

# Stay healthy and warm this winter



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Stay healthy and warm this winter

We've put together this health and wellbeing leaflet to make it easier for you to access useful information and support over the winter months. It includes information about staying well this winter, where to get your vaccines and details of the support and advice that is available if you're struggling with the cost of living. This includes a list of warm and safe spaces across the borough.



## Local warm winter spaces and community activities

All residents are welcome to attend, whether you're looking to stop for a cup of tea, somewhere to relax during the day, or family activities.



Provider	Location	Contact	Operating times/days	Main features of space
Rugby Portobello Trust	221 Walmer Road, W11 4EY	<a href="http://www.rugbyportobello.org.uk">www.rugbyportobello.org.uk</a> <a href="mailto:info@rpt.org.uk">info@rpt.org.uk</a> 020 7229 2928	Every Tuesday and Wednesday from 12pm to 3pm	Warm welcome, refreshments and hot vegetarian meals
Latymer Christian Church in partnership with The Space	116 Bramley Road, W10 6SU	<a href="http://www.latymer.org.uk/welcome.htm">www.latymer.org.uk/welcome.htm</a> <a href="mailto:tanya@latymer.org.uk">tanya@latymer.org.uk</a> <a href="mailto:office@214space.org.uk">office@214space.org.uk</a> 020 8969 2290	Every Monday from 10am to 2pm	Warm welcome, refreshments, food support, warm clothes, therapy and advice
Bay 20	71 St Marks Road, W10 6JG	<a href="http://www.bay20.org">www.bay20.org</a> <a href="mailto:info@bay20.org">info@bay20.org</a> 020 3579 0384	Friday only from 10am to 8pm	Warm welcome and refreshments
The Dalgarno Trust	1 Webb Close London, W10 5QB	<a href="http://www.dalgarnotrust.org.uk">www.dalgarnotrust.org.uk</a> <a href="mailto:reception@dalgarnotrust.org.uk">reception@dalgarnotrust.org.uk</a> 020 8969 6300	Monday to Friday from 9am to 5pm Check website for updates	Community centre with activities for all ages
Venture Community Centre	103A Wornington Road, W10 5YB	<a href="http://www.venturecentre.org.uk">www.venturecentre.org.uk</a> <a href="mailto:info@venturecentre.org.uk">info@venturecentre.org.uk</a> 020 8960 3234	Monday to Saturday from 10am to 7pm Community meals are provided on Wednesdays at 1pm	Warm welcome, refreshments. Community centre with activities for all ages
Salvation Army Church	205 Portobello Road, W11 1LU	<a href="http://www.salvationarmy.org.uk/notting-hill">www.salvationarmy.org.uk/notting-hill</a> <a href="mailto:notting.hill@salvationarmy.org.uk">notting.hill@salvationarmy.org.uk</a> 020 7727 5178	Friday from 11am to 2pm	Warm welcome, refreshments and tea and coffee
SMART	The Basement 15 Gertrude Street, SW10 0JN	<a href="http://www.smartlondon.org.uk">www.smartlondon.org.uk</a> <a href="mailto:info@smartlondon.org.uk">info@smartlondon.org.uk</a> 020 7376 4668	Food Bank: Saturday (Community Response Centre) 2.30pm to 3.30pm Monday, Wednesday and Thursday from 10.30am to 7.30pm Saturday and Sunday from 10.30am to 4pm	Pay as you feel café, computers and free Wi-Fi, book swap, board games, craft table, someone to talk to and opportunities to work or volunteer
St Cuthberts Centre	51 Philbeach Gardens, SW5 9EB	<a href="http://www.refettoriodefelix.com">www.refettoriodefelix.com</a> <a href="mailto:info@stcuthbertscentre.org.uk">info@stcuthbertscentre.org.uk</a> 020 7835 1389	Monday to Friday from 12am to 2pm	Warm welcome, refreshments and a hot meal

Provider	Location	Contact	Operating times/days	Main features of space
Chelsea Theatre	7 Worlds End Place, SW10 6AH	<a href="http://www.chelseatheatre.org.uk">www.chelseatheatre.org.uk</a> <a href="mailto:admin@chelseatheatre.org.uk">admin@chelseatheatre.org.uk</a> 020 7352 1967	Open every day. Timings may vary. Please refer to the website or call the theatre directly	Warm welcome and refreshments
Brompton Library	210 Old Brompton Rd, SW5 0BS	<a href="http://www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/brompton-library">www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/brompton-library</a> <a href="mailto:libraries@rbkc.org.uk">libraries@rbkc.org.uk</a> 020 73613 010	Monday, Tuesday, Thursday from 9.30am to 8pm Wednesday from 10am to 5pm Friday from 9.30am to 5pm Saturday from 9.30am to 5pm	Warm welcome, refreshments, work space and events for all ages
Chelsea Library	Chelsea Old Town Hall, King's Rd, SW3 5EZ	<a href="http://www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/chelsea-library">www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/chelsea-library</a> <a href="mailto:libraries@rbkc.org.uk">libraries@rbkc.org.uk</a> 020 7361 3010	Monday, Tuesday, Thursday from 9.30am to 8pm Wednesday from 10am to 5pm Friday 9.30am to 5pm Saturday from 9.30am to 5pm Sunday from 1pm to 5pm	Warm welcome, refreshments, work space and events for all ages
Kensal Library	The Lodge, 20 Golborne Rd, W10 5PF	<a href="http://www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/kensal-library">www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/kensal-library</a> <a href="mailto:libraries@rbkc.org.uk">libraries@rbkc.org.uk</a> 020 7361 3010	Tuesday from 1pm to 6pm Friday from 9.30am to 5pm	Warm welcome, refreshments, work space and events for all ages
Kensington Central Library	12 Phillimore Walk, W8 7RX	<a href="http://www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/kensington-central-library">www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/kensington-central-library</a> <a href="mailto:libraries@rbkc.org.uk">libraries@rbkc.org.uk</a> 020 7361 3010	Monday, Tuesday, Thursday from 9.30am to 8pm, Wednesday 10am to 5pm Friday and Saturday from 9.30am to 5pm	Warm welcome, refreshments, work space and events for all ages
North Kensington Library	108 Ladbrooke Grove, W11 1PZ	<a href="http://www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/north-kensington-library">www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/north-kensington-library</a> <a href="mailto:libraries@rbkc.org.uk">libraries@rbkc.org.uk</a> 020 7361 3010	Monday, Tuesday, Thursday from 9.30am to 8pm Wednesday from 10am to 5pm Friday and Saturday from 9.30am to 5pm	Warm welcome, refreshments, work space and events for all ages

Provider	Location	Contact	Operating times/days	Main features of space
Notting Hill Gate Library	1 Pembridge Square, W2 4EW	<a href="http://www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/notting-hill-gate-library">www.rbkc.gov.uk/libraries-0/libraries-and-room-hire/notting-hill-gate-library</a> <a href="mailto:libraries@rbkc.org.uk">libraries@rbkc.org.uk</a> 020 7361 3010	Monday from 1pm to 8pm, Tuesday from 1pm to 7pm Thursday from 9.30am to 1pm Friday from 9.30am to 1pm and 2pm to 5pm Saturday from 9.30am to 1pm and 2pm to 5pm.	Warm welcome, refreshments, work space and events for all ages
Early help family hubs	1. Holmfield House Children Centre, Golborne Road, W10 5PE  2. Cheyne Children Centre, 10 Thorndike Road, SW10 0ST	<a href="http://www.rbkc.gov.uk/kb5/rbkc/fis/home.page">www.rbkc.gov.uk/kb5/rbkc/fis/home.page</a> <a href="mailto:fis@rbkc.gov.uk">fis@rbkc.gov.uk</a> 020 7361 3302	From Monday 19 December 2022 to Friday 6 January 2023, from 9am to 5pm	Warm welcome and hot refreshments for families with children aged 0-19
Kensington Leisure Centre	Silchester Road, W10 6EX	<a href="http://www.better.org.uk/leisure-centre/london/kensington-and-chelsea/kensington-leisure-centre">www.better.org.uk/leisure-centre/london/kensington-and-chelsea/kensington-leisure-centre</a> <a href="mailto:kensington@gll.org">kensington@gll.org</a> 020 3793 8210	Thursdays from 12pm to 2pm	Warm welcome and warm drinks
Nourish Café	Unit A, Nourish Hub, Swanscombe House, 1 St Ann's Road, W11 4SS	<a href="mailto:info@nourishhub.org.uk">info@nourishhub.org.uk</a>	Last Friday of each month from 9am to 11am	Brekky Club



## Stay warm

For some residents, heating your home may be difficult. It's important to keep warm in winter – both indoors and out. In rooms you mostly use such as the living room or bedroom, try to heat them to at least 18°C if you can.

Some people are more vulnerable in the cold. Remember to check in on any frail or older residents, neighbours or relatives.

Working together with the voluntary sector and local organisations, the Council has provided warm winter spaces across the borough, alongside an interactive map which will allow residents to easily find warm spaces and community events close to their homes.

If you're struggling with the cost of living, please do head over to the Cost of Living Support hub at [www.rbkc.gov.uk/cost-of-living](http://www.rbkc.gov.uk/cost-of-living) where you can get money advice, access our warm winter spaces map, learn if you are eligible for Council funds, find our benefits calculator and access our employment services. We'll be updating this regularly with new information.

### Some useful tips for keeping warm

- ▶ Keep active when indoors
- ▶ Wear several layers of clothing and wear thick socks or slippers
- ▶ Keep up to date with the weather forecast
- ▶ Check to make sure you have enough food and drink, access all the help you're entitled to and any medicines you might need
- ▶ Close doors and curtains to keep warm air in the rooms you're using
- ▶ Use a hot water bottle to keep warm
- ▶ Use draught excluders to reduce heat loss in the home
- ▶ Invest in blankets and throws to wrap up whilst at home
- ▶ Ensure furniture such as sofas and tables aren't blocking heaters
- ▶ Try to heat rooms you use in your home to at least 18 degrees if you can



### Useful tips to keep costs down

- ▶ Use insulated curtains, or add thermal liners to the curtains to reduce heat loss
- ▶ Invest in high efficiency electrical items during the sales
- ▶ Switch appliances off at the plug if you're not using them
- ▶ Try washing laundry on a cooler temperature such as 20 degrees
- ▶ Work from a cafe or public space like a library, instead of at home
- ▶ Make a big flask of tea or coffee in the morning to reduce repeated kettle boiling
- ▶ Try batch cooking to avoid turning the oven on repeatedly
- ▶ Keep the temperature of your fridge to five degrees
- ▶ Keep doors of colder rooms closed
- ▶ Turn radiators not in use off or down to frost
- ▶ Have your heating and cooking appliances checked by a Gas Safe registered engineer to make sure they are working safely
- ▶ Contact your water and power suppliers to see if you can be on the Priority Services Register, a free support service that helps people in vulnerable situations.  
Visit: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)



## Green Doctors

If you would like free home energy support and to save money on your energy bills visit [www.rbkc.gov.uk/free-home-energy-service](http://www.rbkc.gov.uk/free-home-energy-service)

# Support with the cost of living

We know that the rising cost of living may be affecting our residents, and some may be struggling to heat their homes and get access to essential items. We want to remind you that you are not alone and there is support available.

We know that not everyone is online, so if you know someone who has limited or no access to the internet, please ask them to call 020 7361 4326, Monday to Friday from 9am to 5pm, to access information on the cost of living support.



## Festive phone line opening hours

▶ Thursday 22 to Friday 23 December	9am to 8pm
▶ Saturday 24 to Sunday 25 December	Closed
▶ Monday 26 December	10am to 3pm
▶ Tuesday 27 to Friday 30 December	9am to 8pm
▶ Friday 31 December	9am to 6pm
▶ Saturday 31 December to Monday 2 January	Closed
▶ Tuesday 3 January	9am to 8pm
▶ Wednesday 4 January	9am to 8pm



Scan the QR code or visit [www.rbkc.gov.uk/cost-of-living](http://www.rbkc.gov.uk/cost-of-living) to find a warm space near you and pop in to see the activities and support available.



# Support for families

As the cost of living increases and the colder months continue, we know that some families will be feeling the financial strain. To support families during this time, a range of programmes and funding packages have been made available.

## Local Support Payments

If you are in urgent need of support, you may be eligible for a Local Support Payment. We can also consider store vouchers for food. This is a discretionary scheme and decisions are based on each individual case.



### You can claim for a Local Support Payment if you:

- ▶ Are claiming a qualifying benefit, or are about to claim one because you are leaving care or an institution such as hospital or prison.
- ▶ Live in Hammersmith & Fulham, Kensington and Chelsea or Westminster, or have been housed elsewhere by one of these boroughs, in temporary accommodation.
- ▶ Do not have too much in savings and have had an event or crisis. We can only consider two awards/crisis events in any 12 months.

The Local Support Payment phone line, **020 7745 6464** is open from 9am to 5pm Monday to Friday. Outside of these hours, you can apply online using the form, visit

[www.rbkc.gov.uk/benefits/benefits-provided-council/local-support-payments](http://www.rbkc.gov.uk/benefits/benefits-provided-council/local-support-payments)

If you do not qualify for a Local Support Payment, we have compiled a list of other help and advice services, visit [www.rbkc.gov.uk/benefits/benefits-provided-council/help-and-advice](http://www.rbkc.gov.uk/benefits/benefits-provided-council/help-and-advice)



## Free School Meals

Throughout the winter holidays, children on free school meals will receive £20 per week food vouchers to ensure they remain well fed while away from their usual school dinners. This is an increase of £5 per week from last year. Vouchers will be provided to children via their schools and can be spent at supermarkets.

Hot meals are also available through the Holiday Activities and Food (HAF) programme that runs over Easter, Summer and Christmas holidays. The Government-funded initiative provides free activities and food for children aged four to 16 who are eligible for free school meals. Parents with children on free school meals are encouraged to register for a HAF place during the winter holidays to help their youngsters remain active and entertained, and to ensure they receive a free meal in a warm environment. A huge range of activities and events to join in with are all catalogued on the Our City website, where you can register your child's place. Visit <https://ourcity.org.uk> to learn more.



## Universal Credit and Child Tax Credit

If you get Universal Credit or Child Tax Credit and are more than 10 weeks pregnant or have a child aged under four, you might be entitled to help to buy healthy food and milk with a Healthy Start Mastercard. The card is preloaded with money on it that can be spent on cow's milk, infant milk formula, fruit and vegetables. The card is loaded with money each month, and the amount you get will be based on how many children you have and how old they are. You can find out more by visiting [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk).



## Mental health and wellbeing support for young people

We appreciate that there may be more than just financial strain caused by the rising cost of living, with mental health also being impacted. There is a broad range of services available to support children and young people's emotional wellbeing and mental health. Visit [www.rbkc.gov.uk/fis](http://www.rbkc.gov.uk/fis) and select 'Emotional wellbeing support for young people' to see what services are available, who they are aimed at and how you can access them.

Thrive's 'Getting Through This Together' service also has been developed in response to the increased cost of living pressures. It aims to encourage Londoners to strengthen their social networks with family members and friends, and trusted others in their community. It also highlights the professional support and advice services which are available. Visit <https://thrivedn.co.uk/communications/campaign/getting-through-this-together>



# Health and Wellbeing advice

## Booster Jab

The Covid-19 autumn booster gives you improved protection against getting seriously ill from Covid-19 or passing it on. You can get your booster vaccination at a number of pharmacies across Kensington and Chelsea, go to [www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus) for more information.

If you have not yet had your first or second doses of the vaccine, it's not too late. Even one jab will give you some protection as it will increase your body's resistance.



## Where to Get Your Covid-19 Booster Jab

**K&C Vaccination Sites:** You can book online at the national booking portal [www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination](http://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination) or by calling 119.

## Pharmacies

Pharmacy	Address	Contact number
Medicine Chest	413 - 415 King's Road, SW10 0LR	020 7351 1142
Hillcrest Pharmacy	106 Holland Park Ave, W11 4UA	020 7727 6350
Golborne Pharmacy	106 Golborne Road, W10 5PS	020 8969 8741
Bayswater Pharmacy	39-41 Porchester Road, W2 5DP	020 7221 6895
Zafash Pharmacy	233-235 Old Brompton Road, SW5 0EA	020 7373 2798
Benson Pharmacy	276 Harrow Road, W2 5ES	020 7286 8738

**All pharmacies are also offering the flu vaccination.**

- ▶ You can call 119 or use the national booking system by going to [nhs.uk/coronavirus](http://nhs.uk/coronavirus)
- ▶ Get further information on vaccination locations and times by going to [www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus)
- ▶ You can also find other vaccination sites in North West London at [www.nwlonidnics.nhs.uk/your-health-services/Covid-19/where-get-your-vaccine](http://www.nwlonidnics.nhs.uk/your-health-services/Covid-19/where-get-your-vaccine)

## Flu

With this year being our first winter without Covid-19 measures, it's more important than ever to receive your flu vaccine. If you are 50 or over, have a weakened immune system, at high risk, or a carer, you can get flu vaccine for free from a number of locations, including pharmacies and your GP. If you're pregnant, contact your midwife or GP to arrange a vaccine. Children aged two to three can receive their nasal spray vaccination from their GP, school aged children will be offered theirs at school with parental consent. To book your flu jab visit [www.nhs.uk/conditions/vaccinations/book-flu-vaccination](http://www.nhs.uk/conditions/vaccinations/book-flu-vaccination)



## Mental health and wellbeing

If you're feeling stressed, anxious or lonely, there is a lot of support and advice available to help you.

Find practical tools and guidance and links to a variety of mental health and wellbeing services at [www.rbkc.gov.uk/mental-health](http://www.rbkc.gov.uk/mental-health)

Visit the Every Mind Matters website which gives you the knowledge to improve your sleep, anxiety, mood, and stress at [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)

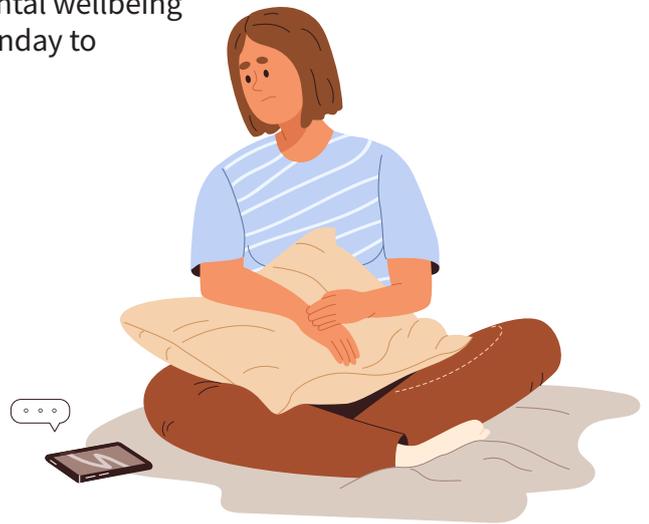
You can go to [www.communitylivingwell.co.uk](http://www.communitylivingwell.co.uk) for local mental wellbeing support and workshops or call 020 3317 4200 (9am to 8pm Monday to Thursday and 9am to 5pm on Friday).

You can also visit the Good Thinking website which has NHS-approved apps to help with stress, anxiety, and sleep [www.good-thinking.uk](http://www.good-thinking.uk)

If you or someone you know can't get online, contact the NHS Single Point of Access on 0800 0234 650, 24 hours a day for support.

There is also the Community Living Well service for people who are registered with a GP - you can call this on 020 3317 4200. Alternatively, you can contact your GP if you would like support with your mental health.

**If you are in an emergency, call the Samaritans 24 hours a day on 03300 345717 or freephone 116 123.**



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## 111

**If you need medical help but are unsure of where to go, the NHS 111 service can help.**

**111 can tell you:**

- ▶ where to get help for your symptoms, if you're not sure what to do
- ▶ how to find general health information and advice
- ▶ where to get an emergency supply of your prescribed medicine
- ▶ how to get a repeat prescription

Visit [111.nhs.uk](http://111.nhs.uk) or dial 111 for free – the service is available 24 hours, seven days a week.

In an emergency always dial 999.

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## Domestic Violence support

**If you or someone you know is at risk of domestic violence, help is available.**

In a non-emergency, call 101 for support. In an emergency dial 999. If you are in danger and unable to talk on the phone, call 999 and then press 55. This will transfer your call to the relevant police force who will assist you without you having to speak.

The National Domestic Abuse Helpline can be of support and is available 24 hours a day on 0808 2000 247. You can also visit [www.angelou.org](http://www.angelou.org) to learn more about the free and confidential support available to you.



Scan the QR code or visit  
[www.rbkc.gov.uk/cost-of-living](http://www.rbkc.gov.uk/cost-of-living)  
to find a warm space near you  
and pop in to see the activities  
and support available.

**This information was correct at the time of going to print and is being updated regularly.**

**For the latest information please visit the cost of living support hub [www.rbkc.gov.uk/cost-living-support-hub](http://www.rbkc.gov.uk/cost-living-support-hub) or call 020 7361 4326 Monday to Friday, 9am to 5pm, to access information on cost of living support.**



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