

Crisis Support for the Festive Period

Using this Document

Although the festive period is the season of cheer for many, it can also be a challenging time if you are struggling with your mental wellbeing. Depression and Anxiety can make it difficult to enjoy the festivities and the pressures of Christmas and New Year can make it a stressful, overwhelming and sometimes lonely time of the year. The ongoing COVID-19 pandemic will undoubtedly add to this, and the uncertainty of what the next few months will hold makes this a concerning time for many.

This document contains some helpful information and contact details to support you through this festive period.

We are all individuals and respond to situations in different ways therefore not every self-help suggestion will work for everyone. There are no set rules for managing emotions so a helpful way of thinking about this could be to think “is my current method working for me?” If the answer is yes, then great, but if not, these strategies may be an alternative way to help you through a difficult time.

Contents

Page 3 Self-help tips for the Festive Period

Page 4 Safe Haven

Page 5 Crisis and Advice Helplines

Page 6 Managing your Money

Page 7 Food Banks

Page 9 Homeless Shelters

Page 11 Staying Connected

Page 14 Supporting your community

Page 15 Domestic Violence

Self-help tips for the Festive Period

- Keep active and get outside for some fresh air – even when it's chilly
- Get enough rest and sleep to keep your energy levels up
- Don't compare your celebrations to others', especially the things people post on social media... remember: they only share the best bits!
- Manage your expectations and be realistic. Having an expectation of perfection can lead to disappointment, especially with the uncertainty of what will be 'allowed' within the government guidelines over this festive period
- Limit your alcohol intake. Drinking within government guidelines means you can still enjoy a festive tipple with less negative effects on physical and mental wellbeing
- Eat well and try to keep your diet balanced, but don't punish yourself too much for having that extra mince pie, pig in blanket or chocolate truffle!
- Plan ahead to avoid stress. Prepare what you can in advance and don't take on too much. If buying presents online, factor in the Christmas delay that many delivery services are experience at this time of year
- Keep a to-do-list of things you need to get done – everything is much clearer when it's written down
- Prioritise self-care and give yourself a present. It may be some time to relax, doing an activity that helps you reduce stress, buying a book you've been meaning to read, signing up to a course you're interested in or reconnecting with old friends
- Ask for help or delegate tasks, and talk to someone if you're feeling overwhelmed e.g. family members, friends or mental health services
- As the year comes to an end, celebrate the small things you have been grateful for and the resilience you have developed through the year. Try setting yourself a small goal for the coming year
- Be kind to yourself and allow yourself to enjoy the celebrations and spend time with your loved ones, even if it is over ZOOM, Skype or FaceTime

Safe Haven

If you need support or are in emotional crisis, the Safe Haven services are open every evening of the year in Aldershot, Epsom, Guildford, Redhill and Woking. Safe Havens provide out of hours help and support to people and their carers who are experiencing a mental health crisis or emotional distress. They are designed to give adults an alternative to A&E and are staffed by mental health practitioners who will be able to provide you with support when you arrive.

Aldershot

The Wellbeing Centre,
121-123 Victoria Road,
Aldershot,
GU11 1JW

Open

Mon to Fri: 6.00pm – 11.00pm
Weekends: 12:30pm– 11.00pm
Bank Holidays: 12:30pm – 11.00pm

Epsom

The Larches,
44 Waterloo Road,
Epsom,
KT19 8EX

Open

Mon to Fri: 6.00pm – 11.00pm
Weekends: 6.00pm– 11.00pm
Bank Holidays: 6.00pm – 11.00pm

Guildford

Oakleaf Enterprise,
101 Walnut Tree Close,
Guildford,
GU1 4UQ

Open

Mon to Fri: 6.00pm – 11.00pm
Weekends: 6.00pm– 11.00pm
Bank Holidays: 6.00pm – 11.00pm

Redhill

Wingfield Resource Centre,
St Anne's Drive,
Redhill,
RH1 1AU

Open

Mon to Fri: 6.00pm – 11.00pm
Weekends: 6.00pm– 11.00pm
Bank Holidays: 6.00pm – 11.00pm

Woking

The Prop,
30 Goldsworth Road,
Woking,
GU21 6JT

Open

Mon to Fri: 6.00am – 11.00pm
Weekends: 6:00am– 11:00pm
Bank Holidays: 6:00am – 11:00pm

Virtual Safe Havens are also in operation allowing you to access support from the comfort of your own home:

www.sabp.nhs.uk/our-services/mental-health/safe-havens

Open from 6.00 pm to 11.00 pm, 7 days of the week

Crisis and Advice Helplines

Alternatively, the following numbers can also provide you with emotion and specific support:

Mental Health Crisis helpline – call: 0800 915 4644, text: 07717 989 024

Open 24/7, 365 days of the year

People with speech or hearing difficulties can dial through to the Next Generation Text Service App or Textphone: 18001 0800 915 4644

Samaritans – call: 116 123 or Email: jo@samaritans.org

Open 24/7, 365 days a year, to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts

Campaign Against Living Miserably (CALM) – call: 0800 58 58 58 (male only service)

5pm to midnight, 365 days a year

Or visit the webchat page: www.thecalmzone.net/help/webchat/

SANeline – call: 0300 304 700

4.30pm to 10.30pm, 365 days a year

Mental Health Support line

SHOUT – Text: 85258

24/7, 365 days a year

Text service if you're struggling to cope and you need immediate help

National Domestic Violence Support Helpline – call: 0808 2000 247

24/7, 365 days a year

A helpline for those experiencing domestic abuse to support you in increasing your safety and find specialist services

Surrey Drug and Alcohol Care – call: 0808 802 5000

24/7, 365 days a year

Offering information to anyone with queries or concerns about drug/alcohol misuse

Action for Carers support line – call: 0303 040 1234

9am-5pm, Mon, Thurs and Fri and 9am-6pm on Tues and Wed

First point of call for carers to receive advice, information and support with any practical, emotional or financial concerns

Silverline – call: 0800 470 80 90

24/7, 365 days a year

A free, confidential helpline providing information, friendship and advice to older people

CRUSE bereavement helpline – call: 0808 808 1677

Monday – Friday 9:30-17:00

To receive emotional support if you are affected by bereavement

Managing your Money over the Festive Period

We know times can be tough and the festive period can stretch funds even further.

The Money Saving Expert has some handy hints and tips to follow to keep the spending low (www.moneysavingexpert.com):

1. Ban unnecessary presents, set a low budget, give homemade presents or consider not giving presents at all
2. Create fun festive memories with your loved ones – read festive books, do some festive baking, make your own decorations, watch festive films, go to your local light switch on or camp out around the Christmas tree
3. Save up your supermarket points to use over the festive period
4. Make sure to plan ahead and book train tickets in advance
5. Don't feel the need to buy higher-end food for your festive celebrations, lower brand items can be just as tasty
6. Set a budget before December and be strict with yourself
7. Leave the bank card at home when heading out and only take the cash you can afford to spend

The Money Advice Service has a useful money planner on their website to help you plan your budget and spending over the festive period

www.moneyadviceservice.org.uk/en/tools/christmas-money-planner

Food Banks

Food banks can be there to lend a hand by providing non-perishable food parcels to tide you over until your circumstances improve. In order to provide the most appropriate help for the circumstances, many food banks work with local agencies who will issue you with a foodbank voucher if you are struggling to put food on the table. Agencies can include but are not limited to: Citizens Advice, housing support officers, children's centres, health visitors, social services and some local charities. Many foodbanks are doing deliveries during the COVID-19 pandemic. Please check the advertised opening times in advance by visiting the websites or calling the numbers listed below.

Food Banks in Surrey:

Caterham - 07523 983122 – www.caterham.foodbank.org.uk/

- Caterham Baptist Church, 4-6 Beechwood Rd, Caterham, CR3 6NA
 - Open Thursday 12:00-14:00
- Oakhall Church, 181 Chaldon Road, CR3 5PL
 - Open Monday 12:00-14:00
- Kings Church, Oxted – Order and Collection services, put requests in advanced to 33 Amy Road, Oxted, RH8 0PW
 - Open Wednesday 12:00-14:00

Cobham - 01932 450282 – www.cobhamarea.foodbank.org.uk

- Cobham United Church, 38 Stoke Road, Cobham, KT11 3BD
 - Open Tuesday 12:00 – 13:30

Dorking - 07494226743 – www.dorkingarea.foodbank.org.uk

- The Christian Centre, Church Street, Dorking , RH4 1DW
 - Open Tuesday 16:45-17:45 and Thursday 14:30 – 15:30

East Elmbridge - 07908 777475 – www.eastelmbridge.foodbank.org.uk

- Esher Green Baptists Church, 6 Park Road, Esher, KT10 8NP
 - Open Tuesday 10:00-11:30
- Mosely Scout Hall, St Peter's Road, West Molesey, KT8 2QE
 - Open Thursday 10:00-11:30

Epsom and Ewell - 0208 786 8221 – www.epsomewell.foodbank.org.uk

- Epsom Methodist Church, Ashley Road, Epsom, KT18 5AQ
 - Open Friday 13:15-15:15
- North Leatherhead Community Centre, Kingston Rd, Leatherhead, KT22 7PX
 - Open Saturday 10:00-11:30
- Merland Rise Church, Merland Rise, Tadworth, KT20 5JG
 - Open Tuesday 10:00-12:00
- Ruxley Church, Ruxley Lane, Ewell, KT19 0HY
 - Open Wednesday 13:00-15:00
- The Banstead Centre, The Horse Shoe (off Bolters Lane), Banstead, SM7 2BQ
 - Open Thursday 16:00-17:15

Godalming - 01483 418741- www.parishofgodalming.org.uk

- St Mark's Church & Community Centre, Godalming, GU7 2LD
 - Open Monday-Wednesday 13:00-14:00, Thursday 11:00-12:30

Guildford and Waverly – www.northguildfordfoodbank.co.uk

- St Clare's Church, Cabell Road, Park Barn, Guildford, GU2 8JW
 - Open Tuesday 10:30-11:15, Wed 09:15-10:45 and Friday 17:30-18:30
- Bushy Hill Community Centre, 180 Bushy Hill Drive, Guildford, GU1 2UG
 - Open Thursday 16:30-17:30

Runnymede - 01932 988350 – www.runnymede.foodbank.org.uk

- Virginia Lodge, Waspe Farm Carpark, 68a Station Road, Egham, TW20 9LF
 - Open Monday 10:00-12:00
- Addlestone Baptist Church, Croach Oak Lane, Addlestone, KT15 2AN
 - Open Tuesday and Thursday 10:00-12:00
- The Kings Centre, Marsh Lane, Addlestone, KT15 1UL - www.thekingscentre.org.uk
 - Open Friday 10:00-12:00
- The Beacon, Chertsey Highstreet, Chertsey, KT16 9AS
 - Open Wednesday 10:00-12:00
- St James' Church, 27 Church Street, Weybridge, KT13 8DF
 - Open Thursday 13:00-15:00
- The Village Centre, 68 Victoria St, Englefield Green, Egham, TW20 0QX
 - Open Wednesday 13:00-15:00

Redhill and Reigate

- St Matthew's Church, Station Road, Redhill, RH1 1DL - [07849 253085](tel:07849253085)
 - www.redhillfoodbank.org.uk
 - Open Monday, Wednesday and Friday 12:00-14:00
- Merstham Community Hub, 2A Portland Drive, Surrey RH1 3HY - [07912 628013](tel:07912628013)
 - www.lovetheworks.org.uk/cause/the-lovetheworks-foodbanks/
 - Open Wednesday 16:00-18:00 and Saturday 14:30-16:00
- The Reigate Baptist Church, Sycamore Walk, Reigate RH2 7LR
 - Open Monday 18:15-19:45

Walton and Hersham - 07884 046665 – www.waltonhersham.foodbank.org.uk

- St Peter's Church, Burwood Road, Hersham, Surrey, KT12 4AA
 - Open Wednesday 10:00-12:00
- St John's Church, The Furrows, Walton on Thames, KT12 3JQ
 - Open Mon, Tues, Thurs and Fri 10:00-12:00

Woking – 07896 077760 – www.woking.foodbank.org.uk

- The Lighthouse, 8-10 High Street, Woking, GU21 6BG
 - Open Monday 11am-1pm, Wednesday and Thursday 10:30-12:30
- Byfleet Methodist Church, Rectory Lane, Byfleet, KT14 7LL
 - Open Wednesday 12:30-14:30
- The Mascot Hub, 43 Dartmouth Avenue, Sheerwater, Woking, GU21 5PE
 - Open Wednesday 14:00-16:00
- Sythwood Foodbank, The Salvation Army, Working Corps, Sythwood, GU21 3BE
 - Open Tuesday 13:00-14:30 and Friday 10:00-12:00

Finding Shelter over the Festive Period

If you are homeless and in need of somewhere safe and warm, the following places can provide you with the support you're looking for.

Elmbridge Rent Start

The team can provide advice and support you in providing a safe space, food, clean clothes and washing facilities and help you to access short term emergency accommodation if needed.

Charities House
1 The Quintet, Churchfield Road
Walton-on-Thames,
KT12 2TZ

Monday – Friday: 9.00am – 15:00pm
Or call during office hours on 01372 477167
hello@rentstart.org

The Number Five Hub

A direct access night shelter for homeless men and women over the age of 18. They offer short term emergency accommodation, a hot evening meal, hot showers and breakfast in the morning.

3-5 York Road,
Guildford,
GU1 4DR

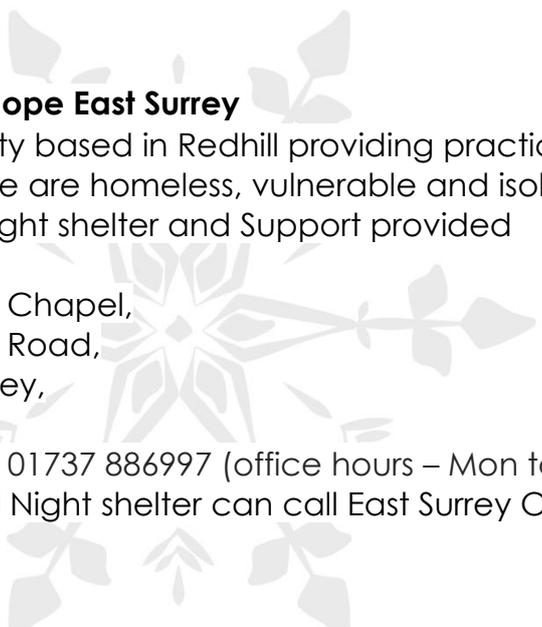
365 days a year: 6:30pm-10am
Before 6:30pm call the Guildford Homeless
Outreach Support Team on 01483 302495.
After 6.30pm call No'5 on 01483 303646.

LeatherHEAD START

Emergency, direct access, short-term accommodation for homeless men and women over the age of 18.

3 Church Road
Leatherhead
Surrey
KT22 8AT

24/7, 365 days a year
Call 01372 377790 or drop into the Hostel
Office between 8am and 11pm



Renewed Hope East Surrey

Local charity based in Redhill providing practical solutions and emotional support to those who are homeless, vulnerable and isolated in East Surrey.

Drop ins, Night shelter and Support provided

Shrewsbury Chapel,
Shrewsbury Road,
Redhill, Surrey,
RH1 6BH

Telephone: 01737 886997 (office hours – Mon to Fri 9am to 4.30pm)

If you need Night shelter can call East Surrey Outreach Service (eSOS): 07436 273 614

Crawley Open House

Hostel for homeless men and women over the age of 18. People from Crawley and West Sussex prioritised, but if they have a bed-space available then they will offer it to anyone in need of it.

Riverside House
Stephenson Way, Three Bridges
Crawley , West Sussex
RH10 1TN

24hr phone line: 01293 447702

Shelter can provide a free housing advice line - 0808 800 4444
(<https://england.shelter.org.uk/>)

Staying Connected

The Coronavirus crisis is continuing to cause much uncertainty and it's possible that some Christmas events may not go ahead. It is likely that more people will be spending Christmas at home rather than travelling to see family, meaning there could be many people feeling alone.

Zoom or other video calling software could be a great way to spend time with far-way loved ones over the Christmas period. Why not have a Christmas quiz, have your dinner together, or just a quick chat to wish each other merry Christmas.

Community Christmas provides a free online directory of local festive activities taking place across the UK that are open to local older, vulnerable people who would otherwise be spending Christmas Day alone. Please check the website below for more information and to find local Christmas events and activities near you. You can even submit your own community event.

www.reengage.org.uk/support-us/community-christmas/

Surrey Virtual Wellbeing are hosting fully virtual events and services that meet your needs and to keep you connected while you stay at home. Sessions include; virtual coffee mornings, Zumba, mindfulness/meditation, yoga, fitness and food chat, stress drop in sessions, keep fit classes, quizzes, creative writing, Pilates and social groups. Visit the website below to register your interest and book your place.

www.virtualwellbeing.healthysurrey.org.uk

Bee Tree Community have a winter time table for zoom sessions of various activities, from yoga, creative writing, knitting and natter, quiz nights a lot more.

<https://www.thebeetreecommunity.com/timetable>

Surrey Coalition of Disabled People are hosting 2 free virtual events, one for the lovers, the other for the haters of Christmas Day. For those who love Christmas 12-13:00, and for those who would prefer more general chit chat 10:30-11:00. You can join by Zoom, by free-phone dial-in, or by SMS text relay. A BSL interpreter will be provided by Sight for Surrey. For information phone 01483 456 558 or SMS text to 07780933053 or email us info@surreycoalition.org.uk

The Meeting Room host an annual Christmas drop in in Fetcham with food and entertainment , please contact them to attend: <https://www.themeetingroom.biz/>

The Salvation Army provides a lot of support over the Christmas period that can be found at [Find your nearest Salvation Army | The Salvation Army](#).

Addlestone Salvation Army Christmas Program:

Contact number: 01932 829678



Toy and Christingle Service
Sunday 28 November - 10.30am
You are very welcome to bring a new toy which we will give to children who won't have very much at Christmas. We'll also be making Christingles.

Christmas Buzz for all the family
Saturday 4 December – 11.00am – 2.00pm
Christmas craft, gingerbread decorating, face paint, games, meet Santa & his helpers, dive into the nativity story. Food available to buy in the café.

Family Carol Service
Sunday 19 December - 3.30pm
Children will be invited to take part in a Nativity Scene and also in the Choir. It would be lovely to see plenty of Christmas-themed clothing at this event!

Neighbourhood Carol Singing
Christmas Eve- 5.00pm
Friends and neighbours are invited to sing carols around our outdoor Nativity Scene, followed by mulled fruit juice, hot chocolate and mince pies etc

Christmas Day Community Meal and Celebration
Includes a Christmas Morning Service, Christmas Dinner and entertainments, with much festive joy. It is a provision for people who would otherwise spend Christmas Day alone. If you know anyone who would like an invitation or if you'd like to donate towards the event, please text 07586 570467.

Mary Frances Trust – Winter programme

Christmas celebrations:

Peer Support Group Christmas Buffet, Epsom

On Friday 17 December, 11am- 2pm at the Brickfield Centre.

We will be serving a Christmas Buffet as part of our Peer Support Group. It is free to attend but we ask people to bring nibbles to share if possible. You will need to book in advance to attend this session by contacting Parvin at parvin@maryfrancestrust.org.uk or on 07380 857701. Please note this event is for registered clients of MFT only.

Festive Coffee Morning, Leatherhead

On Tuesday 21 December, 10am-11.30am at the Leatherhead Methodist Church.
CR 12/21 v3 NC

Alongside the usual coffee, biscuits and chatter, there will be mince pies and Christmas crafts for anyone wanting to get into the festive spirit! To attend, please book in advance by contacting Ruby at ruby@maryfrancestrust.org.uk or on 07414 530043.

Christmas service hours and plan

Wednesday 29 December

10.30am-11.30 am – Coffee Morning

1pm-2pm – Book Club

Thursday 30 December

10.30am-11.30 am – Coffee Morning

1pm – 2pm – Quiz

Friday 31 December

10.30am-11.30 am – Coffee Morning

1pm – 2pm – Peer Support

MFT- New courses for December and January

December

- [Face-to-Face Elmbridge Coffee Morning](#) from 6 December
- [Face-to-Face Elmbridge Peer Support Group](#) from 7 December
- [Keeping Well During Christmas Online Workshop](#)** on 7 December
- [Face-to-Face Elmbridge Christmas Crafts](#) from 8 December
- [Online Creative Writing](#) Thursday evenings, restarting 9 December
- [Christmas Mindfulness Online Workshop](#)** on 14 December

January:

- [Face-to-Face Parenting Connection, Epsom](#) starting 6 January 2022
- [Face-to-Face Yoga for New Beginnings, Dorking](#) starting 6 January 2022
- [Face-to-Face Becoming More Confident and Assertive, Leatherhead](#) starting 11 January 2022
- [Face-to-Face Watercolour Course, Elmbridge](#) starting 12 January 2022
- [Online Goal Setting Course and Decluttering Course](#)** starting 12 January 2022
- [Online Developing Positive Thinking Patterns Course](#)**, starting 13 January 2022

To book: complete online registration here <https://mft.support-me.org.uk/>,
Once registered: info@maryfrancestrust.org.uk or calling 01372 375400 or texting
07929 024722 (SMS service only).

Courses are facilitated by WEA, so once your book your place with us you will also need to book with them on 0300 3033464 or their website: www.wea.org.uk to obtain the Zoom link.

Supporting your Community

The festive period isn't just about the big lunch. It is also about creating connections for those who can't be with family and friends. Any connection can be meaningful and will help to provide a bit of cheer. Supporting your community and bringing a smile to someone's face can also have a really positive impact on your own mental wellbeing.

Connections will need to be made safely and comply with the latest Government guidelines for your area, but anything's possible and Christmas isn't cancelled. Here are a few simple ways to bring people together:

A call on Christmas Day

Why not put together a list of neighbours who are on their own and would like to receive a phone call on Christmas day. You may well find a local group that offers this service safely and would appreciate the extra support. For anyone who may like a regular phone call in the longer term, you can refer them to a call companion service like Re-engage or SilverLine.

A socially-distanced walk

Organise with your local community a time on Christmas Morning where you will head for a walk (in your household or bubble) around the local streets. This will allow people who are alone in their household, to pop out and see some familiar faces and engage in a socially distanced "Merry Christmas".

Team up with a local pub or restaurant

Pubs and restaurants may have capacity to cook more meals than they can serve and may be happy to support any delivery service supported by volunteers.

Domestic Violence

Christmas can be a difficult time. If you feel like you are at risk of harm this winter, and would like support, advice, or guidance, please see the services below. However, if you feel like you are at imminent risk of harm please call 999 in an emergency or 101 in a non-emergency.

Refuge

Refuge can provide advice and guidance, as well as supporting you accessing refuge. They can also signpost you to other specialist services in your community.

- <https://www.nationaldahelpline.org.uk/en>
- Free 24 hour help line: 08082000247
- Online chat support available Mon- Fri 3pm-10pm

Respect

Respect is a helpline for male victims of domestic abuse.

- 0808 8010327 Monday -Friday 9am-8pm
- Email support: info@mensadvice.org.uk , Mon-Fri 9am-8pm , Sat & Sun 10am-12pm & 4pm-6pm
- Webchat support - Wednesday, Thursday and Friday 10-11am and 3-4pm

Your Sanctuary

A Surrey based charity for victims of domestic abuse, who can provide advice, women's outreach and refuge houses.

- Free help line: 01483 776822 - 9am and 9pm, every day of the year.
- 2 safe houses in North-west Surrey – please contact the helpline above to enquire.
- Online chat: Monday to Friday 9.30am to 5pm
<https://www.yoursanctuary.org.uk/ourservices>

North Surrey Domestic Abuse service

NSDAS have a Domestic Abuse Team including qualified Independent Domestic Violence Advisers who can support and advise you on a wide variety of problems caused by domestic abuse, as well as providing you with emotional support.

- 01932 260690 Open: Monday to Friday 9.30 – 16:00
- Email: nsdas@caew.org.uk

East Surrey Domestic Abuse Service

Similar to NSDAS they provide practical advice and services in terms of the wider problems of domestic abuse, as well as providing emotional support.

- Confidential call - 01737771350 9am - 4pm
- Text to find out how they can support you: 07860 039 720
- Email : leigh.esdas@esdas.cjsm.net
- Out of hours number: Surrey Domestic Abuse on 01483 776822 between 9am-9pm