

USEFUL SERVICES

St Raphael's
Your Local Hospice





HEALTHCARE



CORONAVIRUS (COVID-19)

Contact when: You would like NHS advice about COVID-19, including its symptoms, looking after yourself at home, how to avoid catching and spreading it, treatments, vaccinations and long-term effects.



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nhs.uk/nhs-services/covid-19-services

CONTINUING HEALTHCARE

Contact when: Your care at home/nursing home is arranged and funded by NHS continuing healthcare and you wish to discuss your care package.



**Sutton Cont. Healthcare:
0203 880 0271**

**Merton & Wandsworth Cont. Healthcare:
020 3880 0288**



**Sutton: referrals.suttonchc@swlondon.nhs.uk
Merton: mwchc.enquiries@swlondon.nhs.uk**

WELLBEING



SUTTON CARERS CENTRE

Contact when: You are a carer and would like information and advice about any issues affecting carers, such as benefits, breaks, respite and support services, carer assessment procedures, aids and adaptations, and emotional support. A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health concern or an addiction, cannot cope without their support.



0208 296 5611



There is an information session on the 2nd Saturday of each month
enquiries@suttoncarerscentre.org
suttoncarerscentre.org

COMPASSIONATE NEIGHBOURS

Contact when: You are approaching end of life or you are the carer for someone who is, and would like the companionship of a trained volunteer for about an hour a week in person or over the phone. You must be a resident of Merton or Sutton.



0208 099 7777



You can be matched with a Compassionate Neighbour on a one-to-one basis or through attending a local social gathering. You can self-refer at straphaels.org.uk/compassionateneighbours
compassionateneighbours@straphaels.org.uk

CHANGING FACES

Contact when: You have a concern about a scar, mark or condition on the face or body that makes you look different, whether it relates to you, a friend or a family member. They provide wellbeing, counselling support, skin camouflage and education services and campaign to challenge attitudes, prejudice and discrimination against people with visible differences.



0300 012 0275



info@changingfaces.org.uk
changingfaces.org.uk

WELLBEING



ST RAPHAEL'S WELLBEING CENTRE

Contact when: You are aged over 18 and are caring for someone with a life-limiting, progressive or chronic illness and would like advice and guidance, social and therapeutic support. They also support those who are recently bereaved.



0208 099 1722



wellbeingcentre@straphaels.org.uk

SOCIAL SUPPORT



SOCIAL PRESCRIBING SUTTON

Contact when: You are aged 18 or over, registered with a Sutton GP and would like to be connected to non-medical services for social, emotional or practical needs to improve mental health and physical wellbeing. Speak to your GP for a referral.



You may benefit if you have mild or long-term mental health conditions, complex needs, multiple long-term conditions, you are socially isolated or have frequent input with healthcare professionals.

suttonpcns.co.uk/our-services/social-prescribing

SOCIAL SERVICES

Contact when: You need information and support to maintain and promote independence and wellbeing of disabled and older people, and informal carers.



Sutton:
0208 770 5000
Merton:
0208 274 4901



Sutton:
sutton.gov.uk/adult-social-care
Merton:
merton.gov.uk/social-care/adult-social-care

SOCIAL SUPPORT



SUTTON/MERTON FOODBANKS

Contact when: You require emergency food. Your doctor, health visitor, social worker or agencies such as Citizens Advice may issue you with a foodbank voucher and provide long term support to help address some of the issues behind the reasons for your crisis. You can exchange this for a minimum of three days of food at your nearest foodbank centre.



Sutton: 07525 838 640
Merton: 020 8544 0126



admin@suttoncommunityworks.org
wimbledonfoodbank@gmail.com



sutton.foodbank.org.uk
wimbledon.foodbank.org.uk

MERTON COMMUNITY FRIDGE

Contact when: You would like to collect food or donate good quality food items. Merton's Community Fridge is a long-term initiative to tackle food poverty and reduce food waste in the borough.



020 3417 0476



sustainablemerton.org/communityfridge
Address: Morden Baptist Church, SM4 5BL



To request help with getting food from Merton's Community Fridge, you can complete the online form on the website.

sustainablemerton.org/communityfridge
communityfridge@sustainablemerton.org

BLUE CROSS

Contact when: You can no longer look after your pet, you are worried your pet will outlive you or you are struggling with being separated from a pet.



0300 790 9903



bluecross.org.uk

SOCIAL SUPPORT



AGE UK

Contact when: You are looking for help, advice or support to do with ageing and older people e.g. help at home, befriending, benefits advice, health advice, legal issues such as Wills and Power of Attorney, accessing local services and help to apply for Taxi Cards, Freedom Passes and Blue Badges.



Sutton: **0208 078 0002**
Merton: **0208 648 5792**



info@ageuksutton.org.uk
info@ageukmerton.org.uk

CITIZENS ADVICE

Contact when: You require advice and information on issues such as housing, benefits, debt, employment rights, immigration and disability.



Sutton: **0208 405 3552**
Merton: **0808 278 7831**

SOCIAL HOUSING COMPLAINTS

Contact when: You live in social housing and have an issue with your landlord and would like guidance on how to make a complaint.



socialhousingcomplaints.campaign.gov.uk

TURN2US

Contact when: You are struggling financially and you would like information regarding benefits, grants and debt advice services.



0808 802 2000



turn2us.org.uk

SOCIAL SUPPORT



GOV.UK WEBSITE

Contact when: You need to apply for benefits including Personal Independence Payment (PIP) (if you have not reached state pension age), Attendance Allowance (if you are state pension age) and Carer's Allowance. On the GOV.UK website, you can also apply for or renew a Blue Badge, and get advice on what to do when someone dies.



PIP claim line:
0800 917 2222



[gov.uk](https://www.gov.uk)



PIP application is to be made under special rules if your medical professional has said you might have 12 months or less to live

INDEPENDENT LIVING



MEALS ON WHEELS, SUTTON

Contact when: You or someone you know are housebound and unable or unsafe to prepare a hot meal. Meals on Wheels will deliver a hot meal and sweet to you in your own home.



020 8770 5000



mealsonwheels@sutton.gov.uk

INDEPENDENT LIVING



QUEEN ELIZABETH'S FOUNDATION MOBILITY SERVICES

Contact when: You would like mobility advice and support for people with disabilities and age-related impairments.



0208 770 1151



qef.org.uk/service/mobility



The service provides mobility equipment assessments for wheelchairs and scooters and offer a range of equipment for hire.

Address: 1 Metcalfe Avenue, Carshalton, Surrey, SM5 4AW
mobility@qef.org.uk

SUTTON TELECARE

Contact when: You would like an easy to use call button which will summon emergency help via your phone line.



03300 163 655



You may be eligible for Telecare equipment following an assessment from Sutton Council and you can self-refer online. Equipment and related services can also be bought directly from suppliers.

sutton.gov.uk/w/care-technology
connect.sutton@medequip-uk.com

MASCOT TELECARE, MERTON

Contact when: You would like an easy to use call button which will summon emergency help via your phone line to the MASCOT Centre in Morden.



020 8274 5940



mascot-telecare.org.uk/telecare-services



You require a private landline telephone.
mascot@merton.gov.uk

INDEPENDENT LIVING



LIVING MADE EASY

Contact when: You would like impartial advice and guidance on aids and solutions for independent living.



0300 123 3084



info@dlf.org.uk



livingmadeeasy.org.uk

LONDON FIRE BRIGADE

Contact when: You would like to book a free home fire safety visit. They will fit free smoke alarms during the visit if you need them.



0208 555 1200



You can book a home safety visit online at **london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit**

WILTSHIRE FARM FOODS - FROZEN MEALS DELIVERY SERVICE

Contact when: You would like frozen ready meals delivered to your home. They offer three meal sizes including 'mini meals' for smaller appetites and softer foods for those with chewing or swallowing difficulties.



0800 077 3100



You can order meals by phone or online at **wiltshirefarmfoods.com**. Brochures are available or you can select a meal from the website. They cater for food allergies and intolerances.

INDEPENDENT LIVING



MENCAP LEARNING DISABILITY HELPLINE

Contact when: You have a learning disability or are supporting someone with a learning disability. MENCAP help those with a learning disability to join in with local leisure activities and they provide advice on things like employment and education and supporting people to live independently.



0808 808 1111



helpline@mencap.org.uk

MENTAL HEALTH SUPPORT



OFF THE RECORD

Contact when: You are aged 11-25 and would like free, independent and professional counselling. You can self-refer online. Under 13s require parent/carer consent.



**Support Line:
0800 980 7475**



**Sutton - 020 8680 8899
talkofftherecord.org/sutton**



**Merton - 020 3984 4004
talkofftherecord.org/merton**



Off The Record also offers BAME mental health support; a young carers service for those under 26 caring for a parent or sibling; and a specialist counselling service for young refugees.

MENTAL HEALTH SUPPORT



THE SILVER LINE

Contact when: You are aged 55 or over and are experiencing feelings of loneliness and isolation and you would like friendship, conversation, and support.



0800 470 8090



The Silver Line Helpline is a free, 24-hour telephone service for older people across the UK. thesilverline.org.uk

SUTTON/MERTON TALKING THERAPIES

Contact when: You want support for a mental health or wellbeing need. Accessible to those aged 18 or over living in Sutton or Merton, or registered with a Sutton or Merton GP. You can self-refer online.



Sutton: 0800 032 1411 or 0203 513 4044
Merton: 0203 513 5888

24/7 MENTAL HEALTH CRISIS LINE

Contact when: You live in Sutton, Merton or Wandsworth and require emotional support and advice for urgent mental health issues, at any time of the day or night.



0800 028 8000



Open to children and adults of all ages, and to people who haven't previously accessed mental health services.

MENTAL HEALTH SUPPORT



MIND

Contact when: You are experiencing a mental health problem and would like advice and support.



0300 123 3393



mind.org.uk

Info@mind.org.uk

SAMARITANS

Contact when: You or someone else is experiencing feelings of distress or despair, including those which may lead to suicide and you would like confidential advice and support.



116 123



samaritans.org

SUTTON CRISIS CAFÉ

Contact when: You are aged 18 or over and live in Sutton, your mental health is becoming overwhelming and you require support out of hours. The café provides a safe, non-clinical, supportive environment to people experiencing a mild to moderate mental health crisis.



0800 012 9082



You can self-refer online or by calling.

crisiscafe@smhf.org.uk

Address: 63 Downs Road, Belmont, Sutton, Surrey, SM2 5NR

THE PROPER BLOKES CLUB

Contact when: You are a man wanting to walk and talk with other men who can relate to what you're going through, helping each other to deal with life's pressures.



07397 501110



theproperblokesclub@gmail.com
theproperblokesclub.co.uk

MENTAL HEALTH SUPPORT



WIMBLEDON GUILD

Contact when: You feel socially isolated or lonely or are experiencing difficulties. They offer support with staying independent and organise activities, talking therapies, befriending, financial assistance and grief support.



0208 946 0735

Talking therapies: **0208 296 0030**



wimbledonguild.co.uk

info@wimbledonguild.co.uk

BRITISH ASSOCIATION FOR COUNSELLING AND PSYCHOTHERAPY

Contact when: You would like to find a therapist to work with you privately. Therapy helps you explore your thoughts, feelings and behaviours so you can develop a better understanding of yourself and of others.



bacp.co.uk/search/Therapists

There will be a charge for private therapy.

BEREAVEMENT SUPPORT



CIRCLE OF SUPPORT

Contact when: You would like to join a free monthly bereavement support group. Open to people of all faiths and none. This is not a religious group. One to one evening sessions can be booked.



cheamparish.org.uk/post/circle-of-support

Address: St. Dunstan's Church Hall, Cheam, Surrey, SM3 8QH

BEREAVEMENT SUPPORT



WAY WIDOWED AND YOUNG

Contact when: You were aged 50 or under when your partner died and you would like peer-to-peer emotional and practical support.



0300 201 0051



widowedandyoung.org.uk

RAYNES PARK BEREAVEMENT SERVICE

Contact when: You are a bereaved adult resident of Raynes Park or West Wimbledon and would like free one to one bereavement support provided by trained volunteers.



07914 263420



The meetings are held at Lambton Road Medical Practice or the Nelson Health Centre, or in your own home if you are housebound. You can self-refer. **raynesparkbereavement@gmail.com**

WANDSWORTH BEREAVEMENT SERVICE

Contact when: You are a Wandsworth resident who has been bereaved or is facing an anticipated death and you would like one-to-one bereavement counselling.



020 7223 3178



**wandsworthbereavement.org.uk
admin@wandsworthbereavement.org.uk**



They are able to see both adults and children aged two to eighteen. People referred by their GP will receive free counselling, and self-referrals will be provided with low cost support.

Child Support: children@wandsworthbereavement.org.uk

BEREAVEMENT SUPPORT



WHAT'S YOUR GRIEF

Contact when: You would like resources related to understanding and coping with grief and loss including guidance on supporting others who are grieving.



whatsyourgrief.com

whatsyourgrief@gmail.com

CRUSE BEREAVEMENT SUPPORT

Contact when: You would like support with grief after bereavement.



0808 808 1677



cruse.org.uk

WINSTON'S WISH

Contact when: You would like bereavement support for grieving children, young people and those who care for them after the death of a loved one.



0808 802 0021



winstonswish.org

JIGSAW

Contact when: You would like information, advice and guidance to help support bereaved children and young people and those facing the death of a loved one. You can self-refer online.



01342 313895



jigsawsoutheast.org.uk

info@jigsawsoutheast.org.uk

ILLNESS MENTAL HEALTH SUPPORT



THE SOUTH EAST CANCER HELP CENTRE

Contact when: You have a current cancer diagnosis, a past diagnosis or are associated with someone who does and you would like support to explore ways which may help you to cope with your situation.



020 8668 0974



Individual and group support and complementary therapies.

Address: 2 Purley Road, Purley, CR8 2HA

sechc.org.uk

ALZHEIMER'S SOCIETY

Contact when: You have a dementia diagnosis or care for someone who does and require information and practical guidance to understand the condition, how to manage day to day challenges and prepare for the future.



Merton: **020 8687 0922** Dementia support: **0333 150 3456**



alzheimers.org.uk

merton@alzheimers.org.uk

MARIE CURIE

Contact when: You would like practical information and support on all aspects of life with terminal illness, dying and bereavement.



0800 090 2309



support@mariecurie.org.uk



Marie Curie have easy read booklets online at **mariecurie.org.uk** which use simple words and pictures to help you understand information on a range of topics.

ILLNESS MENTAL HEALTH SUPPORT



THE ROYAL MARSDEN PSYCHOLOGICAL SUPPORT SERVICE

Contact when: You are a Royal Marsden Hospital patient wishing to access psychological support including art therapy, counselling, psychiatry, psychology and psychosexual therapy. You can self-refer by calling and asking for a self-referral form. They are able to provide psychological support to people up to two years following their active cancer treatment.



Sutton: 0208 661 3006

Chelsea: 0207 808 2777

MACMILLAN BUTTERFLY CENTRE, EPSOM HOSPITAL

Contact when: You need information, emotional support, complementary therapies, relaxation, image workshops and counselling support for patients with cancer and their relatives.



01372 735 456

MAGGIE'S CENTRE, THE ROYAL MARSDEN, SUTTON

Contact when: You need free cancer information and support with anything from managing stress to money worries. Open to all cancer patients and friends and family of patients who are receiving cancer treatment.



0203 982 3141



maggies.royalmarsden@maggies.org





**For further
assistance
and advice**

Contact us

If you would like more advice or support please contact
St Raphael's Hospice on **020 8099 7777**

St Raphael's Hospice
London Road, Cheam, SUTTON SM3 9DX

www.straphaels.org.uk

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