

Service Directory

School Closure

2021

Self-Care and Services Information

Useful Information

Children with Disabilities Team (0-18 years)

0208 760 5768 ext. 61974 - Duty Social Worker

Emergency out of hours child protection

020 8726 6400

School Nursing Team

0208 680 2141 (option 5)

Croydon Transport

Buses: 0208 604 7081

Taxis: 0208 686 2215

CES Wheelchair Repairs

020 8664 8860

The most common symptoms of coronavirus are recent onset of:

- **A new continuous cough, you start coughing repeatedly**
- **high temperature—you feel hot to touch on your chest or back**
- **Shortness of breath**

For most people, coronavirus (COVID-19) will be a mild infection. You do not need to call NHS 111 to go into self-isolation.

How long to stay at home

If you have symptoms of coronavirus infection however mild, **do not leave your home for 10 days** from when your symptoms started.

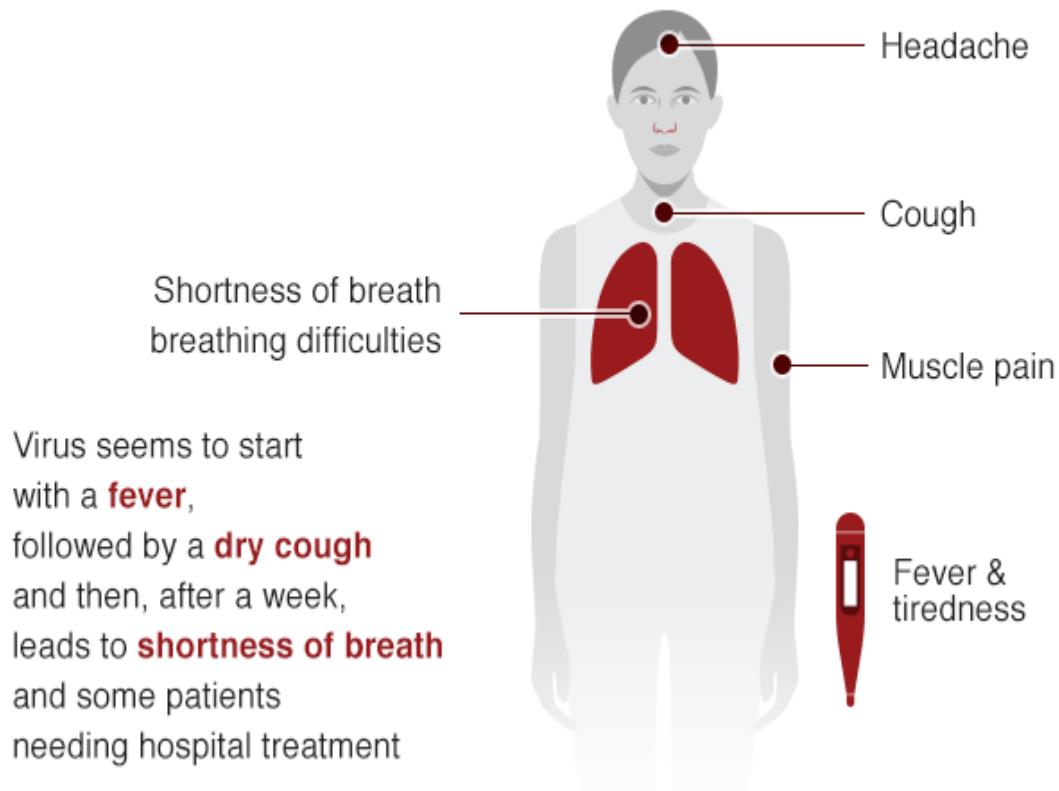
If you live with other people, they should stay at home for **10 days from the day the first person got the symptoms.**

If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 10 days.

If you live with other people, they should stay at home for **10 days from the day the first person got symptoms.**

try to find somewhere else for them to stay for 14 days.
If you have to stay at home together, try to keep away from each other as much as possible. This action will help protect others in your community while you are infectious.

Symptoms of coronavirus (Covid-19)



Source: WHO

BBC

If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#).

Self help

- Drink water to keep yourself hydrated.
- Use over the counter medicines such as paracetamol to help with your symptoms.
- Cover your mouth and nose with disposable tissues when you cough or sneeze. If you do not have one to hand, sneeze into the crook of your elbow, not into your hand.
- Dispose of tissues into a disposable rubbish bag and immediately wash your hands with soap and water or use a hand sanitiser.
- Try to if at all possible isolate yourself from others in the household.
- Plan ahead and ask others for help to ensure that you can successfully stay at home.
- Ask your employer, friends and family to help you get the things you need to stay at home.
- Try to stay at least 2 metres (about 3 steps) away from other people in your home if possible.
- Sleep alone, if possible.
- Wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser.
- Stay away from vulnerable individuals, such as the elderly and those with underlying health conditions, as much as possible.
- Avoid touching your face, and clean frequently touched surfaces.
- Stay in touch with family and friends over the phone or on social media.
- Contact sources of support and information that can help, Every Mind Matters website.
www.nhs.uk/oneyou/every-mind-matters/

If you have a vulnerable person living with you

Minimise as much as possible the time any vulnerable family members spend in shared spaces such as kitchens, bathrooms and sitting areas, and keep shared spaces well ventilated.

Make sure you use separate towels from the other people in your house, both for drying yourself after bathing or showering and for hand-hygiene purposes.

If you do share a toilet and bathroom with a vulnerable person, it is important that you clean it every time you use it.

If you share a kitchen with a vulnerable person, avoid using it while they are present.

If they can, they should take their meals back to their room to eat.

Use your usual household products, such as detergents and bleach, as these will be very effective at getting rid of the virus on surfaces. Clean frequently touched surfaces.

Wash laundry items as appropriate in accordance with the manufacturer's instructions. Dirty laundry that has been in contact with an ill person can be washed with other people's items.

If you do not have a washing machine, wait a further 72 hours after your 7-day isolation period has ended before taking your laundry to a laundrette.

Try to keep you home well ventilated.

NHS Service

GP Hub Parkway

Parkway Health Centre- minor injuries 8am-8pm

Parkway, Croydon, CR0 0JA

Tel: 01689 808 300

GP Hub Purley

Purley War Memorial Hospital -minor injuries 8am-8pm

856 Brighton Rd, Purley, CR8 2YL

Tel: 020 8401 3000

GP Hub Central Croydon

365 days a year 8am-8pm

East Croydon Medical Centre

59 Addiscombe Road, CR0 6SD

Tel: 020 8256 1046

Urgent Care Centre

Croydon University Hospital

Open 24hrs a day, 365 days a year

530 London Rd Croydon, CR7 7YE

Tel: 020 8401 3000

Healthcare

Get the right treatment in Croydon

What's the best choice ?

Can you treat yourself at home?	For minor illnesses and injuries treat yourself with a well-stocked medicine cupboard and first aid materials.
Do you need advice? Or do you have a minor ailment?	Think 'Pharmacy First' and visit your local pharmacy.
Do you need advice fast but it's not an emergency?	Call 111 for expert advice on about where to go for medical help.
Do you need to see a doctor?	Call your local GP Practice. If you need to see a GP out of hours call 111.
Do you need urgent care without an appointment?	call the minor injuries unit, at Purley War Memorial Hospital or Parkway Health Centre. Or call the walk-in service or Urgent Care Centre.
If you have a very serious or life threatening illness.	Dial 999 or go immediately to your nearest A&E Department.

Emergency Contact Numbers

Police (non emergency) - 101 (24hrs)

101 is the non emergency police helpline, please only call 999 if there is an emergency.

Croydon Council - 020 8726 6000

Outside regular opening hours, and in an emergency, ring this number and you will be put in contact with the appropriate council emergency duty service.

www.croydon.gov.uk

National Electricity Emergency Service

0800 40 40 90 (24 hrs)

This number is for emergencies only. Your electricity supplier looks after the safety and security of your electricity supply. In the event of a power cut, please contact your supplier or visit the website:

www.nationalgrid.com/uk/safety/electricity

National Gas Emergency Service

0800 111 999 (24 hrs)

Call the Gas Emergency Service if you smell gas, suspect an emission of carbon monoxide or wish to report a fire or explosion. Visit their website;

www.nationalgrid.com/uk/safety/gas-emergency

Croydon Pharmacy—020 8688 5544

44 South End, Croydon CR0 1DP

Opening hours: Mon-Sat: 7am-10pm

Sun: 9am-8pm

Mayday Community Pharmacy—0208 6899 345

514 London Road, Croydon, CR7 7HQ

Opening hours: 9am-10pm 7 days a week

Croydon Emergency Dental Service

If you have a regular NHS dentist and need urgent treatment, contact your dentist for advice.

**To access an NHS dentist in an emergency
or out of hours emergency dental care dial 111**

Only go to A&E if in severe pain or have injuries to the face mouth or teeth.

NHS (non emergency) - 111 (24 hrs)

111 is the free non emergency NHS helpline, please only call 999 if there is an emergency.

Carers Information

The **Carers Support Centre** is the one-stop shop for carers in Croydon run by the Carers' Information Service.

Carers can call Monday to Friday, 10am - 4pm for information, advice and support.

Carers Support Centre, 24 George Street,
Croydon CR0 1PB

(opposite George Street tram stop)

Call: **020 8649 9339**, option 1

Email: info@carersinfo.org.uk

www.carersinfo.org.uk

Salvation Army

Supporting poverty and emergency assistance

Booth Road Lower
Church Street Croydon CR0 1XY

croydon@salvationarmy.org.uk

Call: 020 8680 9924

www.salvationarmy.org.uk/cro

Advice Services Croydon

ASC provides a range of information, advice and support services for people living in Croydon. Information, Welfare Benefits, Self Help Support and Advocacy services.
Free confidential advice for families and carers.

Telephone - **020 8686 0066**

www.adviceservicescroydon.org.uk

Mind In Croydon

A support group in Croydon that can offer a range of support through promoting good mental health for carers and relatives.

Telephone **020 8668 2210**

Opening hours Monday—Friday 9-5pm

www.mindincroydon.org.uk

24 hour helplines

Helpline for residents of the London Borough of Croydon.

Mental Health Support Crisis Line (24/7)

Tel: 0800 731 2864

The Samaritans

116 123 (free call)

This is a confidential, emotional support service. Talk to them anytime you like, in your own way, and off the record.

www.samaritans.org

Parents in partnership

At **PiP** we work with parent carers of children and young people with additional needs and disabilities aged 0-25 living in Croydon.

Their aim is to improve lives of parents by providing specialist support, expert training and up to date local knowledge and information.

Telephone: **020 8663 5626**

www.pipcroydon.com

National Autistic society

The Autism Helpline enquiry service provides impartial, confidential information along with advice and support for autistic people and their families and carers.

For information and advice call;

0808 800 4104

www.autism.org.uk

ARE YOU SAFE?

Family Justice Centre

The FJC can provide you and your family with support and a safety plan. Their aim is to listen and respond to your needs in a safe way.

The FJC is open for drop-ins and appointments.

Telephone 020 8688 0100

National Domestic Violence Helpline

Do you know someone who is experiencing abuse and may need help and support?

Freephone 24 Hours

Telephone 0808 2000 247

www.croydon.gov.uk/domesticabuse

Bromley and Croydon Women's Aid

BCWA aims to empower anyone suffering domestic abuse so they can make informed choices about their future. Their services are confidential,

non-judgmental and respectful of diversity.

Refuge, Support, Prevention

Telephone 020 8313 9303

Foodbanks

Monks Hill food stop,

St Frances Church.

www.stfrancismonkshill.org.uk

Salvation Army

Croydon Citadel.

croydon@salvationarmy.org.uk

Purley food hub

www.purleyfoodhub.net

Croydon Food bank

The Trussell trust

www.trusselltrust.org/get-help/find-a-foodbank/croydon

Food bank

St Luke's Church

Norwood high st

SE27 0HS

norwoodfoodbank@btinternet.com

Sourced from NHS &WHO

All information correct as of 18.01.21