



**APRIL NEWSLETTER  
2020**

**SOCIAL GROUP MOBILE NO. 07543 889 649**

**(Only in use Tuesday and Thursday: 10.30am – 1.30pm)**

**SOCIAL GROUP ADDRESS: Redhill Football (Social) Club Ltd., “Kiln Brow”,  
Three Arch Road, Redhill, Surrey RH1 5AE**

**OFFICE MOBILE NO. 07597 781 624 (Monday - Friday: 9.00am – 6.00pm)**

**SADLY DUE TO THE CORONAVIRUS THE REIGATE STEPPING  
STONES SOCIAL GROUP IS CLOSED  
UNTIL FURTHER NOTICE.**

**SAFE HAVEN, REDHILL**

**EVERY EVENING THROUGHOUT THE YEAR**

**6.00PM – 11.00PM**

**(including Bank Holidays)**

**Wingfield Resource Centre, St. Anne’s Drive, Off Noke Drive,  
Redhill RH1 1AU**



A safe place for anyone experiencing a mental health crisis. Mental health professionals are available to talk, listen and help you through.

Come along and see us. You do not have to book a place and you can talk as much or as little as you want. If you prefer you can sit with us and have drink.

We offer a relaxed environment. Everyone is welcome, whether you are in a crisis yourself or know someone who is. Whatever support you need we are here to help you. Mental Health Carers are also welcome.

Directions if driving: Drive along St. Anne's Drive, passing Wingfield Resource Centre, then turn left into St. Anne's Mount and follow road round into Wingfield Resource Centre parking area.

### **Epsom Safe Haven**

The Larches, 44 Waterloo Road, Epsom KT19 8EX  
6.00pm – 11.00pm

### **Guildford Safe Haven**

Oakleaf Enterprise, 101 Walnut Tree Close, Guildford GU1 4U  
6.00pm – 11.00pm

### **Woking Safe Haven**

The Prop, 30 Goldsworth Road, Woking GU21 6JT  
Monday – Friday: 6.00pm – 11.00pm  
Weekends and Bank Holidays: 3.00pm – 8.00pm

### **Aldershot Safe Haven**

The Wellbeing Centre, 121-123 Victoria Road, Aldershot GU11 1JN  
Monday – Friday: 6.00pm – 11.00pm  
Weekends and Bank Holidays: 12.30pm – 11.00pm

**Please note that there is no wellbeing support between 6.00pm – 8.00pm at any of the Safe Havens.**

## **HELP AND SUPPORT**

### **Reigate & Banstead Council**

Help Line for people needing help at this time.      01737 276 000

### **East Surrey Carers Support Association (ESCAS)    01883 745 057**

This organisation is abiding by the NHS and Government advice and are cancelling all their forthcoming Support Groups and Nomadic events.

They hope to give all their Carers a service for as long as they can. They are planning to keep the office open for as long as possible, so please contact them by telephone, leaving a message if they are not there or via an email with your caring concerns. They will get back to you as soon as it is possible which may not be as quickly as in the past months.

Working alongside you all they know that this is going to be a tough time for you all. If any of you would like to have a reassuring chat about your personal situation please phone them and they will have that much deserved conversation.

**ACTION FOR CARERS** 0303 040 1234 (text 07714 075 993)

The following applies for the next four weeks, reviewed on a rolling basis and keep carers updated.

They will continue to offer support in the following ways:

- One-to-one support instead of home visits.
- An extended Carer Information Centre with more staff able to take your questions by phone and email.
- Increased information via their website.
- The Moving and Handling team will be giving advice by phone, so if you have made an appointment with them, that will be done by phone rather than face-to-face.
- Their Hospital Care Support Advisors are now working from home, communicating by phone and email, but continue to support carers who have a loved one in hospital.

Please call them for support and advice. The Carer Information Centre (CIC) is there for you. You can email [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk) or call them on 030 040 1234. You can also text on 07714 075 993. The service is open 9.00am – 5.00pm on Monday, Thursdays and Fridays and 9.00am – 6.00pm on Tuesdays and Wednesdays.

You may not be answered in person straight away as they anticipate high call numbers, but be assured someone will call you back as soon as possible.

If you are worried about what might happen if you were to fall ill, a big help is to write down everything about your caring role in an Emergency Plan – they have a template on their website for this, or call the CIC to request it. Filling out the plan with details of your loved one's needs, means all the information is in one place should others need to step in, giving you some peace of mind. On the back of this letter, you will also find useful phone numbers which you may wish to keep handy.

If you are at home and need help with things like picking up shopping or medications, Surrey County Council have a new number to call, the Community Helpline on 0300 300 1008, where they can give you advice and the number for your local approved voluntary association. More information on SCC's website: <http://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/community-support>