

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 April 2023 Are You Aware Of Any Medical Equipment That Is No Longer Needed?

Surrey's Community Equipment Service lends out a range of equipment to help people stay independent and safe at home, but many items never find their way back when they're surplus to requirements. Residents are being asked whether they have any medical equipment which is no longer needed and if so, to please hand it back to help others.

The pandemic means that the items are needed back more than ever. When returned, they will be cleaned and recycled to support someone else who is in need. The items that the service loans out include crutches, walking frames, specialist beds, shower and bathing aids, ceiling track hoists and slings, pressure care equipment, ramps and rails and toileting equipment.

They will have been prescribed by a health or social care professional such as a nurse, occupational therapist, physiotherapist or social care worker.

Returning the items will help ensure that Surrey County Council and the NHS in Surrey, which work together to offer the equipment service with provider Millbrook Healthcare, can continue to support people to live independently in their homes and communities for as long as possible.

To return any items that are no longer needed, please contact Millbrook Healthcare:

Email: SurreyFeedback@millbrookhealthcare.co.uk

Telephone: 0330 124 1247

Textphone: (via Relay UK): 18001 0330 124 1247.

Latest News From Healthwatch Surrey Monthly Insight Bulletin - March 2023

The latest Healthwatch Insight Bulletin summarises key themes heard throughout March 2023:

Praise and thanks

"I want to stop this happening to anyone else" – motivation for giving

negative feedback

Adapting to a different healthcare system – experiences from Ukrainian refugees

The reality of life as a carer

Why supporting maternal mental health matters – a report from Healthwatch England.

The bulletin also provides key information about recent and future engagement sessions.

The [March 2023 Healthwatch Bulletin](#) is available online.

Friends and Family Care Home Survey

Healthwatch Surrey would like to hear from family members and friends of those living in a care home.

Views and opinions will be used to identify and share good practices and, if required, help suggest improvements to care homes across Surrey.

The [Friends and Family Care Home Survey](#) is available online and closes on 31 May 2023.

A hard copy of this survey can be requested by contacting Healthwatch Surrey: Email: enquiries@healthwatchesurrey.co.uk

Telephone: 0303 303 0023 Text (SMS): 07592 787533.

The Surrey Safeguarding Adults Board Welcomes Its New Independent Chair

After ten years, Simon Turpitt has stepped down as Independent Chair of the Surrey Safeguarding Adults Board (SSAB) and has been succeeded by Teresa Bell.

Teresa is a former Director of Adult Social Services and has worked as an Independent Chair of SABs over the last six years, as well as undertaking specific projects for the Local Government Association and the Association of Directors of Social Services, nationally and in the south-east. She has held a range of senior and leadership roles in both the statutory and voluntary sectors and is committed to working in co-production with people with lived experience.

Further information about [Teresa Bell's appointment](#) is available from the Surrey Safeguarding Adults Board website.

Surrey Libraries Receive Additional Funding

Surrey Libraries has secured £75k from the Arts Council Cultural Investment Fund.

This additional funding will help libraries to continue to deliver their “Dynamic Spaces” project in eight libraries. The first part of this project was completed in 2022 with the provision of flexible shelving

in ten libraries, which has meant that libraries can move furniture around to reconfigure spaces to accommodate far more events and services, and for many more residents.

This funding will provide further flexible shelving within libraries in Ashted, Chertsey, Dittons, Farnham, Godalming, Haslemere, Oxted, and Reigate, as well as the provision of a meeting pod for Egham Library.

There are rooms available in many libraries which are frequently used by community partners, local partners, local businesses and small businesses, for meetings, drop-ins and support services. As well as providing convenient locations, libraries also offer free WIFI provision.

More information about this [additional funding for Surrey Libraries](#) is available on Surrey News.

[Thousands of people in their final year of life to have their disability benefits fast-tracked](#)

Thousands more people nearing the end of their lives now have fast-tracked access to financial support through the benefits system thanks to new legislation. The change means people who are thought to be in their final year of life, are able to receive vital financial support through the 'Special Rules', six months earlier than they previously were.

Those who are eligible are not required to attend a medical assessment, and in the majority of cases, they will receive the highest rate of benefits. This applies to Personal Independent Payment (PIP), Disability Living Allowance (DLA) and Attendance Allowance (AA). It follows the same changes that were put in place for Universal Credit (UC) and Employment and Support Allowance (ESA) in April 2022.

Further information about [claiming benefits for people nearing end of life](#) is available online.

Surrey Heath Mental Health Forum - Making Connections

The Surrey Heath Mental Health Forum continues to meet quarterly and anyone who works for an organisation with a connection to mental health is welcome to attend. The meetings are a great place to share practice, network and connect services together.

To be added to the circulation list or to be a speaker, please contact Libby at Voluntary Support North Surrey:

Email: libby@voluntarysupport.org.uk

Mentored Home Cooking Course

The [Mentored Home Cooking Course](#) available in Reigate and Banstead, is a free two-week course delivered via WhatsApp or over the phone, that includes all food and materials needed, as well as

being delivered directly to home. Attendees are also provided with a mentor and peer support group.

For further information or to register for the course, please contact Loveworks and provide a name and telephone number:

Email: cooking@loveworks.org.uk

Updates from the Brigitte Trust

Death Cafes

The Brigitte Trust's Death Cafes are free and open to anyone, to speak freely and without judgement. There is no set agenda for a death café meeting just facilitated discussion following the interests of those attending.

The next Death Cafes are taking place as follows:

Date: 16 May 2023 Time: 10am-11:30am Address: Horley Library, 55-57 Russell Square, Victoria Road, Horley, RH6 7QH.

Date: 23 May 2023 Time: 10am-11:30am Address: Guildford Library, 77 North Street, Guildford, GU1 4AL.

Pre-booking is essential and a place at one of the [Brigitte Trust's Death Cafes](#) can be booked online or by: Email: admin@brigitte-trust.com Telephone: 01306 881816

Textphone (via Text Relay): 18001 01306 881816.

Coffin Club Surrey

Coffin Club Surrey returns on 5 June 2023 and is a series of eight weekly education sessions with a different expert from the funeral business or end of life care service. Participants can attend all eight sessions or just those of interest. There is also the option of attending the mini-coffin decorating workshop.

Pre-booking is essential and a place at [Coffin Club Surrey](#) can be booked online or by: Email: sarah.pattenden@brigitte-trust.com

Telephone/Text: 07469 932192.

Bereavement Support Group

The Brigitte Trust is running free structured eight-week [bereavement programmes](#) run by a professional facilitator:

Dates: Friday 2 June–21 July 2023 Time: 10am–12pm Location: Reigate.

Dates: Wednesday 7 June–26 July 2023 Time: 2pm-4pm Location: Guildford.

For more information or to book a place, please contact Sarah Pattenden using the contact details above.

Change Of Weekend Opening Hours For Woking Safe Haven

Woking Safe Haven's new weekend opening times are now 6pm-11pm. This follows a year-long pilot which tested the feasibility of extending the daytime operating hours at the weekends.

The service will continue to operate 6pm-11pm on weekdays, Monday-Friday, including bank holidays. [Virtual support](#) will continue to be available from 6pm-11pm, 7 days a week.

Further information about [Woking Safe Haven](#) is available online.

Join Surrey And Sussex Healthcare Trust's (SASH) People's Panel

Surrey and Sussex Healthcare Trust (SASH) has created a public involvement network – SASH people's panel. This is an opportunity to have a say on services at East Surrey Hospital, Crawley, Horsham and Caterham Dene.

Members will be sent regular news and updates about the Trust and its services, and will be invited to get involved and have a say – this may be through surveys and focus groups, online and in person meetings and events, and more.

The people's panel is open to anyone aged 14 years and older who lives or works in Reigate and Banstead, Mole Valley, Tandridge, Croydon, Crawley and Horsham – or those with an interest. SASH want as many people as possible, including young people, and those from a minority or protected characteristic group, to get involved and have their say.

Further information and the [SASH people's panel application form](#) is available online.

Surrey Downs Proactive Care Service Launch

Surrey Downs Health and Care's new Proactive Care service has now formally launched.

Proactive Care is a proactive health and care intervention, targeted at people living with frailty, multi-morbidity or complex needs and aims to identify those within communities who may benefit from additional support, to help them live healthier, more independent lives for longer. The service forms part of the [NHS Long Term Plan](#) and is being rolled out nationally.

Proactive Care is managed through local Primary Care Networks by dedicated Care Co-ordinators who work together with individuals to discuss and holistically assess their physical and social circumstances, and how each of these may impact on their day to day lives. This is to aid reductions in emergency admissions and support self-management of long-term conditions.

Amongst the many benefits to individuals, receiving proactive care will enable them to have a single point of contact within the service, a

personalised care plan designed around their needs and wishes, enhanced support options if required and increased access to localised services.

It is important to note that proactive care does not replace urgent medical care, or the care currently being provided by the individual's GP practice team - they will remain the primary point of contact for any new or urgent health concerns.

Individuals can be referred into the service by a number of people, from healthcare professionals to care support workers and community partners.

More information on the [Proactive Care service](#), which is open to all Surrey Downs residents registered with a GP, is available online.

Updates from Active Surrey

New Active Surrey health resource hub for professionals and volunteers

Active Surrey has launched a new professionals' hub; a 'one-stop shop' for physical activity support for Surrey residents.

There is a strong evidence base that being physically active can prevent or manage more than [20 chronic conditions and diseases](#).

The [Active Surrey health resource hub](#) provides access, training and e-learning about the health benefits of being physically active, as well as national and local resources to help residents.

Please contact Ruth Hards, Health Lead at Active Surrey, to provide feedback or suggestions on any future resources you would like to find in the hub:

Email: ruth.hards@surreycc.gov.uk

Upcoming Active Surrey Physical Activity Awareness Training Sessions

Active Surrey's [Physical Activity Awareness Training](#), on 24 May 2023, 10am–11am, will cover the importance and benefits to all adults of being active, share national guidelines and tips, positive conversation skills, free national resources and local signposting opportunities.

Active Surrey's [Living Longer Better Physical Activity Awareness Training](#), taking place on 14 June 2023, 12:30pm –1:30pm, will cover the importance and benefits of remaining active as people age, share tips on how to encourage people to be more active and suggest different ways that movement can be incorporated into people's daily routines.

Godalming Reminiscence Club

Join Godalming Reminiscence Club for tea, coffee, conversation and

memories at Godalming Museum, 109A The High Street Godalming, Surrey, GU7 1AQ on the third Monday of every month, 11am-1pm.

Every month is different with the theme tailored towards the interests of those attending.

Places can be booked by contacting Godalming Museum:

Email: museum.volunteers@godalming-tc.gov.uk Telephone: 01483 426510 Textphone (via Relay UK): 18001 01483 426510.

Support from Queen Elizabeth Foundation

[Queen Elizabeth Foundation Mobility Services](#) is one of the UK's largest providers of mobility advice and support for people with disabilities and age-related impairments to help them become mobile and independent.

The [Hubs Mobility Advice Service](#) focuses on providing accessible transport advice and information to people who have had to give up driving or plan to retire from driving; helping them to get about and make journeys easier.

A face-to-face meeting or phone/video advice session can be arranged by contacting Queen Elizabeth Foundation: Email: transporthubproject@qef.org.uk Telephone/Text: 07780 224771.

Frimley Academy 20/20 System Leadership Programme

Frimley Academy 20/20 System Leadership Programme (cohort 8), commencing on 24 May 2023 is still open for applications.

Applications are welcome from all sectors and are especially welcome from social care, community projects, charities and community leaders.

Details of how to apply for the [Frimley Academy 20/20 System Leadership Programme](#) is available online.

For questions or help with completing an application, please contact Frimley Academy: Email: Frimley.academy@nhs.net

Surrey Heartlands Support For Digital In Surrey

Surrey Heartlands Integrated Care Board (ICB) is working in partnership with Surrey Care Association, Surrey County Council and NHS England to lead and deliver the Digitising Social Care Programme across the system.

To support social care providers in their digital journey to keep records safe and secure, digital competence amongst social care providers needs to be established.

The [Digital Maturity Survey](#) is aimed at adult social care providers in Surrey Heartlands to understand how far organisations are in their digitisation and to tailor support for being better equipped for future provision of care.

Providers are asked to submit a response for each of their locations if they have multiple homes or services i.e. residential care and domiciliary provision.

To contact the Surrey Heartlands Digital Team, or to remove data from this survey, please contact: Email: syheartlandsicb.shicb-digitalsocialcare@nhs.net

The Big Help Out

The Big Help Out is a national day of volunteering which is happening on 8 May 2023, the bank holiday Monday of the King's Coronation weekend. It's a campaign to showcase how volunteering benefits both communities and the people who take part. The long-term aim is to get more people volunteering, who traditionally don't consider it.

Further information and access to [The Big Help Out Partner Pack](#) is available online.

Surrey Fire And Rescue Service Announce Early Access For Those With Additional Needs And Disabilities At Open Days

Surrey Fire and Rescue Service has announced that all fire station open day events in 2023 will have designated early access for those with additional needs and disabilities.

This will help to provide a more inclusive environment for these visitors, with less noise and smaller crowds.

Further information about [Surrey Fire and Rescue Service Open Days](#) is available on the Surrey County Council website.

Do You Want To Improve Digital Skills For Your Surrey-Based Charity Or Service Users?

Atkins, an engineering and design consultancy based in Epsom, is inviting Surrey-based charities to work together to improve people's digital inclusion and safety; and jobseekers' online presence.

They would like to identify the problems faced by charities and their service-users for establishing a digital presence, practicing digital safety and improving digital inclusion.

Register an interest in the [Atkins digital skills support across Surrey project](#) online.

Stalking Awareness Week 2023

[Stalking Awareness Week 2023](#) takes place between Monday 24 and Friday 28 April 2023. The theme for this year's campaign is 'standing against stalking: supporting young people', with a focus on young people from the ages of 16 to 24. Surrey Police would like communities to understand what constitutes stalking and to have the confidence to report it as soon as it starts happening, rather than waiting until someone is terrified or perhaps in fear for their life.

On Thursday 27 April 2023, Surrey Police will be running a Q&A on Instagram stories where the public are able to send in their questions.

Organisations are encouraged to:

Use information from the Suzy Lamplugh Trust and Surrey Police's social media assets to raise awareness of stalking and what cyber stalking might look like.

Support communities to report stalking but also consider victims who might not be ready to talk to police e.g. by signposting to the [National Stalking Helpline](#) for example.

Use #NSAW2023 when posting social media content.