

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

Adult Social Care | Information and Engagement Team



## **Monthly Briefing Information - 24 August 2023**

### **Reminder about the new information and advice e-learning course for professionals**

As part of Adult Social Care's commitment to improving information and advice in health and social care settings, a new e-learning course entitled "**Information and advice resources about care and support and health and wellbeing**" has been created.

This aims to help professionals understand and navigate what online information and support is available that can provide answers quickly and efficiently across a variety of subject areas, especially at key points in a resident's care pathway.

The training has been devised to help professionals support residents, carers, and their families on how to make informed decisions about the care and support they need, helping them to make better decisions and stay independent, safe, and well.

Surrey County Council and Adult Social Care staff can access the training directly via Olive. NHS colleagues, and external providers and partners can register or login to the

[Surrey Skills Academy e-learning platform](#) to access the course:

- It is simple to register and access the course.
- Once on the course, click on "**Introduction and start the course**" to start the course.
- Once completed individuals will receive a certificate.
- For more help, please contact the Adult Social Care Information and Engagement Team using the contact details below.

Organisations are encouraged to share this information with staff and volunteers.

For any comments or queries, please contact the Adult Social Care Information and Engagement Team: **Email:**

[asc.engagement@surreycc.gov.uk](mailto:asc.engagement@surreycc.gov.uk) **Mobile:** 0781 6077122.

### **NHS sets out plans for winter with new measures to help speed up discharge for patients and improve care**

Recently NHS England set out [plans for Winter 2023](#) which are closely linked to the Urgent and Emergency Care (UEC) Recovery Plan.

In addition, the [delivering operational resilience across the NHS this winter letter](#) sets out the national approach to 2023/24 winter planning, and the key steps for all parts of the system to meet the challenges ahead.

### **Autism Peer Support Group for Adults in Epsom**

Mary Frances Trust (MFT) runs a weekly Autism Peer Support Group in Epsom for adults with autism who live independently.

It runs every Monday, 10am-12pm at the Brickfield Centre, Portland Place, Epsom, KT17 1DL. Participants will be able to meet other people and share experiences to support their wellbeing in an autism-friendly environment.

To attend, people will firstly need to [register with MFT](#) on their website, click on the “Register with us” tab at the top and then book their place by contacting MFT: **Email:** [info@maryfrancestrust.org.uk](mailto:info@maryfrancestrust.org.uk) **Telephone:** 01372 375 400 **Text:** 07929 024722.

Anyone needing support to fill in the registration form, can contact MFT using the contact details above.

### **Charity Mash-Up**

Surrey Community Action’s Charity Mash-Up returns on Thursday 28 September 2023 at Christ Church in Woking. This year's conference features inspiring speakers, informative presentations, useful workshops and a marketplace full of funders and third sector specialists.

Tickets cost £30 and the event features:

- Navigating the Cost of Living Crisis
- Workshops including:
  - Why End of Grant Reports Matter
  - Top Tips for Leveraging LinkedIn in the Charity Sector
  - Practical Finance
  - Practical Cost of Living Improvements
  - Practical Campaigning
  - Efficient Communication for Charities: Using AI Language Tools.

More details about the [Charity Mash-Up](#) and how to book a place, can be found online.

### **Update from Healthwatch Surrey**

#### **July Insight Bulletin and Quarterly Impact Reports**

The Healthwatch Surrey Insight bulletin reflects the themes heard from local people. The Healthwatch Surrey Quarterly Impact Report highlights the impact made throughout the first quarter of 2023-24. This quarter, one of Healthwatch’s achievements has been new opportunities for listening across all of key priorities (involvement of

people, mental health, social care and accessing primary care). The report also shares the impact of their Helpdesk and Independent Health Complaints Advocacy Service.

The [July Insight Bulletin and Quarterly Impact Reports](#) are available on Healthwatch Surrey's newly updated reports page.

### **New Volunteer Advisory Group Members Needed**

Healthwatch Surrey is seeking new members to expand their Advisory Group. This voluntary role will help to ensure that they hear as many voices as possible. Whilst people do not need to have experience of this kind of role before, Healthwatch Surrey is particularly interested to hear from people with lived experience in one of the following areas:

- Access to primary care
- Social care
- Mental health
- Information and signposting
- Listening to people who use services.

Further information about becoming an [Advisory Group member](#) can be found online.

### **Surrey Carers Replacement Breaks Survey**

Luminus (the home of Healthwatch Surrey and Giving Carers a Voice) is gathering people's views on Surrey's Carers Replacement Breaks which are funded by both Surrey County Council and the NHS. The service provides short term breaks to unpaid carers and is delivered by Crossroads Care Surrey. Luminus is interested to hear from:

- Carers with experience of the service
- Carers who are unaware of the service
- Carers who have chosen not to use the service
- People who work with unpaid carers.

The [Surrey Carers Replacement Breaks Survey](#) will help Luminus understand if the service is working and how well it is meeting carers' needs. The survey is open until the 16 October 2023. For anyone needing support to complete the survey or who would prefer a discussion, please contact: **Email:**

[steve@steveinettconsultancy.co.uk](mailto:steve@steveinettconsultancy.co.uk) **Telephone/Text:** 07593 452242.

### **Take Five to Age Well**

From 1 September 2023, The Open University is launching a free, UK-wide public health campaign: [Take Five to Age Well](#). The campaign will invite people to join a community, making small daily changes for better ageing across five categories: Eat, Drink, Move, Connect, and Engage and Think. People sign up online and commit to

30 days of healthy ageing habits that will boost their health and wellbeing now and into the future.

All content is evidence-based and expert-led, helping to bring a lasting positive impact. People will be offered various support channels including regular emails and a coaching app, informed by behavioural change techniques. This is open to everyone - ageing well research suggests “the sooner the better but never too late” to adopt these habits.

The full [engagement toolkit](#) is available online. Professionals are encouraged to share details of [how to sign up](#) with the people they support.

### **Carers' Organisations Grants available**

The Surrey County Council and NHS Surrey Heartlands Better Care Fund Grant Programme aims to help local providers, voluntary, community and faith sector organisations to start or grow innovative projects which support unpaid carers in Surrey to improve their health and wellbeing.

One-off grants of up to a maximum of £25,000 per successful applicant will be awarded. There are two separate rounds of the carers' organisations grant; one focusing on improving the health and wellbeing of carers of people with dementia (including young onset dementia) or autistic people; and the other focusing on improving the emotional wellbeing and mental health of young carers.

Further information about the [Carers' Organisations Grants Fund](#), including eligibility criteria is available online.

### **Community Project In Spelthorne Awarded £900k Grant From Your Fund Surrey**

Surrey County Council's Cabinet has approved Ashford Community Hub's application to receive funding of approximately £900k towards a new building.

The hub will provide space for a variety of classes catering to the needs of different groups, from mother and baby yoga, to fall prevention classes tailored specifically for individuals over 70, as well as further capacity for local Scouts, Beavers, and Cubs groups. As a result, there is an anticipated increase in skills and volunteering opportunities for residents.

The new building will be used by charities and not for profit community groups with a particular focus on supporting community health and wellbeing and reducing social isolation. It will provide a range of activities which are not currently available in the Ashford, Staines and Stanwell areas as well as providing the new home for 8<sup>th</sup> Ashford Scouts.

Communities can submit applications via the [Your Fund Surrey website](#) for large scale projects and find out how to contact their local county councillor about small scale projects.

### **New Web Resources From Trauma-Informed Surrey And North East Hampshire**

Trauma-Informed Surrey and North East Hampshire, drive trauma-informed system-wide change through co-produced training and consultation, using a framework founded on evidence-based, globally recognised principles. It is a partnership between Surrey and Borders Partnership NHS Foundation Trust, Surrey Heartlands Health and Care Partnership, Frimley Health and Care and Surrey County Council.

The team has recently launched a [web hub](#) to support organisations in their trauma informed journey. The resource features details of upcoming training, information and resources for people and organisations who want to apply trauma informed principles in their work. Training and consultation are currently available to organisations that are part of the Changing Futures Programme and the Mental Health Crisis Care Concordat.

A [full list of eligible organisations](#) can be found on the new web hub. An e-learning training package is also available to all social care workers as part of a joint initiative with Health Education England. To access the training: **Email:** [traumainformed@sabp.nhs.uk](mailto:traumainformed@sabp.nhs.uk)

### **Three New Surrey Sites Earmarked For Extra Care Housing**

Three new Surrey sites have been earmarked for affordable extra care housing which will offer older people their own front door and round-the-clock access to care and support if they need it. Extra care housing supports older people to live their best lives, independently and in a home of their own, and is different from residential care homes.

The three proposed new sites are:

- Former Orchard Court care home, Lingfield
- Former Birchlands care home, Englefield Green
- Colebrook, Redhill.

These latest three sites could provide around 220 apartments. A Care Quality Commission-registered care provider will be selected for each development to provide a 24-hour on-site presence and deliver care and support plans according to each tenant's needs. Residents will also be offered access to pioneering technology which uses hi-tech sensors fitted in everyday objects to help keep them safe and identify early health warning signs.

More [information about the future of extra care housing in Surrey](#)

including a video showing how the developments could look, can be found online.

### **Update from the Brigitte Trust Bereavement Support Groups**

The Brigitte Trust is running free structured [8-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 forthcoming course dates include:

- **Date: Wednesday 6 September 2023 for 8 weeks**
- **Time: 10.00am-12.00pm**
- **Area: Ashtead.**
  
- **Date: Friday 8 September 2023 for 8 weeks**
- **Time: 10.00am-12.00pm**
- **Area: Milford, near Godalming.**

For more information or to book a place, please contact Sarah Pattenden: Email: [sarah.pattenden@brigitte-trust.com](mailto:sarah.pattenden@brigitte-trust.com) Telephone/Text: 07469 932192.

### **Death Cafes**

The Brigitte Trust has two upcoming [Death Cafes](#) to normalise the conversation and help lead the discussion by providing a safe and informal space to talk about thoughts and feelings around death and dying. The details are as follows:

- **Date: Wednesday 11 October 2023**
- **Time: 10.00am**
- **Venue: Godalming Library**

Booking: [online via Eventbrite](#).

- **Date: Wednesday 18 October 2023**
- **Time: 10.00am**
- **Venue: Horsley Library**

Booking: [online via Eventbrite](#).

For more information about the Death Cafes, please contact Mandy East: Email: [mandy.east@brigitte-trust.com](mailto:mandy.east@brigitte-trust.com)

### **Guildford Wellbeing Walk**

Walkfest is now in its 16th year and takes place throughout September. To celebrate, guided wellbeing walk facilitator and local historian David Rose is hosting an open session for anyone who wishes to take part. This will take place as follows:

- **Date: 11 September 2023**
- **Time: 11am-12pm**

- **Meeting place:** The Hive Community Centre, Park Barn, Guildford.

Please use the contact details below to find out more or to register:

**Telephone:** 01276 409 415 **Text:** 07919 541 424.

### **Royal Surrey Hospital's Community Open Day**

On Saturday 23 September 2023 from 10am-3pm, the Royal Surrey NHS Foundation Trust is opening its doors and inviting the community to discover the world-class healthcare available on their doorstep.

Guests will have the opportunity to tour a cutting-edge operating theatre and take part in virtual surgery by getting behind the controls of one of the Trust's state-of-the-art robots. Free health checks will be on offer including blood pressure and prostate testing, and visitors will be able to see healthcare professionals treat simulation patients, learn lifesaving skills, find out about some of the 350 careers in the NHS, as well as hear the exciting plans for the future of the organisation.

The open day will also bring together several local organisations and charities to highlight the breadth of healthcare services available across the region.

More [information about the community open day](#) is available online.

### **Helping To Improve The Lives Of Unpaid Carers In The Workforce**

The Surrey Joint Carers Team is holding a Surrey Carers and Providers Network Event for local organisations to find out how they can improve lives of unpaid carers in their workforce.

The event will also host guest speakers: Carers UK's Katherine Wilson and Crossroads Care Surrey's Terry Hawkins. Details of the event are as follows:

- **Date:** Monday 30 October 2023
- **Time:** 12pm-4:30pm
- **Venue:** Woodhatch Place, Cockshot Hill, Reigate, Surrey, RH2 8EF.

[Surrey Carers and Providers Network Event Tickets](#) are available via Eventbrite. Places are limited, so it is advised to book as soon as possible.

### **Cultural Intelligence Certification and Train-the-Trainer**

The Frimley Academy has opportunities for anyone interested in becoming a Cultural Intelligence trainer. Cultural intelligence is the ability to relate to others and interact effectively across cultures.

There are six training slots available and as well as becoming certified, participants will also have the opportunity to obtain Train-the-Trainer status from the Centre for Cultural Quotient. The closing

date for submissions is Wednesday 30 August 2023.

Further [information about the Cultural Intelligence and Train-the-Trainer](#), as well as an Expression of Interest form is available online.

### **Multiply: Free numeracy courses in Surrey for adults aged 19+**

Multiply is a national initiative to offer easy access to free numeracy courses that can help people brush up their maths skills and help them become more confident with numbers. Multiply is now available across Surrey and is free and available to those aged 19 plus who do not already have a GCSE at grade C (or equivalent) in maths.

Further [information about Multiply in Surrey](#) is available online.

### **Upcoming free training sessions available from Active Surrey**

Active Surrey has organised two one hour training sessions in September 2023:

- [Helping People Become More Active Physical Activity Awareness Training](#): This session covers the benefits of being physically active and how to have positive conversations about being more active. It is aimed at adults in resident facing roles, either in a professional or voluntary capacity.
- [Living Longer Better Physical Activity Awareness Training](#): This session 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. This session has been created specifically for people who work with or support older people, including care workers, care assistants, community centre assistants, professionals and volunteers working within the voluntary sector.

Further information about [Active Surrey's training sessions](#) and details about how to book is available online.

### **Update from Oakleaf Enterprise Guildford Safe Haven renovation**

The [Guildford Safe Haven renovation](#) has now been completed. The Guildford Safe Haven is an out-of-hours crisis centre based at Oakleaf's premises and is provided in partnership with Surrey and Borders Partnership NHS Foundation and Catalyst Support. It is open from 6pm-11pm every day, 7 days a week, 365 days a year for anyone experiencing a mental health crisis.

The Young Adult Safe Haven is also open 5pm-9pm, 7 days a week for 18-25 year olds in need of emotional support.

### **Mental Health First Aid Training**

Oakleaf Enterprise will be hosting a half-day [Mental Health First Aid Refresher course](#) on Tuesday 3 October 2023, from 9am-1pm via

Zoom. Courses are designed to help people spot the signs and symptoms of mental ill-health and signpost someone to the support they need.

Further details about the [Mental Health First Aid Refresher course](#) and how to book a place, can be found online.

**Help choose a name for a new travel training service**

Surrey County Council is working with Surrey Choices to pilot a new travel training service. They want people who may use the service to name the service.

The '[Help us choose a name for a new service' online form](#) closes on 3 September 2023.