

Briefing for local stakeholders with an interest in social care, health and communities

Adult Social Care | Information and Engagement Team



Monthly Briefing Information Correct As Of 15 December 2022

End of Year Message

To all our readers and contributors, we thank you for your ongoing interest and efforts in sharing essential news so we are more informed of what's going on in health, social care and our communities in Surrey. This helps us connect local people to the right support.

We hope you have some rest over the holiday period and stay safe and well.

ASC Information and Engagement Team

Support With Cost Of Living Crisis Over The Holiday Period

We know that people across Surrey are feeling the impact of increasing costs and pressure on household budgets, and it's important that residents and businesses can access all the support they're eligible for.

The cold weather snap will also bring every day challenges for people wishing to stay connected to their communities and be safe and warm.

The council is working with lots of partners and charities to help people at this time. Things like the Surrey Crisis Fund, energy grants, Surrey's Warm Hub initiative, holiday clubs and library offers are all outlined, alongside useful tips and information to help reduce costs and stay safe and well.

Communities are being encouraged to look out for each other, particularly those people who may be more vulnerable than others.

Find out more or signpost residents to the [Online Support Hub](#) or encourage residents to call the [Community Helpline](#) if they need to speak to someone. The helpline is available on 0300 200 1008, from 9am to 5pm, Monday to Friday (excluding bank holidays).

Surrey's 2030 Plan Sets Out Support For People To Live Well In Later Life

Shaped from the views of hundreds of residents, carers, staff and care providers, Living Well in Later Life is the county council's plan for making Surrey the best place it can be for older people. The plan sets out the way the council, working with its partners in the NHS,

care sector and districts and boroughs, will support people to live and age well in Surrey over the next decade

The plan is centred around three priorities: prevention, living independently and care homes. Jonathan Fisher, Chair of the Surrey Coalition of Disabled People, was among partners who worked with the council and partners to devise the plan. Jonathan [presents a video](#) explaining what it's all about and how to get involved.

The council's keen to continue to gather residents' and partners' input as it works towards meeting the commitments in the plan. There will be opportunities to take part in workshops and surveys.

For further information including the a summary version of the plan or to sign up to get involved, please visit at [Living Well in Later Life](#).

Frimley Launch 'It's Ok Not To Be Ok' Campaign

The NHS provides a range of talking therapies for common mental health concerns, such as anxiety, depression, panic attacks, and trouble sleeping. Services are all free, effective and confidential. For those whose first language is not English, talking therapies can be delivered through multi-lingual therapists or through confidential translators. The NHS is also working with SignHealth to deliver Talking Therapies services in BSL.

If you or anyone you support need support with their mental health, please refer them to the NHS 111 online service or call 111.

For further information on local services available to support your mental health please visit [Frimley Health and Care](#), including how you can refer yourself to [talking therapy](#).

Success for Surrey's Integrated Carers Team

Earlier this year, the Integrated Carers Team were announced as finalists for the System-Led Support for Carers Award at the annual Health Service Journal (HSJ) Awards. Colleagues from the team, which comprises staff across both Surrey County Council and Surrey Heartlands, recently attended the HSJ Awards in London where winners and highly commended projects were chosen by an expert panel of judges.

The Integrated Carers Team beat three other short-listed finalists to achieve Highly Commended in the System-Led Support for Carers category. The award recognises integrated care systems working to deliver the NHS Long Term Plan ambitions to support unpaid carers. The team's submission was titled "no carer should care alone".

For further information, please visit the [Health Service Journal Awards](#).

Surrey Heartlands Workforce Innovation Fund – Open For Applications

Applications are currently being accepted for the next round of the Workforce Innovation Fund bids. The funding is for workforce however it cannot be used to fund core posts, applications must clearly demonstrate innovation, build infrastructure and capacity that will contribute to the sustainability of the health, social care and VCSE workforce. The submission deadlines are the 11th and 25th January

For further information or if you have an innovative and pioneering idea that fits with the emergent strategy and can impact across health and care, please contact Maureen Harkin maureen.harkin@nhs.net.

CQC Who I am Matters Report Published

On the 3 November CQC published a [report entitled 'Who I am Matters'](#) on the experiences of being in hospital for people with a learning disability and autistic people. The report is a stark reminder that people with a learning disability and autistic people are still not getting the care they need, when they need and shines a light on the impact these failings have on people and their families.

During February and March 2022, CQC visited eight hospitals in England which found that although there were pockets of good practice, people with a learning disability and autistic people are still not being given the quality of care and treatment they have a right to expect when they go to hospital.

The report features: access to care, communication, care and treatment in hospital, protected characteristics and equality of care and workforce skills and development. For further information or to review the full report, please visit [CQC](#).

UK-wide Veterans' Survey Launched

Hearing from the veteran community is vital and that is why the government has launched a UK-wide Veterans' Survey. This is the first-ever exercise to collect feedback from the veterans' community across the UK coordinated by the Office for Veterans' Affairs and the Office for National Statistics (ONS).

The online survey was launched on 10 November and will close on the 21 January. The survey gives ex-UK armed forces personnel and their families the opportunity to provide direct feedback to the government on their experiences, access to and use of services for veterans.

Responses to the survey will help them to better understand the experiences, needs and well-being of the veteran community, and guide future action. It is important they hear a wide range of views and they would like to encourage as many ex-UK armed forces veterans and their families to share feedback as possible.

For further information or to complete the veterans' survey, please visit the [ONS website](#).

Training Available On The Armed Forces Act 2022

The Armed Forces Act 2022 is now in full force. The key aim of the act is to prevent disadvantage faced by the armed forces community.

This particularly applies to several local authority and health core services, including: education, health, housing and homelessness.

Surrey County Council's Armed Forces Team deliver training to raise awareness of the act among colleagues, this includes everyone working within the above areas and beyond. The training ensures that you understand what you need to do in order to fulfil this new legal obligation and provides an opportunity to understand more about the armed forces community and how they can be supported.

The free, virtual training via teams is being held on various dates between January and March. To book onto a date please visit [Armed Forces Awareness Training](#).

Latest News From Healthwatch Surrey

Insight Report

Healthwatch Surrey has released their monthly Insight Bulletin for November featuring the following themes: praise and thanks, Dentistry challenges, poor wait time management and learnings from grassroot organisations.

For further information or to read the full report, please visit [Healthwatch Surrey](#).

Care Home Family and Friends Survey

If you are a family member or friend of someone who lives in a care home, Healthwatch Surrey would like to hear from you.

Your views and opinions will be used to identify and share good practices and, if required, help suggest improvements to care homes across Surrey. The survey will close on the 31 March 2023.

For further information or to complete the survey, please visit [Healthwatch Surrey](#). If you would like a paper copy or an alternative format, please contact:

Phone: 0303 303 0023

SMS: 07592 787533

Email: enquiries@healthwatchsurrey.co.uk

Benefits For Carers Publication Updated

Surrey Welfare Rights Unit has just released their updated 'Benefits for Carers' publication, providing information to help carers obtain their maximum welfare benefit entitlement, and also signposting them to where they can go to obtain more detailed information in Surrey.

For further information or to download a copy of the booklet, please visit [Surrey Welfare Rights Unit](#).

New Surrey Context JSNA Chapter Released

The latest Joint strategic Needs Assessment Chapter regarding Surrey Context has been released. It provides background and contextual information about current population and projections, as well as exploring the components of population change, life expectancy, leading causes of mortality and the wider determinants of health such as deprivation, access to greenspace, rural and urban areas, pollution, and air quality – all within two key interactive dashboards:

[Surrey population tableau dashboard](#)

[Surrey place tableau dashboard](#)

The useful menus and filters allow you to toggle between various health geographies where the data is able to be mapped (including PCN and Place-based partnerships), as well as administrative geographies (including districts and boroughs). The interactive dashboards make all the information available in one place for ease of access, providing data to support reports, business cases and presentations.

If you need further information or have any questions or comments about the chapter, please email phintelligence@surreycc.gov.uk

Better Health Website Encourages Healthy Living And Weight Loss

Better Health offers free evidence-based support and guidance to those working towards a healthier weight. There are a variety of free NHS endorsed apps which will help people introduce simple changes to help them eat better and get active, including the NHS Weight Loss Plan.

January is a key calendar moment for people looking to reset and reach their weight loss goals. For anyone wanting support, they have a range of support tools available (see links below).

The [Better Health website](#) provides tools to help adults improve their health and lose weight including: NHS Weight Loss Plan app, NHS Couch to 5K app, NHS Active 10 app and NHS Drink Free Days app. All the Better Health apps are free and can be downloaded via the App Store or Google Play. For further information, please visit [Better Health](#).

Tackling Inactivity & Inequalities By Creating Active Communities Conference

On Monday 16 January, Active Surrey will be hosting an in-person conference at the council's offices in Woodhatch Place, Reigate for

all professionals involved in local communities.

One year on from the launch of Surrey's ten-year strategy 'Movement for Change', partners from across the system will share their experiences, enabling you to create better outcomes for your own residents and communities.

For further information or to book your place, please visit [Movement for Change](#).

Young Adult Safe Haven pilot extended

The Young Adult Safe Haven is a service provided by Catalyst and Oakleaf that supports 18-25 year olds with their mental health and wellbeing. It is open from 5pm – 9pm, 7 days a week, 365 days a year and is located next door to the current adult Safe Haven in Guildford at Oakleaf's premises. The service has now been extended for an additional six months.

The Young Adult Safe Haven offers a safe place for young adults (18-25 year olds) to talk openly and confidentially about their feelings and emotions with peers and young adult support workers. The Young Adult Safe Haven operates as a drop-in service and no appointment is needed.

Young Adult Safe Haven Address: 101 Walnut Tree Close, Guildford, Surrey GU1 4UQ

For further information please visit [Catalyst](#).

Trading Standards: Beware of Rogue Traders

The Chartered Trading Standards Institute (CTSI) has issued a warning following a rise in complaints about doorstep callers telling homeowners they may be eligible for free insulation under the Government funding scheme. The rogues then use pressure selling techniques and persuasive jargon about the energy crisis to make the householders agree to remedy works being completed and to pay upfront, with reassurances they can claim the costs back from the Government.

One such example of these high-pressure selling techniques is offering a 'free health check' of the householder's roof, which results in false claims about poor insulation and issues with damp and mould, sometimes spray foam is then offered as a solution to resolve the issues, even if this is not necessary. If in correct materials are used this can affect you selling the property later on.

For further information or to report fraud or scams, please visit [Trading Standards](#).

Gatwick Foundation Fund Relaunches

The Gatwick Foundation Fund has relaunched after being suspended during the pandemic. Grants are available for local projects that

support young people, improve health and wellbeing, tackle social isolation and disadvantage, or raise aspirations and employment opportunities.

People working for local community projects in Tandridge, Reigate and Banstead and Mole Valley can now apply for funding from Gatwick Airport's Foundation Fund, with projects receiving £100,000 in total across three rounds of funding.

The Fund is designed to distribute the economic benefits that the airport generates among local people and communities that may not benefit directly from other economic contributions the airport brings to the region.

Gatwick's Foundation Fund was originally launched in late 2016 and – to date – a total of £1.2 million has been distributed in 236 grants, benefiting over 100,000 people across Sussex, Surrey and Kent.

For further information and how to apply please visit [Gatwick Foundation Fund website](#).

Online Courses Available With The Centre For Psychology [Centre for Psychology](#), who work with individuals and organisations that are seeking to maintain and enhance their psychological wellbeing have new dates for Cognitive-Behavioural Therapy (CBT) courses, run via Zoom starting in 2023 and include:

- Improving self-esteem, starting Thursday 12 January 2023, 9.30am-11.30am
- Living well with depression, starting Friday 10 February 2023, 2.15pm-4.15pm
- Coping with worry and low mood, starting Thursday 19 January 2023, 2.15pm-4.15pm.

For more information, please contact Centre for Psychology:

Email: groups@centreforpsychology.co.uk

Phone: 01306775001

Current Open Surrey County Council Consultations

Find all [open](#) consultations on Surrey Says.