

**We would like to wish you all a safe and enjoyable Christmas and we look forward to working with you in the New Year!**



**Your Voice In Mental Health**

**Take care,  
From the team at  
MEGAN CIC**



### **Christmas Support in Medway 2023/24**

Feeling lonely?	Feeling stressed?	Feeling depressed or anxious?
Need someone to talk to?	Spending Christmas Day alone?	Going hungry over Christmas?

**Look inside for local services and support available over the Christmas period**

**For further information, please contact us on:**  
**Tel: 01634 402077**  
**Email: [enquiries@megancic.org.uk](mailto:enquiries@megancic.org.uk)**  
**Website: [www.megancic.org.uk](http://www.megancic.org.uk)**  
**Facebook: MEGAN CIC**  
**Twitter: @MeganCic**  
**Instagram: [megan\\_cic](https://www.instagram.com/megan_cic)**

## **Crisis Support**

### **Medway Safe Haven**

Phone: 07850 901151 or 07808 795036 Email: Medway.mhm@nhs.net

Website: [mhm.org.uk/kent-safe-havens](http://mhm.org.uk/kent-safe-havens)

Address: The Portacabin opposite Urgent Treatment Centre at Medway Maritime Hospital, Windmill Road, Gillingham ME7 5NY

Christmas Open Hours: from 12pm-midnight every day (including weekends and bank holidays).

Mental health support for anyone aged 16+ in the Kent area. They provide information and emotional support for individuals who are in crisis or feel they are heading towards a crisis situation.

### **Samaritans**

Phone: 116 123 Website: [www.samaritans.org](http://www.samaritans.org)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Free to call, available 24 hours a day and will not show up on your phone bill.

### **Mental Health Matters**

Helpline: 0800 107 0160 Text: Medway to 85258

Website: [www.releasethepressure.uk](http://www.releasethepressure.uk)

If you are in distress, you can get immediate support from trained staff 24 hours a day.

### **KMPT Urgent Mental Health Helpline**

Phone: 0800 7839111 Text: 07860 022819

If you are known to KMPT or need urgent mental health support, advice and guidance, call the 24 hour helpline.

### **NHS Direct**

Phone: 111 (Option 2 for mental health support) Website: [www.nhs.uk](http://www.nhs.uk)

Help, advice and reassurance, 24 hours a day, 365 days a year for any health concerns. 111 when it's less urgent than 999.

### **Dementia Helpline**

Phone: 0800 500 3014 Website: [www.dementiafriendlykent.org.uk](http://www.dementiafriendlykent.org.uk)

A confidential service offering support and guidance for people with dementia and their carers.

## **Caring Hands**

Phone: 01634 409768 Website: [caringhands.org](http://caringhands.org)

Address: 15a-16 New Road Avenue, Chatham, Kent ME4 6BA

Open 25th December 12-2pm for a Christmas Meal—no booking necessary.

Closed 23rd December—3rd January

### **Rainham Toy and Gift Bank**

Address: The Oast, Granary Close, Rainham

Every Friday 9.45-11.45am

Free coffee morning and access to the toy and gift bank if your feeling the pinch this year. A selection of preloved toys and gifts for children, tweens and teens - from 17th Nov to 15th Dec

### **River Recovery Service**

Phone: 01634 471700

Address: 95-97 High Street, Chatham, Kent ME4 4DL

Support for those affected by substance and/or alcohol abuse.

Christmas Opening Hours:

Normal hours up to 22nd Dec

24th Dec—TBC

Closed on 25th and 26th Dec

Normal hours on 27th, 28th, 29th Dec

Closed 1st Jan and resuming normal hours from Tues 2nd Jan

### **Severe Weather Emergency Protocol (SWEP)**

Phone: 01634 333600 Freephone: 0808 164 1444 before 5pm

Comes into place on any evening that the night time temperature is predicted to be below freezing. Emergency overnight accommodation can be found for anyone with no where to sleep.

### **21st Century Flooring**

Xmas Day Meal @ The Vines United Reform Church

Offering a free meal on Christmas day for anyone otherwise alone. Please contact Grace on 07870 636 451 for more information and to get booked on. Transport can be arranged for those unable to get there.

## Medway Foodbank

Phone: 01634 757057 Email: [info@medway.foodbank.org.uk](mailto:info@medway.foodbank.org.uk)

Website: [www.medway.foodbank.org.uk/](http://www.medway.foodbank.org.uk/)

**Office Open:** - Tuesday - Thursday 9.30am-3.30pm  
- Friday 9.30am-1.30pm

**Warehouse Open:** - Tuesday and Wednesday 9.30am-3.30pm  
- Thursday 9.30am-1pm

For information relating to which centres are available over the festive period, please make contact with Foodbank direct or follow their Social Media

## Gillingham Street Angels

Phone: 07437 657982. Facebook: The Street Angels

Foodbank: 43 Skinner Street, Gillingham. ME7 1LG.

Offering food parcels, blankets, duvets, warm clothing and other essential living items.

Normal opening hours: Monday – Friday 9am-1pm.

Closed Christmas Eve, Christmas Day, Boxing Day, New Years Eve and New Years Day.

## Medway Street Angels

Phone: 07564 829189 Address: Clover Street Car Park at 7pm

Soup kitchen on Wednesdays, Thursdays and Saturdays

Serving home cooked meals and hot drinks. Guests can request clothing items and also give out monthly toiletry packages and non-perishable food.

## One Big Family

Email: [info@helpingthehomeless.org.uk](mailto:info@helpingthehomeless.org.uk) Phone: 07865 928 174

Soup Kitchens on Sundays at 6.30pm at the bottom of Meeting House Lane - fresh home cooked food and food parcels available.

Soup kitchen will be open on 24th and 31st as normal.

## Warm Banks

Website: [www.warmspaces.org](http://www.warmspaces.org)

This website shows a map of places that will be open to the public offering a warm space throughout winter.

## KMPT—Medway Community Mental Health Team (CMHT)

Phone: 0300 303 3189

If you are receiving care and treatment from KMPT, you can contact CMHT for mental health help, support or advice.

## NELFT—Single Point of Access (Children & Young People)

Phone: 0300 123 4496

If you need to speak to someone to find the most appropriate support for a young person, you can contact the Single Point of Access.

## Medway Talking Therapies

Phone: 0300 0293000 Email: [medway@insighthealthcare.org](mailto:medway@insighthealthcare.org)

Offer talking therapies to support with a range of issues including low mood, depression, anxiety, panic, trauma, bereavement and loss, etc. You can self refer by telephone or via the website.

## Live Well Kent and Medway

Phone: 0800 567 7699 Email: [info@livewellkent.org.uk](mailto:info@livewellkent.org.uk)

Website: [www.livewellkent.org.uk](http://www.livewellkent.org.uk)

Provides free mental health support for people aged 17+ including support with employment, housing, peer support, carers support, etc.

## MEGAN CIC

Phone: 01634 402077 Address: 33 Magpie Hall Road, Chatham, ME4 5NE

Mobile: 07838 298591 Email: [enquiries@megancic.org.uk](mailto:enquiries@megancic.org.uk)

Offering Peer Support Groups face to face and online using Zoom. Also run the Medway User Voice Project.

The office will be closed from 21st December with the last group being held on 21st December to re-open 3rd January with first group back 9th January.

## North Kent Mind

Phone: 01322 291380 Website: [www.northkentmind.co.uk](http://www.northkentmind.co.uk)

Offer a range of wellbeing services and resources for people who are going through a difficult time or struggling emotionally.

## Rethink Sahayak—Asian Mental Health Helpline

Phone: 0808 800 2073 Email: [sahayak@rethink.org](mailto:sahayak@rethink.org)

Offers caring, non judgemental and empathetic support for mental health and domestic abuse issues. It is free and confidential. You can speak to advisers in Asian languages (Gujarati, Punjabi, Hindi, and Urdu) or in English on:

- Mondays & Wednesdays from 4pm-7pm
- Tuesdays and Thursdays from 12pm-3pm

## Sunlight Centre—Wellbeing Café

Phone: 01634 581511

Address: 105 Richmond Road, Gillingham, Kent ME7 1LX

Wellbeing Café Opening Hours over Christmas:

23rd Dec—5.30-8.30pm	24th Dec—1-4pm
25th and 26th Dec—Closed	27th, 28th, 29th 30th Dec—1-4pm
31st Dec and 1st Jan— Closed	2nd Jan—back to normal provision

## All Saints Community Project

Phone: 01634 845419

Address: Magpie Café, 33 Magpie Hall Road, Chatham, ME4 5NE

Magpie Community Café is open 10am-2pm Monday to Friday. The Café will close on Monday 18th Dec at 1pm and re-open Tuesday 2nd Jan 2024.

## Nucleus Arts

Phone: 01634 812108

The Nucleus Social is a free magazine full of artistic challenges, puzzles, quizzes, artist interviews, family fun and more. Contact Nucleus Arts if you would like a copy.

## All Saints Good Neighbourhood Project

Address: St Pauls with All Saints Church, Magpie Hall Road, Chatham, ME4 5NE

'Warm and Fed' sessions held on 1st and 3rd Wednesday of each month from 12-2pm providing a warm space together, free soup and children's corner with toys, etc.

## Medway Puzzles

Phone: 07506 114 611 Website: [www.medwaypuzzles.com](http://www.medwaypuzzles.com)

Social Media: [www.facebook.com/groups/1066770040584597](http://www.facebook.com/groups/1066770040584597)

Run activities for families & adults with Autism and other disabilities. Visit the website to sign up to their Blog and closed Facebook group to chat with other families, seek advice and see what activities they are running. Puzzles also leads the way in disability sport with football, pool, darts, snooker and therapy swimming club.

## Healthwatch Medway

Phone: 0800 136656 (Freephone)

Enquiries: [enquiries@healthwatchmedway.com](mailto:enquiries@healthwatchmedway.com)

Online Form: [www.healthwatchmedway.com](http://www.healthwatchmedway.com) and click on 'Tell your story' in the top right corner

If you need support to find the right health or social care service for you, call Healthwatch Medway. They're also on hand to hear your experience of any health or social care service and will use your feedback to help improve services for other people.

The Information and Signposting Service will be closed from 24<sup>th</sup> December to 2<sup>nd</sup> January inclusive. We will respond to you as soon as we can on our return.

## Carers First

Phone: 0300 3031555

Website: [www.carersfirst.org.uk](http://www.carersfirst.org.uk)

Providing information, support, guidance and emotional support for those caring for somebody. Providing online, in person support and walking groups.

Carers First will be closed over the Christmas period from lunchtime on 22nd December to reopen on 2nd January 2024—visit the website for information.

## Medway Voluntary Action

Phone: 01634 812850

Website: [www.mva.org.uk](http://www.mva.org.uk)

Providing opportunities for individuals to be engaged in communities, live well and make the most of every opportunity in Medway. Helping people find volunteering opportunities, co-ordinating befriending support and more.