

Services on Offer to Elmbridge Residents

9th April 2020

The Councils Offer

Meals on Wheels Service

Scaling up on this service, our officers and volunteers continue to work on providing meals on wheels to the older and vulnerable people in the community, delivering cooked and frozen meals directly to people's homes. For more information about this service, please [click here](#).

Shield and Welfare Calls

The Shielded group highlights the most medically vulnerable people in our communities, in light of COVID-19. The purpose of the shielded and welfare calls is to check in on the vulnerable individuals in the community, providing help where needed. As a Council, we are conducting regular calls to our most vulnerable residents to ensure any assistance is given and needs are met as far as possible. If you have a [medical condition which makes you extremely vulnerable](#) to coronavirus (COVID-19) please [register](#) with gov.uk and tell them whether or not you need support.

Community Alarm

The Community Alarm team are working hard to provide emergency installs as well as focusing on ElmAssit (a compact mobile personal alarm) which can be pre-programmed and delivered to provide help in an emergency. Welfare calls to current clients are also being prioritised by the Community Alarm team. For more information on Community Alarm services, [click here](#).

External Offers

Key Partner: CSVA (Central Surrey Voluntary Action)

The Council are working closely with CSVA to ensure help is given to those most in need. The CSVA are providing aid to vulnerable residents who may need support with shopping, medication collection and other necessary provisions they have the capacity to assist with. Please note that 48 hours' notice is required on these assistive services. Shopping service telephone: 01372 722911. Prescription services telephone: 01372 722911.

Churches and Community Associations:

- **St Mary's Church, East Molesey**

Provision: Assistive shopping

Details: Assisting with shopping for food supplies. This assistance is for those who are vulnerable and aren't covered by the Council's services, the Foodbanks or the Government provision.

Area: East Molesey

Cost: No charge

Contact: 07867 784786 or kate.lee@smem.org.uk

- **St Peter's Church, West Molesey (available over bank holiday)**

Provision: Assistive shopping

Details: Assisting with shopping for food supplies. This assistance is for those who are vulnerable and aren't covered by the Council's services, the Foodbanks or the Government provision.

Area: West Molesey

Cost: No charge

Contact: 020 879 3846 / 07828 723067 or info@spwm.org.uk

- **St Nicholas Church, Thames Ditton (available over bank holiday)**

Provision: Community support & assistive shopping

Details: Assisting with shopping for food supplies, meal preparation and support during self-isolation. This assistance is for those who are vulnerable and aren't covered by the Council's services, the Foodbanks or the Government provision.

Area: Thames Ditton

Cost: No charge

Contact: 0208 398 5775 or parishoffice@stnicholaschurch.org.uk

- **Holy Trinity Claygate (available over bank holiday)**

Provision: Community support

Details: Holy Trinity's new Cascade of Care links those alone and vulnerable with members of the Pastoral Care Team and Connections helpers.

Area: Claygate

Contact: 07598 029449 or care@htclaygate.org

- **Thames Ditton & Weston Green Residents' Association**

Provision: Assistive shopping and prescription pick-ups

Details: Assistance for those in isolation and without assistance to get shopping, pick up prescriptions, or would just like to have a chat with someone. Colets health club staff will be operating the phonenumber from 9am – 5pm seven days a week.

Area: Thames Ditton

Contact: 0208 398 7108

- **Crossroads Care Surrey**

Provision: Support, assistive shopping and prescription pick-ups

Details: Providing care and companionship by telephone with regular check-ins during strict self-isolation to look after emotional health and wellbeing. Collection and delivery of prescriptions & essential shopping.

Area: Elmbridge

Contact: 07873 387 368

Facebook Pages:

[Molesey Coronavirus Support Group](#)

[COVID-19 Elmbridge Support Group](#)

[Elmbridge Coronavirus Support](#)

Provision: Facebook pages for community support.

Details: Residents can post offers of help to those in need and those who are vulnerable can highlight their needs.

Area: Elmbridge

Foodbanks

- **Walton & Hersham Foodbank Tel: 0203 328 0243 / 07884 046665**

Temporarily closing distribution centres due to Coronavirus. Those in need of food will need to contact their referral agency for alternative arrangements. Referring agencies are collecting the food by appointment before distributing it directly to their own clients. Any exceptional cases will be dealt with as they arise. See the [Walton & Hersham Foodbank website](#) for more information.

- **East Elmbridge Foodbank Tel:07908 777475 and info@eastelmbridge.foodbank.org.uk**

Operating a full doorstep delivery service to all foodbank clients (i.e. those with no money to buy food only). The Esher and West Molesey foodbank centres are now closed until further notice. Please contact a referring agency (e.g. Citizens Advice, Home School Link Worker, local Church, etc.) for a referral which will be done by email. See the [East Elmbridge Foodbank website](#) for more information.

- **Runnymede Foodbank (servicing Weybridge) Tel: 01932 988350**

Operating as normal. Please visit their [Our priorities during COVID-19 page](#) for regular updates.

- **Cobham Foodbank Tel: 01932 450282**

Operating as normal. Distribution centre (United Church) remains open to the public, however government guidelines surrounding social distancing are implemented for those visiting the site. Discretionary delivery will only be made available for vulnerable individuals. Please check the [Cobham Foodbank website](#) for all relevant updates.

Additional support information:

- [Citizens Advice Elmbridge West](#) have transitioned all their usual services onto Telephone Advice and Support during the lockdown. For assistance across Weybridge, Hershams and Walton you can contact them via phone on 0330 330 1179 or email at advice@caew.org.uk
- Guidance from Central Government:
 - If you have a [medical condition which makes you extremely vulnerable](#) to coronavirus (COVID-19) please [register](#) with gov.uk and tell them whether or not you need support.
 - [Safeguarding Factsheet: Community volunteers during COVID-19 outbreak](#)