

## Coronavirus COVID-19 guidance

### **Stay at home if you have coronavirus symptoms**

Stay at home if you have either:

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly

**Do not go to a GP surgery, pharmacy or hospital.**

**You do not need to contact 111 to tell them you're staying at home.**

**Testing for coronavirus is not needed if you're staying at home.**

#### **Use the NHS 111 online coronavirus service if:**

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days

Use the 111 coronavirus service - <https://111.nhs.uk/covid-19/>  
Only call 111 if you cannot get help online.

For up-to-date government guidance available for the COVID-19 illness, please visit [www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response](http://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response)

For health information and advice, visit [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

## Emergency contact numbers

**Fire / Ambulance / Police: 999 or 112** 999 + 55 (Silent Solution)

**Police Non-Emergency: 101**

**Gas Emergency: 0800 111 999**

**NHS Helpline: 111**

**Electrical Emergency: 0800 40 40 90**

**Power Cuts: 105**

**Thames water: 0800 714 614**

## Other Support Lines

**Samaritans: 116 123**

**Childline: 0800 1111**

**Age UK Advice Line: 0800 055 6112**

**NSPCC: 0808 800 5000**

**National Domestic Abuse Helpline: 0808 2000 247**

**Mental Health Support, Wellbeing and Prevention Team (SWAP): 020 8583 3003**

**[SEND information advice and support \(SENDIASS\): 020 8583 2607](#)**

For advice about special educational needs and disability (SEND) issues

[SENDIASS@hounslow.gov.uk](mailto:SENDIASS@hounslow.gov.uk)

## Food Banks

### Hounslow area

St Paul's Church Food Bank  
(Wed 10:00 - 11:30)

St Paul's Church, Bath Road, Hounslow West, TW3  
3DA  
020 8581 5537 [foodbank@stpaulshw.org.uk](mailto:foodbank@stpaulshw.org.uk)

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### Isleworth area

Bridgelink Food Bank  
(Thu 09:30 - 11:30)

Bridgelink Community Centre, Summerwood Road,  
Isleworth, TW7 7QR  
020 8891 6820 [ivyfoodbank@vineyardcommunity.org](mailto:ivyfoodbank@vineyardcommunity.org)

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### Feltham area

Feltham Food Bank  
(Sun 09:30 - 11:30)

Eldridge House, 102 Hounslow Road, Feltham,  
TW14 0AX  
07448 831 297 [felthamfoodbank@gmail.com](mailto:felthamfoodbank@gmail.com)

Food Storehouse  
(Thu 10:00 - 12:30 Term  
Time only  
Sat 10:00 - 12:00)

Riverside Vineyard Church, Air Park Way, Feltham,  
TW13 7LX  
020 8890 2626 [office@riversidevineyard.com](mailto:office@riversidevineyard.com)

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### Brentford

Hounslow Community  
Foodbox  
(Tue to Fri 10:00 - 13:00  
Sat 10:00 - 12:00)

Brickfield Community Centre, Brickfield Close,  
Brentford TW8 8JN  
07718 263 614 or 07850 402 419  
[info@hounslowfoodbox.org.uk](mailto:info@hounslowfoodbox.org.uk)

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## Food projects

Mission in Hounslow Trust, The Olive  
Branch.

**Saturday only** - food, shelter and  
washing facilities.

Holy Trinity Church, Trinity Parade, High St,  
London TW3 1HG  
[james@hthounslow.org.uk](mailto:james@hthounslow.org.uk) 0208 577 9048

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Gurdwara Sri Guru Singh Sabha  
1000 meals per day served. Meals  
11am-7pm.

Alice Way, Hanworth Road, Hounslow TW3 3UA  
[khalsa@sgss.org](mailto:khalsa@sgss.org) 020 8577 2793

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Salma Food Bank

Interim food supplies delivered to you in  
emergency situations when your local food bank  
is not available. 07767 164 246

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The Open Kitchen - free hot meals in  
Hounslow  
12pm-2pm and 6pm-8pm

514 Great West Road, Hounslow, TW5 0TE  
[magsood.ahmed@muslimhands.org.uk](mailto:magsood.ahmed@muslimhands.org.uk)  
0115 911 7222

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## Money concerns

Short term advance payments (DWP)  
Income support, ESA or JSA: 0345 608  
8545 Carer's Allowance: 0345 608 4321;  
Pension Credit or State Pension: 0345  
606 0265

You can apply if you've recently applied for:  
Jobseeker's Allowance (JSA)/Income  
Support/Employment and Support Allowance (ESA)  
Carer's Allowance.

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[National Debtline](#)  
0808 808 4000

The helpline that provides free confidential and independent advice on how to deal with debt problems.

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[My Money Steps](#)

Free and easy to use online debt advice service (charity) from National Debtline. It will give you a personalised action plan to manage your debts and help get rid of the stress that goes with them.

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[HM Government Pension Service](#)  
0800 731 7898

The pension service provides a wide range of information about the state pension, pension credits, winter fuel payments and related benefits.

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[StepChange Debt solutions](#)  
0800 138 1111  
8am to 8pm Monday to Friday and 9am to  
3pm on Saturday

Debt management plan (DMP); Individual voluntary arrangement (IVA); Debt relief order (DRO); Bankruptcy; Equity release; Mortgages

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[Thames Bank Credit Union](#)  
0208 756 3865 Monday – Friday, 8 – 4  
(closed after 12 noon on Wednesdays)

Source of affordable credit, without the need for personal guarantees; friendly and personal customer service of the highest standard.

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[The Money Advice Service](#)

Free and impartial money advice

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<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Provides information about coronavirus and claiming benefits. It will continue to be updated.

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[Turn2us](#)

Turn2us is a national charity helping people when times get tough. They provide financial support to help people get back on track

<https://www.turn2us.org.uk/About-Us/News/Coronavirus-information-and-support>

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## Support for Children and Young people

**Mindheart** has published a short book to support and reassure children under the age of 7 about coronavirus. Covibook is available to download in 21 languages including English at <https://www.mindheart.co/descargables>

**The Anna Freud National Centre for Children and Families** has published guidance on how to help children and young people in primary, secondary and post-16 settings manage their mental health and wellbeing during times of disruption to their learning. <https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/>

## 0-19 Health Support for families

### Health Visiting Service – families with children under 5 years

Health Visiting team are still currently running clinics as long as Children Centres remain open but are also doing appointments over the telephone. They are prioritising home visits for families where there are safeguarding concerns and New Birth visits.

Professionals and families can contact the service Monday to Friday 9am to 5 pm

**Telephone: 0208 973 3490 or email: [hrch.hvadminhub@nhs.net](mailto:hrch.hvadminhub@nhs.net)**

**Infant Feeding Support: Baby Cafe Feeding Drop-ins and Community Maternity drop ins in Hounslow are currently suspended. Please contact:**

- **Hounslow Health Visiting Team: Can put you in touch with a local breastfeeding counsellor** they may be able to share your contact details with breast feeding counsellor who shall call you back at Baby café time see below

Mon 14:00- 15.30	Wed 9.45- 11.45am	Thurs 10:00-11.30	Thurs 10:00-11.30
Geraldine Chew	Liz Lambourn	Geraldine Chew	Liz Lambourn

**Telephone: 020 8973 3490**

- **NCT Helpline:** Staffed by a breastfeeding counsellor who can support about questions or concerns whether breastfeeding, formula milk or solids. The line is open every day from 8am to midnight.  
**Telephone: 0300 330 0700 and choose option 1**
- **La Leche League Helpline:** Staffed by trained volunteer breastfeeding counsellors who can support mums with questions about breastfeeding by. The line is open 8am to 1pm  
**Telephone: 0845 120 2918**
- **The Breastfeeding Network Helpline:** Trained volunteers offering telephone support  
**Telephone: 0300 100 0212 / Helpline (Bengali/Sylheti): 0844 856 4003**
- **Baby Buddy app** – has lots of videos and information for mums with a baby under the age of 6 months. Download from apple store, google play or web app

### School Nursing

For children at school in Hounslow or home schooled in Hounslow

Schools and parents can contact the Duty School Nurse Monday to Friday 9am to 5pm.

**Telephone: 0203 691 1012 or email: [HRCH.HounslowSchoolNurses@nhs.net](mailto:HRCH.HounslowSchoolNurses@nhs.net)**

**Chat Health:** Young people aged 11-19 years wanted to access confidential advice and support from the Hounslow School Nurse Team

**Text: 07507 333176**