / skills - talks, languages, meditation, creative writing, art &amp; crafts, community choir .etc.</li> <li>- Online groups for specific conditions including learning disabilities and neurological conditions and other disabilities.</li> <li>- Peer support groups, workshops and activities for individuals with mental health conditions.</li> <li>- Video call befriending.</li> </ul>

Continues on next page

<p><b>Wellbeing – offline</b></p>	<ul style="list-style-type: none"> <li>- Wellbeing packs by post for older people.</li> <li>- Wellbeing courses for particularly isolated individuals- quizzes, activities and games by delivery and collection.</li> <li>- Telephone befriending for older people.</li> <li>- Specialist befriending for people under 65 with long term health conditions and learning disabilities.</li> <li>- Regular welfare calls.</li> <li>- Teleconference group calls.</li> <li>- Pen pal service.</li> <li>- Indoor group activities for small groups including exercise classes, learning groups and social gatherings.</li> <li>- Outdoor sports &amp; exercise for small groups- fit for men, tai chi, zumba, wellbeing walks .etc.</li> <li>- Outdoor social gatherings in small groups- coffee mornings, afternoon teas .etc.</li> <li>- Transport to social &amp; wellbeing centres</li> </ul>
<p><b>Condition specific support</b></p>	<ul style="list-style-type: none"> <li>- Group sessions, advice and one to one support specifically for individuals with neurological conditions- occupational therapy and physiotherapy led groups.</li> <li>- Group sessions, advice and one to one support specifically for individuals with mental health conditions.</li> <li>- Specialist one to one support for people with dementia and their carers.</li> <li>- Specialist support and group sessions for individuals with learning disabilities.</li> <li>- Specialist one to one and group sessions for individuals with long term health conditions.</li> </ul>

## 1. CILS Information Navigation

### Delivered by Richmond AID

Information Navigation acts as the **central access point** into the service, but all partners can also be contacted directly (See 2. CILS Health & Wellbeing).

Information Navigators can:

- Offer Information, advice and support on a range of subjects
- Help individuals find the right services to support their needs
- Support individuals through the health & care system

Areas of support include:

- Housing
- Benefits
- Grants and food vouchers
- Social and leisure opportunities
- Employment, education and training
- Health, social care and independent living
- Transport and mobility
- Access, aids and adaptations
- Consumer issues
- Volunteering
- Befriending



#### Contact Information:

**Email:** [advice@richmondaid.org.uk](mailto:advice@richmondaid.org.uk)

Phone: 02088316464

Website: <http://www.richmondaid.org.uk/>

Text / SMS: 07894215835

**Address:** Disability Action & Advice Centre, 4  
Waldegrave Road, Teddington, TW11 8HT

## 2. CILS Health & Wellbeing

### Led by Age UK Richmond

The 20 CILS partners are listed below, with more information on each partner on the following pages. **Please note that only some of the services listed are funded by CILS- but all services provided by partners are listed to give a complete picture.**

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**Partner:**

**Age UK Richmond upon Thames**

### **Covid-19 Support**

Support for older people to go out again with shielding ending. Includes:

- Setting up alternatives for shopping if individuals cannot get online / feel unable to go shopping themselves / don't have family support.
- Getting online, how to do online shopping
- Free face masks to go shopping again
- Understanding social distancing / hygiene measures
- Reengage with voluntary sector services / activities
- Confidence / resilience support .etc.
- Help to put in place any other independent living support needed.

### **Social & wellbeing Activities & Support**

1. **Exercise and activity groups and sessions:** At social & wellbeing centres in Twickenham, Barnes and Whitton and other locations. Exercise classes, social groups and learning classes. Limited capacity.
2. **Online exercise & sport:** Live and on demand sessions including Zumba gold, Tai Chi, seated exercises, walking football, fit for men.
3. **Online activities / learning:** Live and on demand courses including meditation; man with a pan; ukulele groups; conversational French; talks; theatre performances; coffee & chat .etc. – if not available in person
4. **Outdoor activities:** golf, walking football, tai chi, Zumba gold, coffee mornings.
5. **Befriending-** telephone, peer to peer and video call options.
6. **Wellbeing courses / packs-** for the most isolated without online access including weekly activities and support delivered to the home.
7. **IT / Technology support-** focusing mainly on helping people use zoom, facetime, whatsapp.
8. **Chiropody and hairdressing-** Home visits and at social centres.

### **Information & Advice:**

1. **First Contact Helpline:** Basic information and signposting.
2. **Advice Extra:** In depth advice including home visits for older people facing significant issues or in need of more comprehensive support.
3. **Welfare Benefits:** Help with accessing welfare benefits and other forms of financial support. Home visits available.

### **Home Services:**

1. **Handyperson / Home Maintenance:** Highly subsidised service to help older and disabled people live independently at home. Including key safe fitting, home safety checks, grab rail fitting, furniture moves, security devices .etc.
2. **Gardening –** chargeable.
3. **Housekeeping –** chargeable, usually waiting list.

### **Nightingale / Home From Hospital:**

Support for people at home immediately upon return from hospital to reduce readmission rates. Available only through GP / hospital referral.

### **Contact Information:**

[info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk) or 02088783073.

<https://www.ageuk.org.uk/richmonduponthames/>



<b>Partner:</b>	<b>Elleray Hall Social Centre, Teddington</b>
<p>Social centre for older people, with transport- currently operating a reduced timetable due to Covid-19 restrictions.</p> <p>Current groups include Tai Chi, Coffee mornings and Zumba gold.</p> <p>Other support being provided to members:</p> <ul style="list-style-type: none"> <li>• Telephone befriending</li> <li>• Meal delivery in partnership with Meals for Richmond.</li> <li>• Online and on demand exercise classes and meditation group.</li> <li>• Letters from school children in partnership with Newland House School.</li> <li>• Wellbeing packs.</li> </ul>	
<p><b>Contact Information:</b>  Manager <a href="mailto:manager@ellerayhall.org">manager@ellerayhall.org</a> or 02089770549</p> <p><a href="https://www.ellerayhall.org/">https://www.ellerayhall.org/</a></p> <p><b>Address:</b> Elleray Hall, Elleray Road, Teddington, Middlesex, TW11 0HG</p>	

<b>Partner:</b>	<b>Linden Hall Community Centre, Hampton</b>
<p>Community centre open to all.</p> <p>Exercise sessions (slimming world, pilates, over 60's fitness, yoga, boxing fitness, body conditioning) parent &amp; toddler groups, drama group, local meetings- all limited capacity.</p> <p>Social group for older people with transport available- Covid-19 capacity limitations apply. Exercise, learning and social groups.</p> <p>Rooms available for hire. Charity shop.</p>	
<p><b>Contact Information:</b>  <a href="mailto:enquiries@lindenhall.org.uk">enquiries@lindenhall.org.uk</a> or 0208941 2373  <a href="https://www.lindenhall.org.uk/">https://www.lindenhall.org.uk/</a></p> <p><b>Address:</b> Linden Hall Community Centre, Linden Road, Hampton, TW12 2JG</p>	

<b>Partner:</b>	<b>Avenue Club, Kew</b>
<p>Social and leisure club for older people.</p> <p>Classes &amp; sessions include balance &amp; agility, men's wellbeing, line dancing, bridge, community choir, online groups. Some groups limited or online due to Covid-19 restrictions.</p> <p>Hairdressing and chiropody.</p>	
<p><b>Contact Information:</b>  <a href="mailto:avenueclub@kewcommunitytrust.org.uk">avenueclub@kewcommunitytrust.org.uk</a> or 020 8948 8807</p> <p><b>Address:</b> Kew Community Centre, St. Luke's in The Avenue, Kew, Richmond, Surrey, TW9 2AJ</p>	

<p><b>Partner: Hampton &amp; Hampton Hill Voluntary Care / Greenwood Community Centre</b>  <b>Neighbourhood Care Group for Hampton &amp; Hampton Hill</b></p>	
<ol style="list-style-type: none"> <li>1. 1:1 shopping services, food /welfare parcel collection/delivery for those in financial need</li> <li>2. 1:1 prescription pick-up and delivery, bulk prescription deliveries to the wider community working with two local pharmacies</li> <li>3. 3.telephone befriending and weekly check calls</li> <li>4. volunteer car services resumed</li> <li>5. social and craft groups for clients at Greenwood Centre</li> <li>6. Community minibus services to other local day centres (Linden, Elleray and Homelink),</li> </ol> <p>Taking on new clients across all services.</p>	
<p><b>Contact Information:</b>  <a href="mailto:enquiries@greenwoodcommunity.org.uk">enquiries@greenwoodcommunity.org.uk</a>          General 02089799662 Room / hall hire 02089411611  <a href="http://www.greenwoodcentre.co.uk/">http://www.greenwoodcentre.co.uk/</a></p> <p><b>Address:</b> Greenwood Community Centre, 1a School Road, Hampton Hill, TW12 1QL</p>	

<b>Partner:</b>	<b>HANDS- Help a Neighbour in Distress Scheme</b> <b>Neighbourhood Care Group for Twickenham and St Margaret's</b>
<ol style="list-style-type: none"> <li>1. Shopping. List shops delivered to doorstep</li> <li>2. Prescription Collection – delivered to doorstep.</li> <li>3. Telephone Befriending</li> <li>4. Gardening where access is not through the house. Limited capacity.</li> </ol> <p>No transport provided at the moment as do not have the volunteer base to accommodate it. Also, safety consideration for those who need assistance to get to and in and out of car. See note below re council transport.</p> <p>Taking on new clients for shopping and prescription delivery, but currently on a volunteer recruitment drive to enable us to help future referrals.</p> <p>Individuals with dementia need to have a family member or carer living with them, also limited in how much support can be offered to individuals with complex needs.</p>	
<b>Contact Information:</b>	
Monday – Friday 9:30 a.m. – 12:30 p.m. <a href="mailto:handscaregroup@handscaregroup.org.uk">handscaregroup@handscaregroup.org.uk</a> or 02088913346  <a href="https://www.handscaregroup.org.uk/">https://www.handscaregroup.org.uk/</a>	
<b>Address:</b> HANDS, 1 <sup>st</sup> Floor, Twickenham Library, Garfield Road, Twickenham, TW1 3JT	

<b>Partner:</b>	<b>Ham &amp; Petersham SOS</b> <b>Neighbourhood Care Group for Ham &amp; Petersham</b>
<ol style="list-style-type: none"> <li>1. Shopping *list shopping &amp; shopping bus services</li> <li>2. befriending *by telephone and socially distanced face to face where access to a garden via a side gate is possible. Volunteers are not entering homes</li> <li>3. Prescription Collection</li> <li>4. Socially distanced alfresco invite only coffee mornings</li> <li>5. 1 to 1 transport to medical appointments</li> </ol> <p>Taking on new clients across all services</p>	
<b>Contact Information:</b>	
Monday – Friday 10:00 – 12:00 noon <a href="mailto:enquiries@hamandpetershamsos.co.uk">enquiries@hamandpetershamsos.co.uk</a> or 02089481090  <a href="https://hamandpetershamsos.co.uk/">https://hamandpetershamsos.co.uk/</a>	
<b>Address:</b> The Woodville Centre, Ham, Richmond, TW10 7QW	

**Partner:****FiSH Neighbourhood Care**  
**Neighbourhood Care Group for Barnes, Mortlake and East Sheen**

1. Shopping - Our volunteers are matched with someone who has requested shopping. The volunteer calls the client for their shopping list and also takes time for a short chat. Shopping is purchased from the client's preferred shop if possible and delivered to their door.
2. Telephone befriending - We have identified the most vulnerable amongst our clients and are calling them on a regular basis. We are also linking clients and some of our older volunteers with telephone buddies.
3. Prescriptions – the same service applies as for shopping.
4. Meal delivery – we are providing a weekly cream tea delivery to vulnerable members including those living with dementia who previously attended our tea events.
5. Transport – In volunteers' cars or by accessible minibus to essential medical and therapy appointments.
6. Simple handyperson jobs in the home and gardening.
7. Small scale activities (max 6) using accessible minibuses including shopping trips to local supermarkets; outings; pub lunches and garden teas.
8. Weekly online STARFiSH dance classes and Chair Exercises.
9. Meet up Mondays; Parkinson's Social Group and Richmond Park Walks also resumed since July.

Taking in new clients across all services.

**Contact Information:**

FiSH Helpline is open Monday – Friday 9:00 – 12:00: [info@fishhelp.org.uk](mailto:info@fishhelp.org.uk) or 02088763414

Office number 02088763335 / 6                      Transport 02088763765

Referrals [referrals@fishhelp.org.uk](mailto:referrals@fishhelp.org.uk) or 02088788100

<https://www.fishhelp.org.uk/>

**Address:** FiSH Neighbourhood Care, Barnes Green Centre, Church Road, Barnes, London, SW13 9HE

<b>Partner:</b>	<b>Whitton Network</b> <b>Neighbourhood Care Group for Whitton &amp; Heathfield</b>
<p>Shopping - both list shopping and shopping with clients where they have support needs.</p> <p>Befriending - Over the phone but face to face visits / in gardens/ coffee shops etc for some clients who feel able to and prefer to get out following months of isolation.</p> <p>Transport - Limited transport to hospital and GP appointments. In cars with drivers and clients both wearing masks and sitting behind passenger seat.</p>	
<p><b>Contact Information:</b>  Monday – Friday 09:30 – 12:00 noon  <a href="mailto:whittonnetwork@btconnect.com">whittonnetwork@btconnect.com</a> or 02087551336  <a href="http://whittonnetwork.org/">http://whittonnetwork.org/</a> <b>Address:</b> 1 Library Way, Whitton, TW2 7AP</p>	

<b>Partner:</b>	<b>Richmond Good Neighbours</b> <b>Neighbourhood Care Group for Richmond</b>
<ol style="list-style-type: none"> <li>1. Shopping for existing clients and new referrals</li> <li>2. Telephone befriending.</li> <li>3. Prescription Collection</li> <li>4. Transportation to hairdressers, medical appointments .etc.</li> </ol> <p>Taking on new clients for shopping and prescription collection. Will not usually take on people they feel unable to support longer term, such as those with complex needs.</p> <p>Volunteers starting to make face to face befriending visits again.</p>	
<p><b>Contact Information:</b>  Monday – Thursday 09:00 – 13:00  <a href="mailto:organiser@richmondgoodneighbours.org.uk">organiser@richmondgoodneighbours.org.uk</a> or 02035384060  <a href="https://www.richmondgoodneighbours.org.uk/">https://www.richmondgoodneighbours.org.uk/</a>  <b>Address:</b> ETNA Centre, 13 Rosslyn Road, East Twickenham, TW1 2AR</p>	

<b>Partner:</b>	<b>Teddington &amp; Hampton Wick Voluntary Care Group</b> <b>Neighbourhood Care Group for Teddington &amp; Hampton Wick</b>
<b>Car Transport:</b>	Volunteer car drivers available to take people with limited transport means to appointments, activities and groups.
<b>Shopping Bus:</b>	Weekly shopping bus to local supermarket.
<b>Shopping:</b>	Shopping on behalf of or with an individual
<b>Small jobs:</b>	Changing a light bulb, cutting the lawn, sorting out paperwork. etc
<b>Contact Information:</b>	Monday – Friday 9:30 – 11:30 <a href="mailto:office@tedcare.org.uk">office@tedcare.org.uk</a> or 02089433112  <a href="http://tedcare.org.uk/">http://tedcare.org.uk/</a>
<b>Address:</b>	Methodist Church, 1 Stanley Road, Teddington, TW11 8TP

<b>Partner:</b>	<b>Kew Neighbourhood Association</b> <b>Neighbourhood Care Group for Kew</b>
	<ol style="list-style-type: none"> <li>1. Weekly shopping.</li> <li>2. Picking up prescriptions</li> <li>3. Volunteer Car Transport – including to Avenue Club</li> <li>4. Telephone Befriending</li> <li>5. 'Moments of joy' programme to help clients know they have not been forgotten.</li> </ol>
	Taking on new clients across all services
<b>Contact Information:</b>	Monday – Friday 10:00 a.m. – 12:00 noon. <a href="mailto:mail@kna.org.uk">mail@kna.org.uk</a> or 020 8948 8054 / 07951293319  <a href="https://kna.org.uk/">https://kna.org.uk/</a>
<b>Address:</b>	St Luke's House, 270 Sandycombe Road, Kew, Richmond, Surrey, TW9 3NP

<b>Partner:</b>	<b>Alzheimer's Society Richmond</b>
<p><b>Dementia Support:</b> One to one support for individuals with a diagnosis of Dementia, including development of a personalised support plan.</p> <p><b>Peer Support Groups:</b> Online Peer support groups for areas such as supporting a parent with dementia; people under 65 diagnosed with dementia and newly diagnosed. Some of these groups are run by other organisations, supported by the Alzheimer's Society.</p> <p><b>Carers Hub Dementia Support Service:</b> Information, practical support and support for carers of people with a diagnosis of Dementia.</p> <p><b>Peer support groups for carers:</b> Peer support groups for carers of people with a diagnosis of Dementia.</p>	
<p><b>Contact Information:</b>  <a href="mailto:richmondservices@alzheimers.org.uk">richmondservices@alzheimers.org.uk</a> or 02080369570   <a href="https://www.alzheimers.org.uk/find-support-near-you">https://www.alzheimers.org.uk/find-support-near-you</a></p>	
<p><b>Address:</b> Day Care Centre, St Vincents House, 49 Queen Caroline Street, London, W6 9QH</p>	

<b>Partner:</b>	<b>Multicultural Richmond</b>
<p><b>Minority Ethnic Elders Group:</b> Social group specifically aimed at ethnic minorities- meeting online.</p> <p><b>Wellbeing Activities:</b> Support groups; healthy cooking; multicultural events; exercise sessions- primarily aimed at ethnic minorities.</p> <p><b>Advice / Casework:</b> Advice and support for people from ethnic minorities who may have experienced racial disadvantage or difficulty accessing services.</p>	
<p><b>Contact Information:</b>  <a href="mailto:hello@multiculturalrichmond.org.uk">hello@multiculturalrichmond.org.uk</a> or 020 8893 9444/9555   <a href="https://multiculturalrichmond.org.uk/">https://multiculturalrichmond.org.uk/</a></p>	
<p><b>Address:</b> 111a Kneller Road, Whitton, TW2 7DT</p>	



<b>Partner:</b>	<b>Integrated Neurological Services (INS)</b>
<b>Integrated and Holistic Therapy Service for individuals with long-term neurological conditions:</b>	
<ul style="list-style-type: none"> <li>- Physiotherapy led exercise and conditioning groups aimed at improving and maintaining physical fitness and promoting better symptom management.</li> <li>- Occupational therapy led groups aimed at reducing the functional consequences of specific impairments such as, fatigue, cognitive or sensory loss.</li> <li>- Speech and language therapy communication groups aimed at improving and maintaining communication skills.</li> <li>- Social Worker support, assisting in appeals, permit and grant applications, advocacy and living with long-term conditions.</li> <li>- Counselling: One-to-one sessions for clients and their unpaid carers.</li> <li>- Expanding Horizons: An INS programme to support clients and carers in engaging in social, leisure and cultural activities at INS and in the local community.</li> </ul>	
<p>Each person works towards achieving SMART goals and is assigned a key worker who remains in contact with all relevant therapists throughout their therapy.</p>	
<b>Contact Information:</b>	
<a href="mailto:admin@ins.org.uk">admin@ins.org.uk</a> or 02087554000	
<a href="https://www.ins.org.uk/">https://www.ins.org.uk/</a>	
<b>Address:</b> 82 Hampton Road, Twickenham, TW2 5QS	

<b>Partner:</b>	<b>Richmond Borough Mind</b>
<p><b>RBMind Helpline:</b> For emotional support and signposting 020 3137 9590.</p> <p><b>Peer Group Network and befriending:</b> Peer support groups run by and for people who have experienced mental health issues. Structured befriending sessions.</p> <p><b>Psychotherapy and Counselling Service:</b> Range of therapies to support people in emotional need and explore psychological difficulties. Low cost.</p> <p><b>Wellbeing Centre:</b> Offering programmes to aid wellbeing and recovery for people with more serious mental health issues, based in Twickenham and Mortlake. Twickenham centre requires Mental Health Trust or GP referral.</p> <p><b>Carers in Mind Project:</b> Support for unpaid carers supporting individuals with severe mental health problems. Part of the Carers Hub.</p> <p><b>Youth Wellbeing Project:</b> Peer Mentoring and wellbeing sessions and workshops for young people 8 -25; volunteer training to deliver sessions</p> <p><b>Richmond Wellbeing Service:</b> Provides talking therapies to people with common mental health problems. Self-referral. This is a free NHS Service in partnership with NHS Trust. 020 8548 5550</p> <p><b>Training for organisations:</b> Resilience, Mental Health Awareness, Workplace Wellbeing, Stress Management for managers.</p>	
<p><b>Contact Information:</b>  <a href="mailto:info@rbmind.org">info@rbmind.org</a> or 02089487652</p> <p><a href="https://www.rbmind.org/">https://www.rbmind.org/</a></p> <p><b>Address:</b> UK House, 82 Heath Road, Twickenham, TW1 4BW</p>	

<b>Partner:</b>	<b>Ruils</b>
<p><b>Wellbeing Activities:</b> A range of activities specifically aimed at individuals with long term health and mental health conditions and disabilities, including accessible wellbeing walks, a choir, art &amp; crafts groups and creative writing. Some groups are now available online whilst others are temporarily suspended. Please see our website for up to date information.</p> <p><b>Befriending:</b> Volunteer led Befriending service specifically aimed at individuals under 65 with long term health and mental health conditions. Currently no face to face visits but telephone befriending and shopping / prescription pick up volunteer service available.</p> <p><b>Direct Payment Support Service:</b> Support with setting up a Direct Payment, employing staff and choosing providers. Service fully available with emergency only home visiting. Clients who's independence would benefit from assistive technology can contact us for assistance under a new Council funded project.</p> <p><b>Payroll and Managed Accounts:</b> Payroll support for those employing Personal (care) assistants; management of accounts on behalf of individual.</p> <p><b>Personal Health Budgets Support:</b> Advice on the process of applying for Personal Health Budgets through the NHS for those with long term conditions and disabilities who qualify for Continuing Health Care.</p> <p><b>Pathways:</b> Advice, advocacy and support on Benefits, Housing and Social Care for disabled people and people with long term mental health conditions.</p> <p><b>Social Prescribing:</b> In partnership with the Richmond GP Alliance, helping those accessing health services to connect with activities and support in the local community.</p>	
<p><b>Contact Information:</b>  <a href="mailto:info@ruils.co.uk">info@ruils.co.uk</a> or 02088316083   <a href="https://www.ruils.co.uk/">https://www.ruils.co.uk/</a></p>	
<p><b>Address:</b> Disability Action &amp; Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT</p>	

**Partner:**

## Richmond AID

As well as our usual range of services we are also currently offering free food parcels, phone befriending, shopping support and other support to remain independent.

**All our advice services and supporting people by zoom, phone and email and some face to face appointments are available.**

**Information Navigation:** See 1. Information Navigation

**Welfare Benefits:** Support for disabled people and people with long term conditions to form fill and apply for all benefits.

**Money Advice:** Support for disabled people and people with long term conditions to budget; apply for grants, manage debts; set up payments and plan ahead.

**Counselling:** Counselling for adults, but with a focus on people with long term conditions; disabilities; mental health problems and carers. Currently offered by zoom and phone. Potentially some outdoor sessions.

**SPADE:** Basic gardening maintenance for disabled and older people. Currently providing a full service.

**Peer Network:** a wide and varied range of face to activities for disabled adults of all ages including art, music, drama, knitting, walks and more. Lot of fun and lasting friendships are made here. Working on outdoor activities.

**Job Club:** Peer support group for disabled people to work towards employment goals. Not currently running

**Contact Information:**

[advice@richmondaid.org.uk](mailto:advice@richmondaid.org.uk) or 02088316070

<http://www.richmondaid.org.uk/>

**Address:** Disability Action & Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT

<b>Partner:</b>	<b>Richmond Mencap</b>
<p><b>Information &amp; Advice:</b> Information service based around learning disabilities, including calendar of activities available across the borough.</p> <p><b>Doorstep help-</b> Help to the doorstep for people with learning disabilities, in whatever way is needed.</p> <p><b>Online group activities-</b> for children, young people and adults.</p> <p><b>Befriending-</b> specialist befriending for people with learning disabilities.</p>	
<p><b>Contact Information:</b>  <a href="mailto:office@richmondmencap.org.uk">office@richmondmencap.org.uk</a> or 02087441923  <a href="https://richmondmencap.org.uk/">https://richmondmencap.org.uk/</a></p> <p><b>Address:</b> 342 Richmond Road, East Twickenham, TW1 2DU</p>	

<b>Partner:</b>	<b>Richmond &amp; Kingston Accessible Transport (RAKAT)</b>
<p><b>Accessible Minibuses:</b> Accessible minibuses are available for hire to community, voluntary and statutory groups. Some minibuses owned by voluntary groups but operated by RAKAT.</p> <p><b>Social Centre Transport:</b> Partnerships to provide transport to social centres including Barnes Social Centre, Elleray Hall and Linden Hall. These centres should be contacted directly to discuss transport options.</p> <p><b>Information &amp; Advice:</b> Transport availability; minibus brokerage; compliance; good practice.</p>	
<p><b>Contact Information:</b>  <a href="mailto:info@rakat.org.uk">info@rakat.org.uk</a> or 02089421745  <a href="https://rakat.org.uk/">https://rakat.org.uk/</a></p> <p><b>Address:</b> The Liz Mills Depot, 32 Wellington Crescent, New Malden, Kingston upon Thames, Surrey, KT3 3NE.</p>	

## 4. Other Local Authority Commissioned Health & Wellbeing Services

<b>General Information &amp; Advice</b>	Free, impartial confidential advice- delivered by Citizens Advice Richmond. <a href="https://www.citizensadvice-richmond.org/">https://www.citizensadvice-richmond.org/</a>
<b>Welfare Benefits Advice Service</b>	Support for individuals to claim welfare benefits and other forms of financial support. Delivered by Richmond AID (working age disability benefits) and Age UK Richmond (Post retirement age benefits) <a href="https://www.richmondaid.org.uk/benefits-advice-2/">https://www.richmondaid.org.uk/benefits-advice-2/</a> <a href="https://www.ageuk.org.uk/richmonduponthames/our-services/welfare-benefits/">https://www.ageuk.org.uk/richmonduponthames/our-services/welfare-benefits/</a>
<b>Advocacy</b>	Generic advocacy; Independent Mental Capacity Advocacy; Independent Mental Health Advocacy; NHS Complaints Advocacy; Advocacy under the Care Act- delivered by Cambridge House. <a href="http://ch1889.org/our-work/advocacy/richmond-single-point-advocacy-service/">http://ch1889.org/our-work/advocacy/richmond-single-point-advocacy-service/</a>
<b>Carers Hub</b>	Support for unpaid carers- information & advice, wellbeing activities, workshops. Partners: Richmond Carers Centre, INS, Richmond Borough Mind, Addiction Support & Care Agency, Crossroads Richmond & Kingston, Alzheimer's Society Richmond. <a href="https://www.richmondchs.org/">https://www.richmondchs.org/</a>
<b>Richmond Wellbeing Service</b>	Part of the national Improving Access to Psychological Therapies (IAPT) scheme- provides therapies to people with common mental health problems. Talking therapies and specialist support. <a href="https://www.richmondwellbeingservice.nhs.uk/">https://www.richmondwellbeingservice.nhs.uk/</a>
<b>Supported Employment Service</b>	Supporting people with autism, learning disabilities, mental health needs, physical disabilities and sensory impairment to gain and keep paid employment- delivered by Choice Support. <a href="https://www.choicesupport.org.uk/find-support/find-support-near-you/richmond-wandsworth">https://www.choicesupport.org.uk/find-support/find-support-near-you/richmond-wandsworth</a>
<b>Direct Payment Support Service</b>	Support with setting up direct payments; payroll; employing staff and choosing providers- delivered by Ruils. <a href="https://www.ruils.co.uk/services/direct-payment-support-service-richmond/">https://www.ruils.co.uk/services/direct-payment-support-service-richmond/</a>
<b>Richmond Integrated Recovery Service</b>	Free and confidential drug and alcohol service for adults in Richmond- delivered by Change. Grow. Live. <a href="https://www.changegrowlive.org/content/richmond-integrated-recovery-service#tab_1">https://www.changegrowlive.org/content/richmond-integrated-recovery-service#tab_1</a>
<b>Richmond Healthwatch</b>	Richmond Healthwatch is the independent local NHS & social care watchdog. <a href="https://www.healthwatchrichmond.co.uk/">https://www.healthwatchrichmond.co.uk/</a>
<b>Richmond CVS</b>	Richmond CVS supports voluntary and community groups in Richmond- advice, support, volunteering, and training. <a href="https://richmondcvs.org.uk/">https://richmondcvs.org.uk/</a>

## 5. Other Wellbeing Services

### Community Centres

Name	About
<b>Cambrian Centre - Richmond</b>	<a href="https://cambriancentre.org/">https://cambriancentre.org/</a>
<b>ETNA Community Centre - Twickenham</b>	<a href="https://etnacentre.org/">https://etnacentre.org/</a>
<b>Mortlake Community Association – St Mary’s Church, Mortlake</b>	<a href="https://www.mortlakecommunityassociation.org.uk/">https://www.mortlakecommunityassociation.org.uk/</a>
<b>Castlenau Centre – Barnes</b>	<a href="http://www.castelnaucentreproject.co.uk/">http://www.castelnaucentreproject.co.uk/</a>
<b>Whitton Community Centre - Whitton</b>	<a href="https://www.whittoncommunity.org/">https://www.whittoncommunity.org/</a>
<b>White House Community Centre – Hampton</b>	<a href="https://ymcastpaulsgroup.org/centres/ymca-white-house-hampton/">https://ymcastpaulsgroup.org/centres/ymca-white-house-hampton/</a>
<b>Vineyard Community Centre - Richmond</b>	<a href="http://www.vineyardcommunity.org/">http://www.vineyardcommunity.org/</a>



## Older People

Name	About
<b>Adult Day Care Centres –</b> Access Project Whitton, Sheen Lane Intensive, Woodville Centre Ham	Council run day care centres for high need individuals with dementia; physical disability or sensory loss. Reopenrd for limited numbers. <a href="https://richmond.gov.uk/services/adult_social_care">https://richmond.gov.uk/services/adult_social_care</a>
<b>Homelink Day Respite Centre</b>	Support for carers, respite care <a href="https://www.homelinkdaycare.co.uk">https://www.homelinkdaycare.co.uk</a>
<b>Contact the Elderly</b>	Monthly Sunday afternoon gatherings for small groups of older people aged 75 and over who are dealing with loneliness and social isolation – 2 groups in Richmond. Currently suspended. <a href="https://www.contact-the-elderly.org.uk/">https://www.contact-the-elderly.org.uk/</a>
<b>Independent Age</b>	Advice Helpline, Telephone befriending- actively taking Richmond referrals <a href="https://www.independentage.org/">https://www.independentage.org/</a>
<b>Dial-a-Ride</b>	Door to door service for people with long term disabilities <a href="https://tfl.gov.uk/modes/dial-a-ride/">https://tfl.gov.uk/modes/dial-a-ride/</a>
<b>Embracing Age</b>	Friendship and support for older people in Richmond living in care homes- befriending, digital skills development, activities. Currently suspended. <a href="https://www.embracingage.org.uk/">https://www.embracingage.org.uk/</a>
<b>My Life Films</b>	Free biographical films for people living with dementia by capturing individual unique life stories to help them celebrate and remember their lives. <a href="http://mylifefilms.org/">http://mylifefilms.org/</a>
<b>The Silver Line</b>	24-hour free confidential hotline for older people. <a href="https://www.thesilverline.org.uk/">https://www.thesilverline.org.uk/</a>

## Culture, Leisure, Sport & Learning

Name	About
<b>Leisure Centres</b> – Hampton, Pools on the park, Sheen, Teddington, Teddington Pools, Whitton	Gyms, swimming pools, classes, sports. Set of 50 plus sessions- falls prevention, low impact conditioning (all Teddington Pools). Phased reopening August – September. <a href="https://www.richmond.gov.uk/services/sports">https://www.richmond.gov.uk/services/sports</a>
<b>Parks and Open Spaces</b>	Parks and open spaces across Richmond, outdoor gyms, health walks, volunteering, activities <a href="https://www.richmond.gov.uk/services/parks_and_open_spaces">https://www.richmond.gov.uk/services/parks_and_open_spaces</a>
<b>Sports Clubs</b>	Range of teams and clubs covering wide range of sports. <a href="https://www.richmond.gov.uk/services/sports/sports_clubs">https://www.richmond.gov.uk/services/sports/sports_clubs</a>
<b>Libraries</b>	Libraries across the borough, events, volunteering <a href="https://www.richmond.gov.uk/services/libraries">https://www.richmond.gov.uk/services/libraries</a>
<b>Arts and culture</b>	Museums, art galleries, places of interest <a href="http://www.visitrichmond.co.uk/attractions/">http://www.visitrichmond.co.uk/attractions/</a>
<b>Arts Richmond</b>	Umbrella organisation for over 100 Richmond cultural organisations, performing arts events and artistic activity. <a href="http://www.artsrichmond.org.uk">www.artsrichmond.org.uk</a>
<b>South West London Environment Network (SWLEN)</b>	Walks/talks, ad-hoc volunteering or conservation work parties, gardening days and environmental activities <a href="https://swlen.org.uk/">https://swlen.org.uk/</a>
<b>Art &amp; Soul</b>	Creative activity to enhance the emotional and mental health of people in South West London. Various locations in Richmond- art workshops, outreach, taster sessions, exhibitions. <a href="https://artandsoul.org.uk/">https://artandsoul.org.uk/</a>
<b>Dose of Nature</b>	Promotion of mental health benefits of engaging with the natural world, based in Kew. Nature prescriptions, group therapy and workshops. <a href="http://www.doseofnature.org.uk/">http://www.doseofnature.org.uk/</a>
<b>Richmond and Hillcroft Adult Community College</b>	A range of courses, classes, exercise sessions and wellbeing activities- mainly based at Richmond location next to station. 25 / 50% discounts for certain groups (older people, carers, learning difficulties, mental health difficulties .etc.)
<b>Richmond Health Walks</b>	Health walks across Richmond. Currently suspended. <a href="https://www.walkingforhealth.org.uk/walkfinder/london/richmond-healthwalks">https://www.walkingforhealth.org.uk/walkfinder/london/richmond-healthwalks</a>

## Condition / situation specific support

Name	About
<b>RISE</b> – Disability sports and inclusive activities	Council run programme of activities for people of all ages with special educational needs and disabilities- Canoeing, Football, wheelchair rugby .etc. <a href="https://www.richmond.gov.uk/services/sports/disability_sports_and_activites">https://www.richmond.gov.uk/services/sports/disability_sports_and_activites</a>
<b>SPEAR</b>	Range of support services in Richmond linked to homelessness. <a href="https://www.spearlondon.org/">https://www.spearlondon.org/</a>
<b>The People Hive</b>	Supporting adults with learning disabilities- activities, workshops. <a href="https://www.thepeoplehive.org/">https://www.thepeoplehive.org/</a>
<b>Companion Cycling</b>	Helping people with disabilities to cycle through specialised cycles in Bush Park. Currently closed. <a href="http://www.companioncycling.org.uk/">http://www.companioncycling.org.uk/</a>
<b>Cruse Bereavement Care</b>	Supporting residents who have been bereaved one to one or via group sessions. <a href="https://www.cruse.org.uk/get-help/local-services/south-east/richmond-upon-thames">https://www.cruse.org.uk/get-help/local-services/south-east/richmond-upon-thames</a>
<b>Diabetes UK- Richmond Support Group</b>	Monthly support group for people living with Diabetes <a href="https://richmond-and-twickenham.diabetesukgroup.org/">https://richmond-and-twickenham.diabetesukgroup.org/</a>
<b>Richmond &amp; Kingston ME Group</b>	Support group for people with ME / CFS <a href="https://www.richmondandkingstonmegroup.org.uk/">https://www.richmondandkingstonmegroup.org.uk/</a>
<b>Middlesex Association for the Blind</b>	Support for people with visual impairments <a href="http://aftb.org.uk/">http://aftb.org.uk/</a>
<b>Macular Society- Richmond Support Group</b>	Support group for people with Macular Disease <a href="https://www.macularsociety.org/groups/richmond-support-group">https://www.macularsociety.org/groups/richmond-support-group</a>
<b>Richmond Gateway Club</b>	Weekly leisure and social club for adults with learning disabilities. Currently closed. <a href="https://richmondgatewayclub.org/">https://richmondgatewayclub.org/</a>
<b>The Mulberry Centre</b>	Cancer support charity <a href="https://www.themulberrycentre.co.uk/">https://www.themulberrycentre.co.uk/</a>
<b>Richmond Talking Newspaper</b>	Local news in audio form <a href="http://richmondalkingnewspaper.org.uk/">http://richmondalkingnewspaper.org.uk/</a>
<b>Together as one - Twickenham</b>	Support for anyone experiencing loneliness or social isolation, particularly as a result of mental health issues. <a href="https://www.togetherasone.co.uk/">https://www.togetherasone.co.uk/</a>
<b>The Visually Impaired Society of Richmond</b>	Support for people with visual impairments. <a href="http://visoruk.50webs.com/">http://visoruk.50webs.com/</a>
<b>South West London Environment Network (SWLEN)</b>	Walks/talks, ad-hoc volunteering or conservation work parties, gardening days and environmental activities <a href="https://swlen.org.uk/">https://swlen.org.uk/</a>
<b>National Autistic Society – Richmond Branch</b>	Parent led group supporting autistic individuals of all ages in Richmond. Information, advice and coffee mornings. <a href="http://www.richmondnas.org/index.html">http://www.richmondnas.org/index.html</a>

Name	About
<b>Reaching Hearts and Lives Together (RHLT)</b>	Support for individuals with a learning disability in Richmond. Workshops and wide range of activities. <a href="https://www.rhlt.org.uk/">https://www.rhlt.org.uk/</a>
<b>Otaker Kraus Music Trust (OKMT)</b>	Music therapy for people who have physical, psychological, learning, behavioural or emotional difficulties. <a href="https://www.okmtrust.org.uk/">https://www.okmtrust.org.uk/</a>
<b>Relate- South West London</b>	Relationship support charity based in Richmond. Relationship counselling; sex therapy; family counselling; children and young people's counselling; family mediation. <a href="https://www.relate.org.uk/find-my-nearest-relate/centre/london-south-west-relate">https://www.relate.org.uk/find-my-nearest-relate/centre/london-south-west-relate</a>
<b>Richmond Foodbank</b>	Emergency food and support for people referred in crisis. <a href="https://richmond.foodbank.org.uk/">https://richmond.foodbank.org.uk/</a>
<b>Off the Record Twickenham</b>	Drop in counselling, information and sexual health service for young people aged 11 – 24. <a href="https://otrtwickenham.com/">https://otrtwickenham.com/</a>
<b>Addiction Support and Care Agency (ASCA)</b>	Addiction support charity working in Richmond- one to one counselling and group activities for individuals with or recovering from addictions, as well as friends, family and carers. <a href="https://www.addictionsupport.co.uk/">https://www.addictionsupport.co.uk/</a>
<b>MiD Mediation &amp; Counselling</b>	Mediation and counselling for divorcing couples and impacted children in Richmond. <a href="https://www.midmediation.org.uk/">https://www.midmediation.org.uk/</a>
<b>Learn English at Home (LEAH)</b>	Support for refugees and migrants resident in Richmond to improve English language skills one to one and via group sessions. <a href="https://www.leah.org.uk/">https://www.leah.org.uk/</a>
<b>Room for Work</b>	Free employability course for skilled workers, managers and professionals specialising in mature workers. <a href="https://www.roomforwork.org/">https://www.roomforwork.org/</a>