

# Healthwatch Richmond's Guide

This guide contains information on:

- **NHS services**
- **Support from local charities**
- **Social care**
- **Healthy lifestyle services**

## Need help?

- Call: **020 8099 5335**
- Email: **hello@healthwatchrichmond.co.uk**
- Visit: **www.healthwatchrichmond.co.uk**



**Share your feedback about health  
and social care anonymously to  
help improve services.**

# Primary care

Minor illnesses can generally be self-managed by accessing NHS resources. Visit your practice website or: [www.nhs.uk](http://www.nhs.uk)

## GPs

GPs should be your first point of call if you need a referral for urgent or specialist treatment or advice about managing medical conditions.

Most practices offer an online consultation service which can direct you efficiently to the care provider you are likely to need.

GPs also offer health promotion & prevention or referrals to:

- NHS Health Check – blood pressure, cholesterol, lifestyle and diabetic checks
- Lifestyle help and advice on diet, alcohol and stopping smoking
- Family planning and child and adult immunisations

**Check the NHS vaccines table** to make sure you and your kids are up-to-date with vaccinations:



## Choosing a GP

Visit: [www.nhs.uk/service-search/find-a-GP](http://www.nhs.uk/service-search/find-a-GP) or Call: NHS England on **0300 311 22 33**

GP appointments are available in the borough from 8am–8pm, 7 days a week.

Book routine appointments, access your medical information or renew prescriptions online or by phone.

## How to get the best from your GP appointment

- **Is your issue urgent?**
- **Take clear notes to help you**
- **Several issues? Book a double appointment or prioritise**



## Eye tests

The NHS recommends eye checks at age 4 to 5 years to identify any problems early so your child can get effective treatment.



This is usually, but not always, carried out in school. If your child's vision is not checked, take them to your local opticians for an eye examination.

[www.nhs.uk/service-search/find-an-NHS-sight-test](http://www.nhs.uk/service-search/find-an-NHS-sight-test)

## Independent Living Social Prescribing Link Workers

Can support your health & wellbeing by connecting you with activities & support in your local community that help you feel better.

Speak to your GP or contact RUILS.



Call: **020 8831 6083**

Email: [socialprescribing@ruils.co.uk](mailto:socialprescribing@ruils.co.uk)

Visit: [www.ruils.co.uk/services/social-prescribing](http://www.ruils.co.uk/services/social-prescribing)

Find local support yourself: [services.thejoyapp.com](http://services.thejoyapp.com)

## Pharmacies

Pharmacies can now offer treatment and some prescription medicines without you needing to see a GP (this is called Pharmacy First) for:



- earache
- impetigo
- infected insect bites
- shingles
- sinusitis
- sore throat
- urinary tract infections (UTIs).

### Visit a local pharmacy for:

- NHS Health Check – blood pressure, cholesterol and blood glucose testing
- Stop smoking service (select pharmacies)
- Emergency contraception (select pharmacies)
- Flu vaccination
- Travel clinic
- Chlamydia screening and treatment (select pharmacies)
- Substance misuse service

Visit: [www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy) or search 'NHS – find a pharmacy' for pharmacies near you.

# Dentistry

NHS dental treatments are charged in three bands:

Band 1 - £26.80	Band 2 - £73.50	Band 3 - £319.10
<ul style="list-style-type: none"><li>• Examination, diagnosis &amp; advice</li><li>• Scale &amp; Polish</li><li>• X-rays</li><li>• Emergency care</li></ul>	<p>All Band 1+</p> <ul style="list-style-type: none"><li>• Fillings</li><li>• Root canal treatment</li><li>• Teeth extractions</li></ul>	<p>All Bands 1 &amp; 2+</p> <ul style="list-style-type: none"><li>• Crowns</li><li>• Dentures</li><li>• Bridges</li></ul>

Charges correct at April 2024

## Finding a dentist

You do not register with a dentist in the same way as with a GP and you can go to any dentist with NHS appointments available.

- Call: NHS 111 if you need emergency or urgent out-of-hours dentistry.
- Visit: [www.nhs.uk/find-a-dentist](https://www.nhs.uk/find-a-dentist) to see and compare local dental practices.
- You might be exempt of charges, check here if you are eligible: [www.nhsbsa.nhs.uk/check-if-you-have-nhs-exemption](https://www.nhsbsa.nhs.uk/check-if-you-have-nhs-exemption)

**If you're struggling to find a NHS dentist, call Healthwatch Richmond on 020 8099 5335. We can help.**

## Urgent care

**Most urgent care requests are not accidents or emergencies.**

**Before you seek urgent care, call NHS 111 to help you choose the service that's right for you and get help in the quickest way.**



## NHS 111

If you need urgent care, but it's not life-threatening call **NHS 111** first. NHS 111 is staffed by trained advisors 24 hours a day, 365 days a year. As well as self-care advice, they can connect you to a GP, nurse, arrange a face-to-face appointment or send an ambulance if they decide you need one. This will:



- help you get to the most appropriate service such as a GP or Urgent Treatment Centre appointment – when you may not have to attend the emergency department
- give you a shorter waiting time

## Urgent Care & Treatment Centres

An Urgent Care or Treatment Centre may be an appropriate choice if you are able to travel and need care for:

- Cuts & bruises
- Minor burns
- Eye problems
- Strains, sprains and fractures
- Bites & stings
- Minor skin infections
- Minor head injuries
- Wounds that need stitches

The closest services in Richmond are:

### Teddington Memorial Hospital

Hampton Road  
Teddington  
TW11 0JL

Phone: **020 8714 4004**  
Opening hours: 8am – 8pm

### Queen Mary's Hospital Roehampton

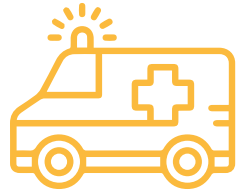
Roehampton Lane  
SW15 5PN

Phone: **020 8487 6999**  
Opening hours: 8am – 8pm  
**(Appointment only)**

# Emergency care

## 999

Only call 999 if you or someone else is seriously ill or injured and there is a risk to life.



If you have a communication impairment, pre-register your mobile phone to contact emergency services:

**Text the word 'register' to 999 and follow the instructions.**

## A&E Departments

Go to A&E when it's a life-threatening emergency, including:

- Loss of consciousness
- Persistent, severe chest pain
- Breathing difficulties
- Severe allergic reactions
- Severe burns or scalds
- Fits that are not stopping
- Severe bleeding

### If it's not life-threatening, call NHS 111

A&E also provides urgent treatment and care (see previous page).

The closest A&E departments to Richmond are:

#### Kingston Hospital

Galsworthy Road  
Kingston-Upon-Thames  
KT2 7QB

Phone: **020 8546 7711**

#### West Middlesex Hospital

Twickenham Road  
Isleworth  
TW7 6AF

Phone: **020 8560 2121**

Both hospitals have a separate paediatric A&E with specially trained staff to help with children's health issues.

# Sexual health

Sexual health clinics, some GP surgeries and pharmacies offer free:

- Contraception (including emergency), free condoms and lube
- Advice on sexual health, relationships and safer sex
- Testing & treatment for sexually transmitted infections
- HIV testing, advice and counselling

## Sexual Health London (SHL)

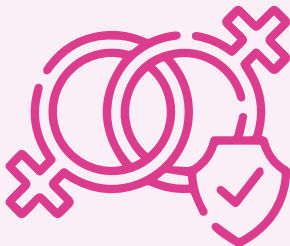
Order free STI tests to do in your own time at home, and other services from PreP to contraception.

Visit: [www.shl.uk](http://www.shl.uk)

SHL also have a young person's clinic offering a drop-in service for any person aged 18 or under.

[www.shswl.nhs.uk/young-people](http://www.shswl.nhs.uk/young-people)

See page 12.



## Falcon Road

A comprehensive sexual health and contraception service that manages complex sexual health issues, led by nurses and doctors.

**Adult Walk in Clinic:** Monday, Tuesday, Thursday, and Friday (8am–2pm, arrive before 11am)

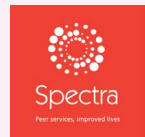
Call: **0333 300 2100**  
(Mon–Fri, 8am–6pm)

Visit: [shswl.nhs.uk/clinic-locations/falcon-road](http://shswl.nhs.uk/clinic-locations/falcon-road)

## Spectra

Sexual health and wellbeing services such as youth, trans services, instant HIV testing, STI screening, and free condoms.

Visit: [www.spectra-london.org.uk](http://www.spectra-london.org.uk)



# Mental health

## Crisis Care

Mental health crises often mean that someone no longer feels able to cope or control their situation. They may feel great emotional distress or anxiety and need urgent help.

### How do I get help?

- **Contact your GP practice** and ask for an emergency appointment with the first available doctor.
- **Visit your local A&E department** or call 999 if it is an emergency.
- **Call 999** (police) if someone is a danger to themselves or others.
- **Call the 24/7 Mental Health Support Line on 0800 028 8000**, open to all adults who need mental health support in a crisis.
- **Call the CAMHS Crisis Line on 020 3228 5980** for concerns about a young person's mental health.

## Journey Recovery Hub (Crisis Cafe)

For adults in, or at risk of moving into, a mental health crisis, the hub operates a drop-in service or self-referral service.

Call: **020 3137 9755**

Email: [recoveryhub@rbmind.org](mailto:recoveryhub@rbmind.org)

Visit: [www.rbmind.org/support-for-adults/journey-recovery-hub](http://www.rbmind.org/support-for-adults/journey-recovery-hub)

- **32 Hampton Road, Twickenham, TW2 5QB:** Tuesday, Thursday, Friday (6-10pm) and Sunday (2-8pm)
- **Alfriston Centre, 3 Berrylands Road, KT5 8RB:** Monday, Tuesday, Wednesday, Friday (6-10pm) and Saturday (2-10pm)

## Other Support



If you are experiencing suicidal thoughts, feeling down or desperate, call: **Samaritans 116 123**

Under 35s can call: **Papyrus 0800 068 4141**

Under 19s can call: **Childline 0800 1111**



## Richmond Wellbeing Service

  
Richmond Wellbeing Service  
Talking Therapies and Specialist Support

### Aged 18+ Anxious, low or stressed?

The service provides a range of free confidential talking therapies and specialist support to help you feel better, including depression, trauma, OCD or worry.

It also provides specialist mental health assessments, medication reviews and treatment.

### How do I get help?

Call: **020 3513 4455**

(Mon-Thu 8.15 am-8 pm,  
Fri 8.15am-5.30 pm)

Email:

**[richmondwellbeing@swlstg.nhs.uk](mailto:richmondwellbeing@swlstg.nhs.uk)**

Visit:

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

### Good thinking

An extensive range of free NHS-approved wellbeing tools and resources.

**[www.good-thinking.uk](http://www.good-thinking.uk)**

## Richmond Borough Mind

For people struggling with their mental health or caring for someone who is, they provide:



- Low cost counselling and befriending
- Recovery and resilience activities in their Wellbeing Centre
- One to one or group peer support
- Carers support and information

### How do I get help?

Call: **020 8948 7652**

Email: **[info@rbmind.org](mailto:info@rbmind.org)**

Visit: **[www.rbmind.org](http://www.rbmind.org)**

### Space2Grieve

Free, confidential, one-to-one bereavement support delivered by their team of highly trained volunteer bereavement specialists.



Open to adults, children, young people and families as well as in schools, on the phone or via zoom.

Self-referral:

**[www.space2grieve.org.uk](http://www.space2grieve.org.uk)**

Call: **07519 376 363**

## Richmond Community Drug & Alcohol Service (RCDAS)

RCDAS provides free and confidential services including:

- Alcohol & addiction workshops, group working and peer support
- Opiate substitution prescribing & access to detox (in/outpatient)
- Access to psychology and psycho-social key working

- Relapse prevention interventions and recovery activities
- Blood tests, harm reduction and needle exchange

### How do I get help, info and self-refer?

Call: **020 3228 3020**

Email: **RCDAS.Referrals@slam.nhs.uk**

Visit: **www.RCDAS.co.uk**

# Children and young people's mental health

## Child & Adolescent Mental Health Service (CAMHS)

**Richmond CAMHS** offers assessment and treatment to people under 18 for a range of **moderate to severe** mental health problems.

**The Emotional Health Service** provides assessment and treatment for those with **mild to moderate** mental health concerns.

### How do I get help?

Speak to your GP, school or other professionals or self refer:

Call: **020 8547 6171** (Mon-Fri, 9-5pm)

Scan:



Visit: **swlstg.nhs.uk/richmond**

Email:

**krcamhsreferrals@swlstg.nhs.uk**

## Kooth

Online counselling and an emotional wellbeing service for children & young people aged 11-22.

Visit: **www.kooth.com**.



## Preventing Self-Harm and Suicide in Young People

# PORTUS

A new resource to support children and young people who are harming themselves. Developed by Public Health, GPs, schools, mental health clinicians, parents, children and young people.



- information & tools to keep children & young people safe
- sections for parents, schools, colleges, youth services, GPs and Children's Social Care.
- links to local and national resources including NHS approved apps and information sources.

Visit: [www.richmond.gov.uk/portus](http://www.richmond.gov.uk/portus)

## Tellmi app



An anonymous, age-banded app where children and young people aged 11 to 18 years can share experiences and support each other with moderation and intervention from counsellors.

Visit: [www.tellmi.help](http://www.tellmi.help) or download the Tellmi app directly

## Off The Record Twickenham

# Off The Record Twickenham

Free and confidential drop-in counselling, walk-in information and sexual health service for young people aged 11–24.

Visit: [www.otrtwickenham.com](http://www.otrtwickenham.com)

Email: [counselling@otrtwickenham.com](mailto:counselling@otrtwickenham.com)

Call: **020 8744 1644**  
(8am to 6pm Monday to Friday)

Text: **07414 763 293**

## Richmond CRUSE

Emotional support for children and adults after a death.

*Cruse*  
Bereavement  
Support

Call: 0808 808 1677

Visit: [www.cruse.org.uk](http://www.cruse.org.uk)

# Young people's sexual health

## Getting It On

For people aged 13-19 years old, you can visit [www.gettingiton.org.uk](http://www.gettingiton.org.uk) to get information and advice or find out about services helping with sexual health and relationships, mental health and drugs & alcohol or healthy lifestyle choices.



## Get It

A free and confidential service for young people under 25 to access advice, guidance, information, condoms, lube and chlamydia tests.



Visit: [www.getit.org.uk](http://www.getit.org.uk)

See page 7 for more.

# Children's services

## Children's safeguarding

If you have concerns about a child's welfare, call the Council's single point of access team on **020 8547 5008**.  
**In an emergency call 999.**

## Achieving for Children

The single point of access team should be your first point of contact if your family needs help with:

- Prevention and early help
- Education support services
- Social care & Safeguarding
- Referrals to other help



Call: **020 8547 5008** (8am-5pm) or **020 8770 5000** (out of hours)

Email: [enquiries@achievingforchildren.org.uk](mailto:enquiries@achievingforchildren.org.uk)

Visit: [kr.afcinfo.org.uk/pages/community-information](http://kr.afcinfo.org.uk/pages/community-information)

## Home-Start

Being a parent is never easy and families can feel alone or isolated.



Richmond, Kingston  
& Hounslow

Home-Start offers compassionate, confidential support to struggling families with a child under 5, including mums-to-be, families of children with disabilities or developmental delays, or parents experiencing emotional or financial difficulties.

### How do I get help?

Call: **020 8487 8500**

Email: **[info@homestart-rkh.org.uk](mailto:info@homestart-rkh.org.uk)**

Visit: **[www.homestart-rkh.org.uk](http://www.homestart-rkh.org.uk)**

## Children's Centres: 0-5 years old

There are six Children's Centres across Richmond, offering health, and early years development support.



Find your nearest Children's Centre at:

**[richmond.gov.uk/childrens\\_centres](http://richmond.gov.uk/childrens_centres)**



# Special educational needs and disabilities

Go to the Council's SEND Local Offer website for information on: education, health, care, leisure and social activities for children, young people and carers, and how to access it.

## How do I access this information?

Call: **020 8547 4722**

Visit:

[www.afcinfo.org.uk/local\\_offer](http://www.afcinfo.org.uk/local_offer)

Email:

[sendlocaloffer@achievingforchildren.org.uk](mailto:sendlocaloffer@achievingforchildren.org.uk)

## Skylarks

Offer a wide range of therapies, activities and services for children and young people with additional needs, their parents/carers, and siblings.



Call: **07946 646 033**

Email: [info@skylarks.charity](mailto:info@skylarks.charity)

Visit: [www.skylarks.charity](http://www.skylarks.charity)

## TAG Youth Club

A local charity based at Ham Youth Centre for Disabled Young People, TAG provides a range of activities for disabled people aged 8-25.

Call: **07557 397 934**

Email: [info@tagyouthclub.org](mailto:info@tagyouthclub.org)

Visit: [www.tagyouthclub.org](http://www.tagyouthclub.org)

## Crossroads Care Richmond and Kingston upon Thames

Specialists in providing home & community support services to carers and the people they care for. They provide clubs and services for children & young people with special educational needs & disability.



Call: **020 8943 9421**

Email:

[info@crossroadscarerk.org.uk](mailto:info@crossroadscarerk.org.uk)

Visit: [crossroadscarerk.org](http://crossroadscarerk.org)

# Help and complaints

## PALS – Patient Advice & Liaison Service

Every NHS provider will have a PALS department which can:

- Provide guidance on what you should expect from your care
- Help resolve questions or concerns you may have around treatment, including information on complaints
- Provide contact details for support groups outside the NHS

You can find the relevant PALS service using [www.nhs.uk](http://www.nhs.uk) or by calling your GP surgery or local hospital.

### Local PALS numbers

**Hounslow & Richmond  
Community Health Trust**

**0800 953 0363**

[pals.hrch@nhs.net](mailto:pals.hrch@nhs.net)

**West Middlesex Hospital**

**020 8321 6261**

[wmpals@chelwest.nhs.uk](mailto:wmpals@chelwest.nhs.uk)

**Kingston Hospital**

**020 8934 3993**

[khft.pals@nhs.net](mailto:khft.pals@nhs.net)

**South West London & St George's  
NHS Trust**

**020 3513 6150**

[pals@swlstg.nhs.uk](mailto:pals@swlstg.nhs.uk)

## NHS Complaints Advocacy

If you wish to make a complaint about your NHS care and need independent help, **Rethink Advocacy London Hub** can provide advocacy to help you form your complaint and guide you through the different stages.

### How do I get help?

Call: **0300 7900 559**

(Monday to Friday, 9am – 5pm)

Email:

[advocacyreferralhub@rethink.org](mailto:advocacyreferralhub@rethink.org)

## Healthwatch Richmond

The independent  champion for people who use the NHS or social care.

- You can give us feedback anonymously on your experience with the NHS and social care services to help improve care
- We help you find NHS services, social care and local charities

Call: **020 8099 5335**

Email:

[hello@healthwatchrichmond.co.uk](mailto:hello@healthwatchrichmond.co.uk)

Visit:

[www.healthwatchrichmond.co.uk](http://www.healthwatchrichmond.co.uk)

# Adult social care

Richmond Adult Social Care provides a wide range of services that can help to support your well-being and independence.

They can help with:

- Care technology and small pieces of equipment to help to stay independent and living in your own home.
- Longer term care if needed, such as a package of care to help with washing and dressing.
- Providing information and advice on local services that are relevant to your personal circumstances.
- Short-term intensive support after a stay in hospital or health problem.
- Support for unpaid carers, caring for an adult living in Richmond.

## How do I get help?

Visit the website [www.richmond.gov.uk/adult\\_social\\_care](http://www.richmond.gov.uk/adult_social_care) for helpful information and advice, including how to make a general enquiry or referral and information on paying for your care.



View the online directory [www.careplace.org.uk](http://www.careplace.org.uk) to find local services.

## Contact Adult Social Care

(Monday to Friday, 9am -5pm)

Call: **020 8891 7971**

Out of Hours: **020 8744 2442**

Text: **07860 034 792**

Email: [adultsocialcare@richmond.gov.uk](mailto:adultsocialcare@richmond.gov.uk)

## Safeguarding Adults

Safeguarding protects vulnerable adults at risk of being abused or neglected (even by themselves).

### Get help and report concerns

Visit: [www.richmond.gov.uk/safeguarding\\_adults](http://www.richmond.gov.uk/safeguarding_adults)

Call: **020 8891 7971**

(999 in emergencies)





# Support in the community

## Community Independent Living Service (CILS)

A partnership of 20 local charities, CILS supports people and carers with Alzheimer's, mental health conditions, learning difficulties, neurological and long term health conditions, to live independently, improve their wellbeing and stay connected.



### How do I get support?

Call: **020 3393 7011**

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

Visit: [www.richmondaid.org.uk](http://www.richmondaid.org.uk)

## Citizens Advice Richmond

A local charity offering advice to people on issues including (but not limited to) benefits, housing, employment and family matters.

The advice given is free of charge, confidential and impartial.

Call: **080 82 78 78 73**  
(free, Mon-Fri, 10am-1pm)

Visit: [www.citizensadvice-richmond.org](http://www.citizensadvice-richmond.org)



## Age UK Richmond

Age UK Richmond provides a range of support for older people:



- Information, advice and support with claiming welfare benefits
- Social & wellbeing support
- Support after hospital discharge
- Support to improve digital skills
- Handyperson, housekeeping and gardening service for small jobs

### How do I get help?

Call: **020 8878 3073**

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

Visit: [www.ageuk.org.uk/richmonduponthames](http://www.ageuk.org.uk/richmonduponthames)

## Learning Disabilities, Autism and ADHD

Richmond Mencap provides support, advice and services to children, young people and adults aged 8 to 80+ and their family carers.



Call: **020 8744 1923**

Email: [office@richmondmencap.org.uk](mailto:office@richmondmencap.org.uk)

Visit: [www.richmondmencap.org.uk](http://www.richmondmencap.org.uk)

## Cost of Living Hub

Find support available in the borough to help with the cost of living.



Visit: [www.richmond.gov.uk/cost\\_of\\_living\\_hub](http://www.richmond.gov.uk/cost_of_living_hub)

## Integrated Neurological Services (INS)

Provides long-term, professional support for people with neurological conditions including Parkinson's, MS or stroke and their carers.



Call: **020 8755 4000**

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

Visit: [www.ins.org.uk](http://www.ins.org.uk)

## Care Technology

Care technology is digital or smart devices and services that can support your independence. Better monitor your own (or someone else's) health and wellbeing via technology.

Call: **020 8891 7971**

(Monday to Friday, 9am - 5pm)

Email:

[digitalsupport@richmond.gov.uk](mailto:digitalsupport@richmond.gov.uk)

## Connect to Tech

A group of local organisations funded by Richmond Council who can support you to get online and help increase your confidence in using technology.

- Find technology that will support your needs and independence (i.e. a tablet or a voice-controlled device to do online shopping or connect with friends and family)
- Get confidence to use your devices and technical support

You can contact each of the lead providers for information and advice, find out more about upcoming workshops and training, and in some cases to borrow a device to try at home.

- **RUILS: 020 8831 6088**
- **Richmond AID: 020 8831 6070**  
or **020 3393 7011**
- **Richmond Borough Mind: 020 3137 9590**
- **Age UK Richmond: 020 8744 1965**

# Living well with dementia

## Memory concern?

If you have a concern about someone's memory please speak to your GP.



They may refer you to the memory clinic at Barnes Hospital.

## How do I get help?

Information about dementia support and services can be found through your GP.

You can also get help from the Community Dementia Practitioners who can assess and discuss your needs, provide dementia screening, referral and liaison for further investigations and services. They can also advocate to ensure your views are respected and help patients and carers make future plans.

Call: **020 8614 5428** or **020 8614 5429 / 5430**

Email: [hrch.dementia@nhs.net](mailto:hrch.dementia@nhs.net)

The Richmond Dementia Services Directory is a valuable guide to dementia support services.



## Positive Dementia Care

### Alzheimer's Society

Support for anyone affected by dementia.



Alzheimer's Society

Call: **020 8036 9570**  
the Richmond Team  
(Mon-Fri, 9am-5pm)

Call: **0333 150 3456** Dementia Support line  
(Mon-Wed 9am-8pm, Thu-Fri 9am-5pm, Sat-Sun 10am-4pm)

Email: [richmondservices@alzheimers.org.uk](mailto:richmondservices@alzheimers.org.uk)

### Crossroads Care Richmond and Kingston

Crossroads Care runs the Caring Café for people living with dementia and their carers to enjoy entertainment or activities in a friendly and welcoming environment on the 1st and 3rd Saturday of every month.

**CROSSROADS CARE**

Richmond & Kingston upon Thames

Call: **020 8943 9421**

Email: [info@crossroadscarerk.org.uk](mailto:info@crossroadscarerk.org.uk)

Visit: [crossroadscarerk.org](http://crossroadscarerk.org)

# Carers support

If you look after someone who needs support because of an illness or disability, whether you or they are an adult or a child, you could be considered a carer. The Adult Social Care team can advise, guide and support you.



Call **020 8891 7971**

Visit [www.richmond.gov.uk/carers\\_self\\_assessment](http://www.richmond.gov.uk/carers_self_assessment)

## Richmond Carers Hub

Service for unpaid carers living in or caring for someone in Richmond.

Visit: [www.richmondchs.org](http://www.richmondchs.org)

Information about local carers' services available at [www.careplace.org.uk](http://www.careplace.org.uk)

## Richmond Carers Centre

A local charity providing free and confidential information, advice & support to unpaid carers living in or caring for someone living in Richmond.



Call: **020 8867 2380**

Visit: [www.richmondcarers.org](http://www.richmondcarers.org)

Email: [support@richmondcarers.org](mailto:support@richmondcarers.org)

## Crossroads Care Richmond and Kingston

Bespoke and flexible home and community respite care. Offers a wide range of support services and groups for carers and the people they care for, of all ages and disability, including behavioural, emotional, mental health, medical needs, dementia care and palliative care.



Call: **020 8943 9421**

Email: [info@crossroadscarerk.org.uk](mailto:info@crossroadscarerk.org.uk)

Visit: [crossroadscarerk.org](http://crossroadscarerk.org)

## Homelink Day Respite Centre

A local charity dedicated to the wellbeing of older people and their unpaid carers.

Visit: [www.homelinkdaycare.co.uk](http://www.homelinkdaycare.co.uk)

Call: **020 8255 1992**

If your GP knows you are a carer they can help you and the person you care for by offering flexible appointments or referring you for help.



## Healthy lifestyle services



Public Health



### Move for a healthier borough

Discover **Richmond Moves**, empowering you to embrace moving more in a way that suits you. Everyday movements, from gardening at home to Tai Chi at your local community centre, because even small steps are a great start. With a focus on inclusivity and accessibility, this community-driven initiative puts your needs first. Whatever your activity level, you can move your own way.

Learn more, visit: [richmond.gov.uk/richmond\\_moves\\_more](http://richmond.gov.uk/richmond_moves_more)



### Healthier Eating

Eating a healthy, balanced diet is an important part of maintaining good health and can help you feel your best. Richmond Council offers advice and tips about healthier eating and cooking on a budget.

Visit: [www.richmond.gov.uk/healthier\\_eating](http://www.richmond.gov.uk/healthier_eating)

### Eating out and staying healthy

Eating out and staying healthy is made easier by the Healthier Catering Commitment. Local cafes and eateries have signed up to offer more balanced, nutritious food. Find a place to eat with healthier choices on the menu through the interactive map.



Sign up for the newsletter or join Richmond Moves on Facebook for upcoming events and tips on getting active.



## NHS Health Checks

As we age, we develop a higher risk of long-term conditions like heart or kidney disease and diabetes. If you are 40–74, you may be eligible for a free NHS Health Check. This can help prevent these conditions by spotting early signs, which means you'll be more likely to enjoy life for longer. Speak to your GP or pharmacy.

Visit: [www.nhs.uk/conditions/nhs-health-check](http://www.nhs.uk/conditions/nhs-health-check)

## Adult Weight Management

With a little help, making a change for life can be really rewarding and fun. This service offers support to manage weight in a group programme. The free service offers practical tips on healthier eating, stress management and physical activity sessions with a qualified fitness instructor, based on your ability.



In-person and online classes throughout the year.

### Find out about this course and ways to manage your weight:

- Your GP surgery or community pharmacy can refer you or you can email:

Email: [weightmanagement.referrals@enablelc.org](mailto:weightmanagement.referrals@enablelc.org)

More information is available on the Council website about other ways to achieve a healthier weight.

## Diabetes

**Prevention:** Type-2 Diabetes can be prevented or delayed. Check your risk of developing diabetes:

[riskscore.diabetes.org.uk](http://riskscore.diabetes.org.uk)

**Support:** If you're at risk, your GP can refer you for personalised support.

If you have recent blood test results, you can self-refer:

Visit: [healthieryou.org.uk/gp](http://healthieryou.org.uk/gp)

Call: **0333 047 9999**

### Information:

Visit: [www.diabetesbooking.co.uk](http://www.diabetesbooking.co.uk)

Call: **020 3474 5500**

Email: [diabetes.booking@nhs.net](mailto:diabetes.booking@nhs.net)

## Falls and bone health

Improve your health and mobility to sustain your independence and confidence by reducing your risk of falls and injury. For those aged 50+ at risk of falls or fractures. Speak to your GP or self-referral:



Call: **020 8614 5397**

Email:

[hrch.richmondfallsteam.nhs.net](mailto:hrch.richmondfallsteam.nhs.net)

Visit: [hrch.nhs.uk/services/search-services/falls-and-bone-health-richmond](http://hrch.nhs.uk/services/search-services/falls-and-bone-health-richmond)

## Smoking Cessation

Smoking is the single biggest cause of preventable death. Vaping is a safer option for adult smokers and can help them kick the tobacco habit.

Research shows that you are up to four times more likely to quit if you use a local stop smoking service, offering free nicotine replacement therapies including Swap to Stop - free vape kits to smokers who want to quit, and behavioural support to help you quit.

Call: **0800 011 4558** (free, 24/7)

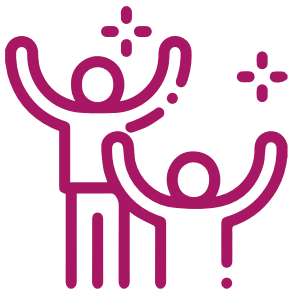
Email: **StopSmokingteam@richmond.gov.uk**

Visit: **www.richmond.gov.uk/stop\_smoking**

## Kickstart your health

Healthy changes start with little changes. Whether you want to manage your weight, get active or quit smoking, Better Health is here with lots of free tools and support.

Visit: **www.nhs.uk/better-health**



## Understand your drinking

Drinking alcohol is seen by many as a normal part of socialising. However, drinking too much alcohol can cause a number of problems.

Find out more about alcohol and its effects, and whether your drinking is harming your health. Get free help, information and resources to change your relationship with alcohol.

Visit:

**www.richmond.drinkchecker.org.uk**

**www.drinkaware.co.uk**

Email: **hello@alcoholhealthnetwork.org.uk**

Call: **020 3151 2420**

If you are concerned about your drinking, you can contact Richmond Community Drug and Alcohol Service (RCDAS) 020 3228 3020.

Alcohol consumption can have negative effects on our minds as well as our body. Check out the local mental health resources in this guide.



# Healthcare information in other languages



Find translated healthcare information on our website  
[www.healthwatchrichmond.co.uk](http://www.healthwatchrichmond.co.uk) or scan the QR code below:

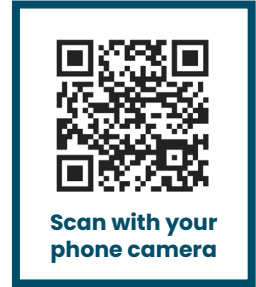
ਤੁਹਾਡੀ ਸਿਹਤ ਬਾਰੇ ਪੰਜਾਬੀ ਵਿੱਚ ਜਾਣਕਾਰੀ [healthwatchrichmond.co.uk](http://healthwatchrichmond.co.uk) 'ਤੇ ਜਾਓ ਜਾਂ  
ਸਕੈਨ ਕਰੋ:

معلومات عن صحتك باللغة العربية

أو قم بالمسح الضوئي [healthwatchrichmond.co.uk](http://healthwatchrichmond.co.uk) قم بزيارة موقع

粵語健康信息 訪問 [healthwatchrichmond.co.uk](http://healthwatchrichmond.co.uk) 或掃描 :

Informações sobre sua saúde em português visite  
[healthwatchrichmond.co.uk](http://healthwatchrichmond.co.uk) ou digitalize:



**healthwatch**  
Richmond upon  
Thames

The independent champion for people who  
use the NHS or social care.

- **Share your feedback** of NHS and social care  
anonymously to help improve services
- We **help you find NHS services, social care and local  
charities**



Call: **020 8099 5335**

Email: [hello@healthwatchrichmond.co.uk](mailto:hello@healthwatchrichmond.co.uk)

Visit: [www.healthwatchrichmond.co.uk](http://www.healthwatchrichmond.co.uk)