

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 25 January 2023

New Home Equipment Finder launched - online catalogue to help make daily life easier for residents

Many people don't realise the amount of equipment and technology available to help make daily life easier for people who are struggling with everyday tasks at home. Yet new technology or small changes to around the home can make the difference between living independently and needing someone to help.

The new [online \(searchable\) catalogue](#) from Surrey County Council aims to help residents find equipment and technology that can help them stay independent and well at home and therefore less likely to be admitted to hospital.

The [Home Equipment Finder](#) has been developed to make it easier for residents to find information and give them, their families and carers options to hire or purchase equipment which suits their needs and help in making the right choices on the type of support they need.

People can search via health need, room in the house or type of equipment to find practical solutions to fit their needs, from grab rails to help overcome physical barriers, to smart technology to help make daily life easier.

Please promote the Home Equipment Finder by sharing the link and/or this article to a wider audience including colleagues and staff.

For more information, please contact:

Email: asc.engagement@surreycc.gov.uk

Mobile/SMS Text: 07772 901984.

Latest news from Healthwatch Surrey Insight Report

Healthwatch Surrey's [December 2022 Insight Bulletin](#) is a special edition in recognition of the good work of so many people providing health and social care in Surrey.

Breast cancer screening in Surrey

Healthwatch Surrey wants to understand thoughts and experiences around breast cancer screening in Surrey to improve screening and access for all.

They are wishing to hear from anyone who has recently been invited for routine breast screening in Surrey. However, they would particularly like to hear from those who have been invited for the first time, have additional needs/access requirements or simply have a breast cancer screening experience they wish to share. Healthwatch Surrey are interested to hear about:

- Location and how easy it was to get there
- How easy it was to make/change the appointment
- Information/advice given
- Any additional needs/access requirements - how these were or were not met
- Experience on the day of the appointment
- Any other thoughts, suggestions or concerns around the breast cancer screening appointment.

Views can be shared online over Zoom or MS Teams, a telephone call or face to face. Interviews will take place in January or February 2023. However, feedback can still be submitted until the end of March 2023. Please contact Healthwatch Surrey as follows:

Email: anita.cooper@healthwatchsurrey.co.uk Telephone (Healthwatch Helpdesk): 0303 303 0023 SMS (text only): 07592 787533 Website: www.healthwatchsurrey.co.uk/feedback-centre

Sensory Services by Sight for Surrey appoints new CEO

Clare Burgess has joined Sensory Services by Sight for Surrey as the charity's new Chief Executive Officer (CEO). Clare Burgess was previously CEO of Surrey Coalition of Disabled People and takes over from Bob Hughes, who has retired after nearly ten years leading the charity.

Clare has also worked for the Mary Frances Trust and prior to that, for Guide Dogs for the Blind. Clare has lived experience with a vision impairment and tinnitus that brings an understanding and empathy to the role.

[Sensory Services by Sight for Surrey](#) is a charity that supports people in Surrey who are blind, vision impaired, Deaf, Deafblind and hard of hearing.

Up to £250 million to speed up hospital discharge to care settings this winter

The Government is making available up to £200 million of [additional funding](#) to immediately buy short-term care placements to allow people to be discharged safely into the community. An additional £50 million is also being released to upgrade and expand hospitals, including new ambulance hubs and facilities for patients about to be discharged.

The additional money, on top of the £500 million [Adult Social Care Discharge Fund](#) which is already helping discharge people more quickly, will fund maximum stays of up to four weeks per patient until the end of March 2023. Integrated Care Boards - organisations that arrange health services in each local area, will begin booking beds that are most appropriate to patients' needs.

Surrey bus operators to offer £2 bus fares

Until 31 March 2023, a single bus journey will cost no more than £2 on selected routes across Surrey, helping people to save money and use their car less. With an average single local bus ticket costing £2.80, passengers are expected to save almost a third of the ticket price per journey.

More information about [bus tickets, passes and travel discounts](#) is available from Surrey County Council.

Frimley Chronic Pain Focus Groups and Survey

Frimley Health and Care Integrated Care System wish to understand people's current experience with chronic pain services, how chronic pain affects their daily life and how they would like chronic pain services to work in the future.

Therefore, they are holding a series of virtual focus groups to understand more from residents.

The focus group for residents living in North East Hampshire and Farnham is taking place on 30 January 2023, 1.30pm-3pm. Further [information on the focus groups](#) and links to sign up is available online.

There is also a chronic pain pathway survey for patients who are currently suffering with chronic pain or those who have suffered in the past. Translated versions of the survey are available in Urdu, Punjabi, Polish and Nepalese.

Further information is available from the [chronic pain communications pack](#).

Warm Welcome in libraries

Along with Warm Hubs in Surrey, libraries are offering a Warm Welcome. No library membership is necessary to access this. Residents can pop in to warm up, grab a free hot drink, read a book, play some games or have a chat. [Find a Warm Welcome Space](#) online.

Surrey Fire and Rescue Service Community Survey

Surrey Fire and Rescue Service is preparing their service plan, the Community Risk Management Plan, which sets out the risk in Surrey as well as how they will go about meeting, mitigating, or resourcing this.

To capture the views of residents, those visiting, those working and those travelling through Surrey, the [Surrey Fire and Rescue Service Community Survey](#) has been launched. It asks what those completing it think or feel about the service they provide, how it could improve and what the risks are? It will close on 2 February 2023.

These answers will, alongside other data and intelligence, feed into the research and decision making for the Community Risk Management Plan.

New Carer Emergency Card from Crossroads Care Surrey

Working in partnership with Surrey County Council, Crossroads Care Surrey has launched a new [Carers Card](#).

Its main purpose is to help others know a person is a carer, in case of an emergency but it also entitles carers to certain discounts.

To apply for this free card, please contact Crossroads Care Surrey:

Email: enquiries@crossroadscaresurrey.org.uk

Telephone: 01372 869970.

Wheelchair Service Provider New Name

Millbrook Healthcare, the local provider of Wheelchair Services and NHS Approved Repairs, will now operate under the name Ross Care.

Ross Care joined the Millbrook Healthcare group in February 2021. The combined expertise of these two businesses will strengthen services. Now that Ross Care is fully integrated into the Millbrook Healthcare group, it has been decided that the business will be organised into separate specialised divisions.

Therefore, wheelchair services will operate as one of these specialised divisions under the name Ross Care.

This change will not disrupt people's service, as the local team will remain the same, operating out of the same location and can be contacted using the existing phone number.

The wheelchair service and repairer information web pages will be moving to a different website. Details of services can still be found at: www.millbrookhealthcare.co.uk/pages/service-centre-locations but in the coming months, these will move to www.rosscare.co.uk/pages/service-centre-locations.

Email addresses will now end in '@rosscare.co.uk'. However, any emails sent to the old addresses will be automatically re-directed so that none are missed.

Further information is available from the [Surrey Wheelchair Service leaflet](#).

Voluntary Action South West Surrey Conference 2023

The Voluntary Action South West Surrey (VASWS) Conference 2023 is taking place on 4 April 2023 and will be held at the University of Surrey.

This year's theme is 'Recovery' and will be a day full of interesting discussion and debate, with a line-up of expert speakers and workshop presenters.

The event will give everyone the chance to explore the impact that the pandemic has had on the charity and voluntary sector and how they have had to adapt working practices to reflect the change in society. Some of the workshops confirmed so far include:

- Supported Volunteering
- Social Prescribing
- SCAMS
- Care Awareness – Action for Carers

For more information, please contact VASWS: Email: info@vasws.org.uk Telephone: 01483 504626.

Walkers and cyclists to benefit from more active travel schemes

Surrey County Council has been awarded an additional £863,000 of government funding to further improve walking and cycling facilities in Surrey over the next twelve months.

The investment will see more cycle and walking routes being created across the county, cycle training expanded to include adults, business groups and children who aren't in education, and the development of 'Liveable neighbourhoods'.

Liveable neighbourhoods are areas that are improved to be more people-centred with infrastructure and schemes such as 20mph zones that make it easier and safer to walk and cycle.

Cycle maps will also be produced for key routes around the county as well as personalised travel plans for organisations to lessen the need to travel by car.

More details about [active travel in Surrey](#) is available online.

Updates from The Brigitte Trust

New address for the Brigitte Trust

The Brigitte Trust has moved and is now located at the following address:

First Floor
Abinger House
Church Street
Dorking
RH4 1DF.

Death cafes

The Brigitte Trust is hosting two death cafes, one on 20 February at Clandon Wood Natural Burial Ground (Guildford) and the other on 22 February at Leatherhead Library. Both start at 10am. Death cafes are about encouraging honest and thoughtful conversations about death and dying over coffee and cake.

The death cafes are free and open to anyone. Places can be booked via Eventbrite:

[Guildford Death Café](#)

[Leatherhead Death Café](#).

Bereavement Support Groups

The Brigitte Trust is running free structured eight-week bereavement programmes run by a professional facilitator for anyone in Surrey struggling with their own grief and bereavement. The sessions are limited to a maximum of 12 people and will be offered in different parts of Surrey according to need.

The aims of the programme are to:

- Provide support with focus
- Encourage mutual support
- Share experiences
- Learn new coping strategies
- Develop some altered thoughts.

Course Dates

- Ashtead: Wednesday 8 March 2023, 10.00am – 12 00pm for 8 weeks
- Cranleigh: Friday 10 March 2023, 10.00am – 12.00pm for 8 weeks

For more information or to book a place, please contact Sarah Pattenden: Email: sarah.pattenden@brigitte-trust.com Telephone: 07469 932192.

Help Us Help You – ‘Cancer Earlier Diagnosis’ campaign

NHS England has launched a new phase of the ‘Help Us, Help You’ campaign taking a radically different approach to detecting cancer earlier for patients, when it is easier to treat. The campaign aims to address the barriers to people coming forward early by encouraging those who have noticed something in their body that doesn’t feel right and are worried it could be cancer to contact their GP practice.

The campaign will reassure people that getting tested for cancer will put their mind at rest. The campaign is running until 19 February and is the first [‘Help Us, Help You’ cancer campaign](#) to focus on tackling the ‘fear’ of cancer rather than specific symptoms.

The campaign will target men and women over the age of 50, with a focus on those from C2DE socio-economic groups, as these people are more likely to experience a cancer diagnosis, as well as Black and South Asian audiences who are already at risk of health inequalities.

Woking & Sam Beare Hospice's domain name is changing

As of Wednesday 1 February 2023, [Woking & Sam Beare Hospice's domain name](#) is changing.

This means that the website URL will change to www.wsbh.org.uk and emails will change for example to info@wsbh.org.uk and initial.surname@wsbh.org.uk

They do not anticipate this should cause any disruption to accessing information from their website or emailing the organisation. The old domain names will continue to work (they will be re-directed) and therefore communications will not be lost.

Surrey County Council accredited as a 'Friends Against Scams' organisation

Surrey County Council has been officially accredited as a 'Friends Against Scams' (FAS) organisation.

FAS is an initiative run by the National Trading Standards (NTS) Scams Team that aims to protect and prevent people from becoming victims of scams by empowering people to 'Take a Stand Against Scams'.

In addition to the accreditation, Surrey County Council Deputy Leader and Cabinet Member for Communities and Community Safety, Denise-Turner Stewart, officially joined the initiative as a 'SCAMBassador'.

SCAMBassadors protect the public from scams and the damage they cause by working with members of both their community and at national level to educate and support those who may be vulnerable to scams.

Further information about becoming a [Friend Against Scams](#) is available online. In addition, keep up to date with the latest information and alerts by following Buckinghamshire and Surrey Trading Standards social media pages:

[Facebook](#)

[Twitter](#).

Better Health - Every Mind Matters: Loneliness campaign 2023

Loneliness can have a huge impact on wellbeing but there are lots of simple actions people can take to help lift themselves or others out of loneliness.

Following the success of last year's national campaign, the Department for Digital, Culture, Media and Sport will be launching

their six week loneliness campaign activity on 30 January 2023 as part of the Better Health - Every Mind Matters campaign.

The campaign primarily aims to reach 16-34 year olds, based on recent research that shows that people in this demographic are at higher risk of feeling lonely compared to other age groups, but less likely to seek advice and support.

Find more support and advice for ways to '[lift someone out of loneliness](#)' online.

Reconnections Meet Us @ February 2023 event

Reconnections works with over 65s in Guildford and Waverley to help people connect with what's important to them. They hold monthly events titled 'Meet us @' which are open to the public to help combat social isolation in the community.

The February Meet us @ event will take place at Applegarth Farm Shop and Café in Grayshott at 1.30pm on Wednesday 22 February 2023. Reconnections staff will be waiting in the car park and will be wearing navy tops with a white R on the back.

Participants can enjoy a visit to Applegarth's wonderful farm shop, as well as a chat with coffee and tea at the cafe.

For more details, please contact Reconnections:

Email: GW@ReconnectionsLocal.org

Telephone: 01483 65 44 22.

Time to Talk Day - Tea and Talk Sessions

To mark Time to Talk Day on 2 February 2023, [End Stigma Surrey](#) is holding drop in 'Tea and Talk' sessions at three locations across Surrey. Time to Talk Day is the nation's biggest mental health conversation. Happening every year, it's a day for friends, families, communities and workplaces to come together to talk, listen and change lives.

Join End Stigma Surrey at the following locations:

Sunbury (St Saviours Church Hall) - 10:00am - 12:00pm

Stanwell (The Community Building) - 1:30pm - 3:30pm

Epsom (Epsom Library) - 4:30pm - 6:30pm

Alongside free refreshments at each session, there will also be mental health conversations, support and more. Meet people with lived experience of mental health challenges, find out more about local services and support and what is available in the community.

[Time to Talk Day promotional resources](#) are available to download.

For further details, please contact: Email:

joe@endstigasurrey.org.uk