

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

Adult Social Care | Information and Engagement Team



Monthly Briefing Information Correct - 23 August 2022

NHS England to roll out dual variant COVID-19 booster from 5 September, and flu vaccine from 1 September

NHS England will launch its [COVID-19 booster programme](#) on 5 September. The booster will offer a next generation vaccine that targets both the original strain and the Omicron variant.

Care home residents and housebound people will be vaccinated from 5 September onwards, and the wider programme will start from 12 September with people over 75 and those susceptible to serious illness from COVID-19 being able to book an appointment from that week.

NHS England will be offering the flu vaccine from 1 September onwards and if eligible people can have it at the same time as the COVID-19 booster.

Everyone over 50 and carers over the age of 16 are eligible for the flu vaccine and health and social care staff are also eligible for the autumn COVID-19 booster, as well as potentially the flu vaccine.

New advocacy arrangements in Surrey

Surrey County Council commissions statutory advocacy services for adults in Surrey and also some discretionary services on behalf of the NHS.

The provider of instructed advocacy for adults in Surrey has changed, with POhWER the new provider. Instructed advocacy is when a person is able to tell the advocate what their needs and wishes are and what support they need. They are able to ask the advocate for support and tell them what actions they would like to be taken on their behalf.

POhWER provides a range of different advocacy services and can be contacted as follows:

- **Telephone:** 0300 456 2370 **Text:** Send the word “pohwer” with name and number to 81025 **Skype:** pohwer.advocacy
Email: pohwer@pohwer.net

Information about advocacy services provided by POhWER is also available in alternative formats and languages.

Matrix Service Development and Training Ltd continues to hold the contract for [non-instructed advocacy for adults in Surrey](#). Non-instructed advocacy is provided as a best interest decision or statutory requirement to individuals who have been assessed to lack the mental capacity to instruct an advocate.

Further information about [Surrey Adult Advocacy Services](#) is available from the Surrey County Council website. It also has a shortcut URL: www.surreycc.gov.uk/adultadvocacy which partners are encouraged to use and promote.

If you are a professional wishing to refer a client, please visit: [Referrals for Surrey Adult Advocacy Services](#).

New draft plan published to support local disabled residents
Surrey County Council’s draft [Physical Disability and Sensory Impairment Strategy](#) highlights how Adult Social Care will support adults with a disability, looking at how support needs change and develop to facilitate disabled people to fulfil their aspirations.

The strategy was co-produced with Surrey Coalition of Disabled People, our staff and people with lived experience. An important part of the co-production was to learn lessons from what works well and explore how this can be built upon, and to identify gaps and/or changes in support required. Making changes at a local level will demand a culture shift across all sectors - statutory, voluntary, community and commercial.

The draft strategy identifies priorities to deliver the vision of services that people with physical and/or sensory impairment want and makes commitments to actions the council will take to address them. The six key themes are:

- Community inclusion – relating to support and facilities and facilitating welcoming and accessible neighbourhoods, communities, and employers;
- Establishing an effective approach to securing improved accommodation: new housing options, access to aids and adaptations, access to social housing;

- Ensuring the council's direct payments offer acts as a constructive way to maximizes choice, control and independence;
- Establishing workforce development initiatives that support practitioners to work in partnership with people regarding their support and reflect best practice;
- Ensuring carers of disabled people have access to the support they need and recognise them as expert partners in care;
- Partnership working with NHS colleagues to improve care pathways and achieve better health outcomes for residents.

The [full strategy](#) can be found on the council's website along with an [easy read overview](#) of the strategy.

Adult Social Care is seeking views on the draft strategy. Please review the strategy and send any comments by the **18 September 2022** to:

- **Email:** psd.strategy@surreycc.gov.uk **Telephone:** 0300 200 1005 **SMS:** 07527 182 861

New Surrey Stroke Support Service contract will start on 1 September 2022

A new service contract will begin on 1 September, provided by Surrey Stroke Support Service, to offer one-to-one practical support and advice for stroke survivors, unpaid carers and their families (over the age of 18).

The aim of the service will be to enable people living with stroke to make the best possible recovery, so that they can lead their life to the full after a stroke, with Stroke Co-ordinators working with each individual to develop a personalised plan.

Members of the public can self-refer to the service. Professionals who would like to refer a client should contact the Surrey Stroke Support Service for a copy of the professional referral form.

For more information about Surrey Stroke Support Service contact:

- **Telephone:** 02075 661531 **Email:** surrey.stroke@nhs.net
Email: surreystrokerecovery@stroke.org.uk

For further information on the new arrangements contact Lizzy Oliver, Adult Social Care, Commissioning Manager, Surrey County Council: **Email:** elizabeth.oliver@surreycc.gov.uk **Telephone:** 07964 133516.

“Enabling You With Technology” pilot project wins award for innovation

The partnership pilot project “[Enabling You With Technology](#)” between Surrey County Council and Mole Valley District Council has been recognised for its work to help older people live independently for longer, with the team trialling the use of home monitoring systems.

The pilot project won the Innovation and Improvement Award at the Surrey Downs Health and Care Partnership (SDHCP) inaugural Better Together awards.

Due to the success the pilot has now been rolled out to more teams across Surrey, with the ultimate goal of supporting people to stay at home for longer and reducing system pressures.

First Community and Mole Valley Life work together to install assistive technology in homes to help keep east Surrey residents safe

First Community’s response services, working with Mole Valley Life, have supported the installation of emergency lifeline alarms and key safes for east Surrey residents

First Community’s Urgent Community Response and Intermediate Care Teams have identified patients who are unable to get around their home safely, and at risk of falling as well as being unable to look after themselves due to an acute health event (e.g. if they have broken a bone following a fall).

Any resident living in the Mole Valley, Reigate and Banstead and Tandridge council areas can be referred to [Mole Valley Life’s Lifeline Alarm and TEC service](#).

For more information: **Email:** mvlife@molevalley.gov.uk
Telephone: 01372 204500.

National investigation of Monkeypox cases

The [UK Health Security Agency \(UKHSA\)](#) is continuing to lead the national investigation of cases of monkeypox in England and providing updates.

Anyone with concerns should stay at home and access assessment and testing.

- **Website:** [Surrey Sexual Health and HIV Services](#)

- **Telephone:** 01483 675389 (Surrey Sexual Health and HIV Services)
- **Telephone:** NHS on 111.

Surrey Safeguarding Adults Board Summer Newsletter 2022 is now published

The summer edition of the [Surrey Safeguarding Adults Board newsletter](#) has now been published and articles include information on the new Online Safeguarding Concern Referral, Strategic Plan 2022-25 and Domestic Abuse and Safeguarding Adults Webinar.

To sign-up for future editions of the newsletter, complete the [online newsletter sign up form](#).

Pause for Thought sessions now available

The Pause for Thought, Maintenance Cognitive Stimulation Therapy (MCST) sessions are for anyone with any type of dementia or mild cognitive impairment.

MCST is the only non-drug treatment recommended by NICE (National Institute for Health and Care Excellence) to improve cognition, independence and wellbeing. It also provides meaningful and stimulating group activities which are proven to help maintain memory and mental functioning in an environment which is both fun and supportive.

The sessions are offered:

- Fridays 10.30am-12noon at The Clockhouse, Chapel Lane, Milford, GU8 5EZ

For more information:

- **Email:** evelyn.chiota@ageuksurrey.org.uk
- **Email:** elvina.dunstan@ageuksurrey.org.uk
- **Telephone:** 01483 420668.

My Life, My Story, a new Age UK Surrey volunteer-led project starts

This new project, which is open to over 50's in Surrey, offers wellbeing benefits, and is a resource for future care needs and away of capturing social and family history to share with future generations. Rachel Lewis, a life story professional is the volunteer leader, and provides training and can also be on hand throughout the process of visiting clients to capture their story.

Age UK Surrey aims to match volunteers for the project with clients in the same area.

For more information on the project and to volunteer, contact Age UK Surrey:

- **Telephone:** 01483 503414
- **Email:** enquiries@ageuksurrey.org.uk

New system to simplify access to cheaper broadband

People receiving certain benefits can now ask broadband firms to check their [eligibility for social tariffs](#). Reduced social tariffs allow UK households receiving benefits such as Universal Credit, Pension Credit, income-related Employment and Support Allowance (ESA), Jobseeker's Allowance and Income Support to pay less for internet and telecoms access.

Memory cafes held every month

Memory cafes run as a community partnership with various providers are places to meet, socialise and relax for people, friends and family members living with dementia. They offer a friendly environment to talk to others and get support and are held:

- 2nd Wednesday in the month 2-4pm at St Martin's Church, Old Dean, 231 Upper College Ride, Camberley
- 4th Wednesday in the month 2-4 at High Cross Church, Concourse Café, Knoll Road, Camberley

For more information please contact: **Email:**

Mike.rowlands@surreycc.gov.uk

Bagshot Dementia Club has re-opened

The Bagshot Dementia Club for older Bagshot residents and their carers has now re-opened. The club offers various activities and is held Saturdays 2-5pm at Windle Valley Centre in Bagshot. For more information or to book transport to the club, please contact Aline: **Telephone:** 01276 707659.

St John Ambulance commissioned as the Ambulance Auxiliary

St John Ambulance has been formally commissioned to provide England's [ambulance auxiliary](#), which will add resilience to NHS ambulance trusts treating and transporting patients across the country.

The contract sees St John Ambulance providing at least 5,000 hours per month of support to England's 10 NHS ambulance trusts.

Migraine Awareness Week is 1-7 September 2022

Migraine Awareness Week is run by the Migraine Trust charity and aims to raise awareness of the health condition and to help reduce stigma.

The week will offer a range of events, as well as encouraging workplaces to become more “mindful of migraines”.

[The Migraine Trust](#) offers more information about migraines and Migraine Awareness Week.

Insight report from Healthwatch Surrey

Healthwatch Surrey’s July Insight Bulletin, which highlights themes they have been hearing about from local residents, has now been published. To access the full report, please visit [Healthwatch Surrey](#).

Putting culture on the map

Surrey has a vibrant and diverse cultural landscape. The new [Surrey Culture interactive map](#) showcases the wide variety of cultural organisations, individuals and venues across Surrey to help better understand the cultural opportunities on offer.

Celebrating STARS in Surrey

Later this year, the first Surrey-wide recognition awards, [Stars in Surrey](#), will be hosted, celebrating the efforts and successes of teams across Surrey County Council as well as partners and heroes in our communities.

Stars in Surrey will be an opportunity to come together and show appreciation for everyone who provides tireless service to Surrey and the people who live and work here.

Award categories which Surrey County Council staff only can vote for:

- Award for Outstanding Customer Service
- Team Award for Innovative Working
- Championing Equality, Diversity and Inclusion Award
- Greener Future Champion Award (Enabling a Greener Future)
- Young employee of the Year Award
- Frontline Worker of the Year Award (No One Left Behind)
- Entrepreneurial Person or Team of the Year Award (creating a sustainable economy)

- The Make It Happen Community Hero Award (Empowering Communities)
- The Jacqueline Foglietta unsung hero Award (embodies the values and behaviours of the organisation)
- People's Choice Award

Please nominate using the [STARS in Surrey online form](#).

Externally-focused award categories:

While most of the awards recognise Surrey County Council staff and are nominated internally, the Community Hero Award, the Award for Outstanding Customer Service and Frontline Worker of the Year will celebrate a Surrey resident or worker and be chosen by staff, residents, businesses, or other organisations:

- Award for Outstanding Customer Service
- Frontline Worker of the Year Award (No One Left Behind)
- The Make It Happen Community Hero Award (Empowering Communities)

Please nominate chosen resident/volunteer using the [STARS in Surrey online form](#).

The Stars in Surrey Awards will take place in November and nominations close at 5pm on Friday 2 September 2022.

Help stop the stigma around addiction and mental health

Stigma is often the first barrier to seeking help for poor mental health and addiction and small steps can help break down the walls of stigma and help more people access treatment.

Time to Change Surrey, aims to reduce the stigma people who live with mental health issues experience in Surrey. For more information, please contact:

- **Email:** info@endstigmasurrey.org.uk
- **Telephone/SMS:** 07767 865985

For support for mental health or substance misuse also visit Healthy Surrey:

- [Mental Wellbeing](#)
- [Drugs and Alcohol](#).

Surrey Care Awards 2022

[Surrey Care Awards 2022](#) has 16 awards under three categories: People, Services, and Practice.

The awards are to recognise and celebrate the work of social care workers across Surrey and nominations are now open.

The deadline for nominations is 5pm on 20 September 2022 and entries need to be returned to:

- **Email:** awards@surreycare.org.uk

The awards ceremony will be held on 18 November 2022, 7pm-12am at Copthorne Hotel Effingham Gatwick, West Park Road, West Sussex, RH10 3EU.

This year's Orchid Male Cancer Awareness Week focusses on testicular cancer

This year's Male Cancer Awareness week highlights testicular, prostate and penile cancers and will run 12-18 September 2022.

For information and advice on male cancer contact the National Male Cancer helpline:

- **Telephone:** 0808 802 0010

Surrey Information Point can provide information on [cancer support groups](#) which includes [Prostate Cancer Support Group](#) and [METRO Walnut](#).

Help improve the Care Quality Commission website

The Care Quality Commission (CQC) recently relaunched their website, aiming to make it easier for people to use, especially people using mobile phones, tablets or assistive technologies.

They are looking for people to speak to who have looked at the home-care services on their website, by taking part in a [one-to-one research session](#) on MS Teams.

First Community rated "Good" with some outstanding services in Care Quality Commission report

The Care Quality Commission's (CQC) rating for community health services provided by [First Community](#) across the five CQC areas of Safe, Effective, Caring, Response and Well-led was Good, with outstanding for their Community Urgent Care Service.

Several outstanding practices were acknowledged in the report, and CQC inspectors reported a very positive team culture and feedback from service users was constantly positive.

Vintage Tea Party to celebrate Silver Sunday

Silver Sunday is a national event which celebrates older people and their contribution to society. The Loop, East Horsley Women's Institute, and West Horsley Women's Institute are hosting afternoon tea and live entertainment on Sunday, 2nd October 2-4pm at West Horsley Village Hall, 99 The Street, West Horsley, KT24 6DD

To reserve a place contact Ingrid: **Email:** hello@theloop.org.uk
Telephone: 01483 964638

Coffin Club Surrey starts on 3 October 2022

The next free, 6 week [Coffin Club](#) starts on Monday 3 October 2022 10am-12.30pm, and will run every Monday until 7 November. The club is open to any Surrey resident or employee who is interested in learning more about funeral options and planning the perfect send off for themselves or a loved one. The sessions have a range of speakers from the funeral business and end of life care.

Use Eventbrite to [book a place for all 6 sessions, or to book on individual sessions](#).

For more information please contact Sarah Pattenden:

- **Telephone:** 07469 932192
- **Email:** sarah.pattenden@brigitte-trust.com