

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 22 November 2023 Cost of Living Support

Surrey County Council launches new campaign to support residents with the Cost of Living

Surrey County Council has launched a new campaign to support residents with the increasing cost-of-living by directing them to a variety of support and services to help them.

As part of this, the 'Your Essential Services' directory has gone to all households in Surrey. This includes information on a wide range of services that the county council provide, along with advice and support from local and national partners.

The information contained within the [Your Essential Services directory](#) is also available online. Professionals are encouraged to direct people to the information via the Shortcut URL: www.surreycc.gov.uk/essential.

'Your Essential Services' directory will soon be available in a range of alternative formats including Easy Read, large print and screen reader accessible, if you require this directory in a range of formats, please contact:

Telephone: 0300 200 1008.

SMS: 0786 005 3465

Email: contactcentre@surreycc.gov.uk

Warm Welcome Venues Return In Surrey

Last year, Surrey County Council, district, borough and Town and Parish councils worked together with Surrey's faith and community groups to open a network of Warm Hubs that supported residents who were most effected by the cost-of-living and energy crisis.

With the cost-of-living crisis affecting more people than ever, these have now been re-opened across Surrey and are now known as [Warm Welcome venues](#).

Warm Welcome venues are open to all residents this winter free of charge. There are currently 76 Warm Welcome venues across Surrey in a variety of community spaces, including community and church halls, libraries and leisure centres.

Warm Welcome venues offer the chance for people to warm up, enjoy a hot drink and receive energy advice.

Some venues will also be offering breakfast and lunchtime clubs, afterschool clubs for children, creative activities such as board games, toddler toys and knitting. A number of Warm Welcomes will also be giving out free items such as wheat bags, thermal socks and gloves, electric blankets, and flasks (subject to availability).

Details of the [Warm Welcome venues](#) is available online.

The State Of Health Care And Adult Social Care In England 2022/23

The State of Care is the Care Quality Commission's annual assessment of health care and social care in England.

The report looks at the trends, shares examples of good and outstanding care, and highlights where care needs to improve. In addition to the ongoing problem of 'gridlocked' care highlighted in last year's State of Care, the cost-of-living crisis is problematic for the public, staff, and providers – and workforce pressures have escalated. The [State of Care 2022/23](#) is available online.

Update from Healthwatch Surrey

October Insight Bulletin and Quarterly Impact Report

The Healthwatch Surrey Insight Bulletin reflects the themes heard from local people. The Healthwatch Surrey Quarterly Impact Report highlights the impact made throughout the second quarter of 2023-24.

The [October Insight Bulletin and Quarterly Impact Report](#) are both available on Healthwatch Surrey's reports page.

The [Giving Carers a Voice report](#) 'Identifying as a carer' is also referenced and can be found on the Giving Carers a Voice reports page of the Luminus website.

Preventing Scams During Safeguarding Adults Week

Buckinghamshire and Surrey Trading Standards is running activities during Safeguarding Adults Week this year to assist people in spotting and stopping scams, preventing scammers from having a lasting impact on their wellbeing.

On Friday 24 November 2023 (10am to 3pm), in partnership with Squires Garden Centres, Trading Standards officers and Scam Champion volunteers and Surrey Police will be attending their venues across Surrey to chat with all Black Friday shoppers and residents about how to spot and stop scams and frauds.

More [information about the Trading Standards activities](#) is available online.

Preventing Scams With Truecall Devices

Buckinghamshire & Surrey Trading Standards is cracking down on telephone scammers this festive season by encouraging people with vulnerable family or friends in Surrey or Buckinghamshire to support them in applying for a free* [trueCall device](#), to prevent telephone scammers and nuisance callers getting through.

73% of all UK adults have been targeted by fraudsters, intent on stealing personal and financial information. Scams and fraud have a devastating effect on an individual's physical, mental and emotional wellbeing. They come in a diverse range of forms, but the most common is for fraudsters to cold call.

In Summer 2022, 41 million people in the UK received a suspicious phone call or text message. Buckinghamshire & Surrey Trading Standards estimate that 48,000 scam or nuisance calls were blocked by the trueCall devices in the two counties, installed in the year Aug 22 – Aug 23, saving residents a total of £1,824,971.

Everyone is encouraged to sign up to the regular Trading Standards Email [newsletter](#), full of information on how to avoid scams and up to date product recalls.

New Autism Programme Providing Education For Families And Carers

A new [autism peer education programme](#) has been launched by NHS England and partners across England. It aims to build knowledge and understanding of autism and empower families and carers to advocate for autistic people they support to get the right understanding and adjustments in place across the services they use.

The regional [Autism Central hubs](#) deliver one-to-one and group sessions complemented by high-quality online learning and information on local services. Each session is delivered by family members and carers of people with autism who have been trained to share their knowledge and experience with others, as peer educators.

Surrey And Sussex Healthcare NHS Trust Health And Wellbeing Event

Surrey and Sussex Healthcare NHS Trust is holding a Health and Wellbeing Event on Thursday 7 December 2023 (10am - 4pm), at the Macmillan Centre at East Surrey Hospital.

There will be drop in information stands from local charities and support groups. There are also some talks and discussions taking place throughout the day, these must be booked in advance by emailing SASHwellbeingevent@nhs.net

Funds Raised To Purchase New Medical Equipment At Caterham

Dene Hospital

Local charity, Friends of Caterham Dene Hospital has raised £25,000 to fund a new ultrasound machine, enhancing Caterham Dene Hospital's diagnostic capabilities and patient care.

The diagnostic ultrasound machine is a crucial tool in modern healthcare and allows healthcare professionals to assess and monitor the healing of musculoskeletal (bone and joint) problems.

In addition, ultrasound imaging will provide earlier detection and diagnosis of musculoskeletal problems, allowing the hospital to be better equipped to provide high quality services to its patients.

[First Community's Integrated Care and Assessment Treatment Service](#)

provide assessment and treatment planning for patients with musculoskeletal problems. Patients can be referred to the service by their GP or they can self-refer.

First Community Seeks Additional Volunteers To Help Improve And Develop NHS Community Health Services In East Surrey

In 2021, First Community launched its First Community Network to enable the public to have more input into the way community health services are provided and developed.

The organisation is now looking to expand their membership to gain further insight and opinions of those in the community it serves.

In November, online sessions will take place where the public can learn more about First Community's services, meet some of the volunteers currently part of the network, learn about some the projects they have been involved with and how they can contribute going forward.

The next virtual session will take place on Tuesday 28 November 2023 (6pm - 7.30pm). To register your attendance and be sent the meeting link, please email: fchc.beinvolvedfirstcommunity@nhs.net.

Those unable to attend the online session are still encouraged to register their interest by contacting First Community as follows:

Email: fchc.beinvolvedfirstcommunity@nhs.net Telephone: 01737 775450 Textphone: 18001 01737 775450

Address: Be Involved, First Community, Orchard House, Unit 8a Orchard Business Centre, Bonehurst Road, Salfords, RH1 5EL.

Further [information about the First Community Network](#) is available online.

Community Falls Responder Service Available In Guildford And Waverley

NHS Guildford and Waverley Health and Care Alliance have been working in partnership with Mole Valley Life to provide Guildford and Waverley residents with a non-injurious falls response service.

The service has been put in place for people who have had a fall at home, where they have no pain or injury. A qualified Community Falls Responder will attend within 45 minutes (60 minutes in rural areas), to help the person up using specialist lifting equipment and make them safe and comfortable. A referral is then sent to the Urgent Community Response Team (UCR) for a follow up call the next day.

Up until now, referral has been via Care Line and more recently via triage from SECamb. They have been looking at ways to increase referrals, so Waverley residents now have direct access into the service. It is hoped to roll the direct access service out to Guildford residents early in the new year.

Further [information about the Community Falls Responder Service](#) is available online.

Supporting People With Dementia At Banstead Library

The Tovertafel (magic table) at Banstead Library offers interactive games designed for people living with dementia. The vibrant images projected onto a table, promote social interaction, encourage movement and provide enjoyment. This free new service is part of collaborative partnership between Active Surrey and Surrey Libraries.

Drop-in sessions are available during opening hours, although booking is advised. Speak to a member of staff or contact the library as follows: Email: banstead.library@surreycc.gov.uk

South East Coast Ambulance Service Seeks Views On New Strategy

South East Coast Ambulance Service is inviting members of the public to get involved in shaping a new strategy.

Patients have diverse needs, spanning the spectrum from social care to critical care but only a small proportion truly require emergency or critical care. The team would like to hear feedback on members of the public's experience of using the 999 service as well as providing opportunities to share their thoughts in the free text boxes within the survey.

The goal is to use the feedback and the wealth of data available to ensure the service is better placed to meet the needs of the communities in the years ahead while continuing to ensure they can respond to the most critically ill and injured patients in a timely manner.

[The South East Coast Ambulance Service Survey](#) is available online and closes on 1 December 2023.

Updates from Headway Surrey Free Festive Walking Talking Group

Headway Surrey has secured 20 free tickets for Friday 1 December 2023 (10.15am-12.30pm), for a walk around RHS Wisley for their final Walking Talking Group of 2023. You don't need to be a regular client or service user of Headway Surrey to join the walking group. It is a relaxed opportunity to enjoy some light movement around this accessible route, whilst chatting with other brain injury survivors and volunteers.

If a mobility scooter is required, please let Headway Surrey know and they can arrange hire.

Family, carers and friendly dogs are welcome, but as numbers are limited, registration of interest is required by contact Headway Surrey as follows: Email: enquiries@headwaysurrey.org Telephone: 01483 454433 Textphone: 18001 01483 454433.

Sight for Surrey Christmas Day Zoom chat

The Christmas period can be a lonely time for some. Sight for Surrey will be hosting an online Christmas day chat at 10am for anyone that wishes to join. British Sign Language (BSL) interpretation will also be provided. The [Christmas Day chat poster](#) contains further details.

To register and request a joining link, please contact Sight for Surrey: Email: communications@sightforsurrey.org.uk

Join A Facebook Network For Partially Sighted Or Blind People

RNIB Connect Voices is a UK-wide online group hosted on Facebook that encourages and helps blind and partially sighted people to hear about opportunities to get involved with their work and the work of other organisations.

The group, which is open to anyone above the age of 18, currently has over 900 members where opportunities such as surveys, focus groups and invitations for feedback are shared every month.

To join, follow this link:

<https://www.facebook.com/groups/connectvoices>

Changes at Catalyst Counselling: Expanded Support

The Reach Out Counselling service has now rebranded to Catalyst Counselling. Thanks to continued support from the National Lottery, Catalyst is now able to extend their support to people facing concerns around drug/alcohol use (up to 100 units per week), friends and family members, and those dealing with anxiety or depression.

Individuals are encouraged to access the [online referral form](#).

Alternatively, more information about [Catalyst Counselling](#) is

available from the Catalyst website.

Bereavement Support Group

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 thought patterns.

The next programme will be held as follows:

Venue: Ashtead

Date: Wednesday 10 January – 28 February 2024

Time: 10am – 12pm.

For more information or to book a place, contact Sarah Pattenden:

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

Physical Activity Awareness Training

Active Surrey is hosting the following online training for professionals and volunteers supporting adults.

‘Helping people become more active physical activity awareness training’ covers the importance and benefits to all adults of being active, shares national guidelines and tips, positive conversation skills, free national resources and local signposting opportunities. This session is relevant to any professional working with adults in a resident facing role.

The training will take place as follows: Date: Wednesday 6 December 2023 Time: 10am – 11am

[Online booking.](#)

‘Living Longer Better physical activity awareness training’ 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 is for people who exclusively work with or support older people including care workers, care assistants, community centre assistants, professionals and volunteers working within the voluntary sector.

Date: Wednesday 6 December 2023 Time: 12.30pm – 1.30pm

[Online booking.](#)

Providing Sporting Opportunities For Disabled People In North Surrey

North Surrey Sports Association for Disabled People (NSSADP) has been established by local volunteers to facilitate the provision of sports for disabled people within North Surrey and adjacent areas. The association will initially focus on Boccia, with coaching for disabled people, training for coaches and arranging some competitions.

It is intended that the association will extend this principle to other sports, both paralympic or mainstream, facilitating the creation of other clubs aimed at providing sport for disabled people.

Membership is open to both individuals and organisations interested in furthering the association's work. For more information, please contact: Email: nssadp@gmail.com

Spelthorne Boccia Club

Boccia is a disability sport that is similar to bowls and pétanque. The Spelthorne Boccia Club is aimed at people aged 16+ with disabilities (young people aged 14+ may join with an adult carer present). No booking necessary.

Venue: Spelthorne Leisure Centre, Knowle Green, Staines

Date: Every Thursday Time: 6pm - 6.55pm Cost: £3 per week

Website: www.spelthorne.gov.uk/boccia