

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Monthly briefing

Information correct as of 27 October 2025

New 'Care Cost Indicator' launching to support self-funders in Surrey

A new digital tool has been launched to help self-funders in Surrey better understand the long-term costs of care locally. Surrey has a high number of residents who arrange and pay for their own care, or that of a loved one and due to their assets are not entitled to support from the county council. The council, however, wants to support people to make informed decisions that are affordable and encourage early conversations and future planning.

Developed as part of the award-winning [Planning for your Future](#) campaign, the Care Cost Indicator presents a sliding scale of care costs over weeks, months, and years, offering a clear and accessible way for individuals to visualise potential financial commitments. It also includes practical advice and signposting to further support and information.

Why this matters?

Many people are unaware of the true cost of care and make ill-informed decisions in a crisis.

81% of local people are concerned about how they will pay for care and 27% of people do not know what to plan for.

The council has seen a steady rise in the number of local people running out of funds and then reaching the threshold for council support. This can mean care home residents may have to move care homes which is very unsettling for them and their families.

The indicator can be used by professionals in conversations with clients and families to highlight potential costs and empower individuals to plan ahead and explore options proactively.

*Surrey Heartlands Citizens Panel January 2025

To direct people to the tool please share our short URL:
www.surreycc.gov.uk/carecostindicator

Reasonable adjustment survey launched

Healthwatch Surrey is running a research project to find out how well GP practices support people with a disability or impairment who need reasonable adjustments.

A short, anonymous [survey](#) is available online or via the [Healthwatch Surrey helpdesk](#). The survey closes on 31 December 2025. Professionals, please share with people you support.

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Centre for Psychology closure

The Centre for Psychology (CFP) in Surrey, which previously provided Talking Therapies, has closed. Surrey Heartlands Integrated Care Board (ICB) is working with partners to ensure those affected continue to receive support. This change may be upsetting for people currently in therapy or waiting for appointments, but their wellbeing remains a priority.

For urgent mental health issues, individuals should contact their GP, call NHS 111, or self-refer to other [NHS Talking Therapies](#) in Surrey. For non-crisis advice, they can:

- **Email:** mindmatters.surrey@sabp.nhs.uk
- **Telephone:** 0300 330 5450 during weekday business hours. This helpline is not for emergencies.

If someone is at immediate risk, such as a suspected overdose, severe withdrawal, or suicidal thought, they should call 999.

CQC Better Regulation, Better Care consultation

The Care Quality Commission (CQC) has launched a [Better Regulation, Better Care consultation](#) for people to share views and to help them improve how they assess and rate health and care providers.

The consultation is now open and closes at 5pm on Thursday 11 December 2025.

Winter Ready Flu and Covid Vaccinations

Flu vaccinations

The flu vaccine helps protect people who are more at risk, reduces hospital visits, and helps stop the spread of flu in the community. Because flu strains change each year, a new vaccine is needed annually.

This year's programme runs from 1 September 2025 to 31 March 2026. From 1 October, vaccines will be offered to:

- adults aged 65 and over
- adults aged 18–64 in clinical risk groups
- care home residents
- carers
- close contacts of people with weakened immune systems
- frontline health and social care workers

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Appointments can be booked through a pharmacy, a GP (via the NHS App or by calling 119). Walk-in options can be found using the [pharmacy finder](#).

Housebound patients and care home residents will be vaccinated by local GP practices and Primary Care Networks.

Autumn Covid vaccinations

Covid-19 vaccine eligibility is slightly different from the flu vaccine. It is available to:

- adults aged 75 and over
- people in high-risk clinical groups
- older adult care home residents

Appointments can be booked online through the NHS App or by calling 119.

For more information about vaccinations please visit [Surrey Heartlands Vaccinations](#).

Flu vaccination for people with learning disabilities

People with a learning disability often face more health challenges than others. They are at greater risk of catching the flu and are more likely to develop complications leading to serious illness. People who are on the Learning Disability Register and their carers are eligible for the free NHS flu vaccine.

Information for people with a learning disability and their carers is available at the following links:

- [Flu vaccinations for people with a learning disability](#)
- [Flu vaccinations for people with a learning disability \(Carers\)](#)
- [Get your free flu jab \(Easy Read poster\)](#)
- [Protect yourself from flu, have the flu vaccine \(Easy Read leaflet\)](#)
- [Information on how to protect yourself from flu: plain English guide - GOV.UK \(HTML\)](#)

Healthy Surrey mental health training page now updated and live

Surrey County Council's Public Health Team has introduced a streamlined page on Healthy Surrey for accessing [mental health training](#). The updated system offers a more efficient, user-friendly experience, with all training opportunities now listed in one place. Professionals across Surrey can easily browse, book, and manage their training via the Healthy Surrey website.

For further information or support with booking, please contact the Public Health Team:

- **Email:** publichealthtraining@surreycc.gov.uk

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First Community launches new self-referral and information library webpage

First Community has launched a new webpage to make it easier for patients, families, and carers to access healthcare services and health information.

The page allows people to self-refer directly to services like speech and language therapy, physiotherapy, audiology, and dietitian support, without needing to go through a GP. This means quicker access to care.

It also includes a health information library with easy-to-read advice on a range of topics, such as managing joint pain or accessing rehabilitation services. The aim is to help people feel more informed and in control of their health.

This new resource supports the NHS goal of bringing care closer to home and giving people more say in their healthcare.

To explore the self-referral options and browse the patient information library, please visit the [First Community](#) website.

Carers' Rights Day takes place on 20 November

Many carers have important rights but too often, they're unaware of what those rights are, how to access them, or how to challenge when they're not being upheld. Carers Rights Day is a national opportunity for everyone - carers, statutory bodies, employers, schools, and communities - to learn more and take action.

Action for Carers is marking the day with a range of events for unpaid carers, including:

- a talk by leading expert Professor Luke Clements
- a practical session with Surrey County Council Carer Practice Advisors on carers' assessments and taking breaks
- fun and informative local carers' rights quizzes

Further information is available on the [carers' rights events](#) webpage.

Action for Carers is also launching a new online training session called Carers Rights in Action, exploring the legislation and statutory duties around caring. It's happening on Wednesday 19 November 2025, 12.30pm to 2pm.

This complements Action for Carers' regular introductory course, [Because Carers Count](#), and is ideal for those wanting to deepen their understanding. Registration is available via [eventbrite](#).

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Carer information fair

A free event, organised by Action for Carers and The Hive is taking place on Saturday, 22 November 2025 to support unpaid carers in Surrey.

The fair will offer practical and financial advice from a wide range of local organisations, including:

- Action for Carers
- Admiral Nurses
- The Hunter Centre
- Energy Manage
- Surrey Sports Park
- BRAAIN
- Family Information Service
- and more

The event highlights that 73% of people who provide unpaid care don't see themselves as carers. It aims to raise awareness and connect carers with the support they may not know is available.

- **When:** 22 November 2025, 10am to 2pm
- **Where:** The HIVE, Park Barn Drive, Guildford, GU2 8EN

Voluntary sector frailty awareness training

[Voluntary Action South West Surrey](#) is offering a free, interactive frailty awareness training session to equip participants with essential skills to:

- identify and assess frailty to take timely and effective action
- promote person-centred care and improve communication with families and carers
- manage frailty proactively with strategies that enhance physical and mental wellbeing
- strengthen practice with insights into legal, ethical, and safeguarding principles

To book a place, please complete the [registration form](#).

Training dates and locations:

- Tuesday 2 December 2025, 2pm to 4pm at Surrey Community Action, Astolat, Coniers Way, Guildford GU4 7HL
- Thursday 11 December 2025, 2pm to 4pm at Christ Church, 23 Waterden Road, Guildford GU1 2AZ

For further information, please email Amber Linell: a.linell@vasws.org.uk.

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Working Together for Woking event 13 November

Working Together for Woking is a yearly event that brings together charities and community groups from across the borough.

Now in its fifth year, the event gives local organisations a chance to share what they do, meet others, and explore new ways of working together to support residents.

Groups involved in areas like transport, health, wellbeing, and community work are welcome to take part. The event is informal, with no set schedule, so attendees can come and go as they wish.

Colleagues and partners are encouraged to attend, and sharing this invitation with others is appreciated.

- **Date:** Thursday 13 November 2025
- **Time:** 10.00am to 1.30pm
- **Venue:** Woking leisure centre

Further information, including a list of participating organisations, is available at [Working Together for Woking – Volunteer Woking](#).

Catalyst counselling remains open

This counselling service offers up to twenty-four counselling sessions for people who are worried about their drug or alcohol use, or who are experiencing mild to moderate mental health issues, such as anxiety or depression. Progress is reviewed every six weeks.

Counselling is available face-to-face during the day in Woking and Godalming, with sessions also being set up in Staines. Online sessions are available via Microsoft Teams. The cost is subsidised, ranging from £15 to £40, depending on income (means-tested).

The service is not suitable for people dealing with complex trauma, psychosis, paranoia, or active suicidal thoughts. Clients must be able to fully engage and attend sessions sober.

Referrals can be made online, either by the person themselves or by a professional (with the client's consent).

For [further information, or to complete a referral](#), please refer to the Catalyst website.

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Exercise referral scheme run by Active Surrey

Surrey's Exercise Referral scheme aims to provide opportunities for people with underlying health conditions, or those at risk of developing conditions, to become more active in a safe and welcoming environment.

The programme runs for twelve weeks and follows NICE guidelines, offering tailored support to help participants gain confidence and continue exercising independently. Instructors receive additional training to support individuals with learning disabilities, visual impairments, and physical disabilities, ensuring a personalised approach.

For further information, please visit [Active Surrey](#).

Loft insulation scams are on the rise

Buckinghamshire & Surrey Trading Standards have been receiving a high level of complaints about home insulation scams and have become aware of a business that appears to be targeting elderly and vulnerable people and generating complaints across the UK.

Loft insulation scams often involve high-pressure sales tactics and misleading claims about the need for, or benefits of, insulation upgrades, sometimes targeting older homeowners.

Scammers may cold call, claiming to represent legitimate organisations or using scare tactics about health risks related to existing insulation. They may also falsely claim to be working with government or official sounding schemes or endorse specific products and pressurise homeowners to waive their cooling off rights.

For further information, please visit the [Surrey County Council](#) website.

Catalyst Maintaining Sobriety Group

Catalyst's Maintaining Sobriety Group is a structured support group for people who are already sober and want to strengthen their coping strategies to help stay sober.

This group is only for those who are currently sober. People looking for support to begin their sobriety journey are encouraged to contact specialist services for initial help.

For further information and to learn about other activities and groups, please visit [Catalyst Support](#).

The Counselling Partnership

The Counselling Partnership is a local charity based in Elmbridge that has been offering affordable, professional one-to-one counselling for adults for over 25 years.

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All counsellors are members of the British Association for Counselling and Psychotherapy (BACP) and support people with a wide range of issues, including anxiety, depression, stress, work-life balance, trauma, relationship difficulties, bereavement, and more.

Key features of the service include:

- self-referral (no need for a GP or professional referral)
- no long waiting lists
- up to one year of counselling support
- sessions available in Walton-on-Thames, Woking, or online
- affordable weekly donations based on individual circumstances

For further information, please visit [The Counselling Partnership website](#).

New online support group for friends and family of domestic abuse survivors

[East Surrey Domestic Abuse Services](#) (ESDAS) is launching a new online support group for anyone supporting a loved one who is experiencing domestic abuse.

The group, facilitated by a trained counsellor, offers:

- a safe space to talk through concerns
- guidance on what to say (and what not to say)
- advice on maintaining self-care while supporting others

For more information or to join, please email connection@esdas.org.uk.

Surrey Choices supported internships available

Surrey Choices has relaunched its supported internship programme for young people aged 16–24 who are not in education, employment, or training (NEET) and do not have an Education, Health and Care Plan (EHCP).

The programme helps young people with additional needs, such as ADHD and other forms of neurodivergence, build skills, confidence, and work experience to move into paid jobs.

Last year's pilot was a success, with all participants going on to employment, further education, or training. The programme also helped young people grow in confidence, make friends, and become more independent.

To find out more, please visit [Surrey Choices](#) website.

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New men's support group from Community Connections

A new men's support group will start on Monday 13 October 2025, from 2pm to 4pm, and will meet every second Monday of the month.

The group offers a safe and private space to share experiences, build connections, and learn ways to cope with challenges.

It is open to Community Connections clients aged sixteen and over in East Surrey who need support with their mental wellbeing.

For further information, please visit [Waythrough](#).

Healing Together – Trauma Recovery Programme in Redhill

The [Time Together Project](#) has launched Healing Together, a National Lottery-funded trauma recovery group for women who have experienced sexual trauma or abuse. Starting at the end of October in Redhill with twelve fully funded places available, the programme will offer forty-four weeks of group support led by trauma-specialist counsellors.

Women can self-refer or be referred via: www.thetimetogetherproject.co.uk

New interactive neighbourhood needs map tool

The Community Foundation for Surrey has launched a free, interactive tool to help identify areas of need across the county. It uses over 1,000 datasets to highlight local issues in health, housing, education, and wellbeing, down to street-level detail.

The tool is available for a trial period until December 2025, and feedback is welcome to help improve its functionality. Explore the tool and submit feedback via the [Community Foundation for Surrey](#) website.

Community Assess and Support Day plans

Surrey Downs Health & Care is working with local community partners to support people in living longer, healthier lives.

CASDs are local, one-stop events that bring health and wellbeing services together in one welcoming space. The day includes convenient appointments for podiatry, musculoskeletal (MSK) care, and diabetes support (by invitation only), alongside a wide range of community care and wellbeing partners.

In addition to clinical services, the event features local organisations offering lifestyle advice, social support, and information about activities and services available in the community.

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There is no need to book and everyone is welcome.

- **When:** Thursday 20 November 2025 from 8.30am to 3.30pm
- **Where:** Imber Court, Ember Lane, East Molesey, Surrey KT8 0BT

New scam detection tool launched

[Get Safe Online](#) has launched a new scam detection tool called [Ask Silver](#), available on its website. Suspicious texts, emails, or messages can be uploaded to the tool to check if they are legitimate. Ask Silver will then indicate whether the communication appears safe or shows signs of fraud.

Expert tips and advice on staying safe online can be found in the [back-to-basics guide](#) on the Get Safe Online website.

Understanding wills, inheritance tax and lasting powers of attorney: free information session

[The Brigitte Trust](#), in partnership with Downs Solicitors, is holding a free event to help people make informed decisions about their health and financial affairs. Speakers will share advice on topics such as lasting powers of attorney, wills, and inheritance tax.

- **Date:** Wednesday 19 November 2025
- **Time:** 9.30am (10am start) until 12pm
- **Where:** Burford Bridge Hotel, Box Hill, Dorking RH5 6BX

For further information, or to book a place, please contact:

- **Email:** Mandy East mandy.east@brigitte-trust.com
- **Telephone:** Sarah Pattenden 07469 932192 or 01306881816 (office)
- **Website:** www.brigitte-trust.org

National campaign to raise awareness of pancreatic cancer

To mark Pancreatic Cancer Awareness Month, the University of Surrey, in partnership with [Pancreatic Cancer Action](#) is hosting a free event for the public to learn more about pancreatic cancer - one of the hardest cancers to detect and treat.

The session will cover:

- common symptoms and why they're often missed
- new research helping doctors spot it earlier
- a personal story from a survivor

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There will also be a live demo of a new digital tool that could help GPs identify pancreatic cancer sooner. Attendees can try it out and give feedback.

Everyone is welcome, especially people aged 50, their families, carers, and community groups.

Free parking, good bus links from Guildford Town Centre, and refreshments provided.

- **Date:** Wednesday 5 November
- **Time:** 1pm to 3pm
- **Where:** Austin Pearce Lecture Theatres 1 & 2, University of Surrey, Stag Hill Campus (accessible venue, near the main Piazza)
- **Email:** esrc-iaa@surrey.ac.uk for travel support and advice

New volunteering platform launches

[GoVo](#) is a new digital platform for volunteering, created by the Royal Voluntary Service with support from People's Postcode Lottery. It's launching to the public in mid-October with a big media campaign to encourage more people to get involved in volunteering.

Charities are encouraged to sign up now to be part of the launch, which will be promoted by major media outlets like ITV, STV, Global, Mail Metro Group, and YouTube.

You can learn more, join a short webinar, or sign up for updates on the [Royal Voluntary Service website](#).

Local community groups and support organisations will be able to join GoVo in 2026. The platform is designed to make volunteering more accessible, alongside help from local volunteer centres.

Sight for Surrey Eye Clinic Liaison Officers

Sight for Surrey's Eye Clinic Liaison Officers (ECLOs) support people who have been diagnosed with a vision impairment at hospital eye clinics. Their role is to help individuals access practical, emotional, and social support, both from Sight for Surrey and other organisations.

While hospital eye clinics focus on medical care, ECLOs provide extra help, especially for those newly diagnosed with sight loss.

ECLOs are based at the following hospitals:

- Frimley Park & Royal Surrey (Guildford): Sara Lane
- Ashford & St. Peter's Hospital: Justine Jasper

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- East Surrey & Epsom: Cathy Long

To make an appointment with an ECLO, please email: dutyeclo@sightforsurrey.org.uk.

Bridge the Gap – trauma-informed outreach service

Bridge the Gap outreach service helps people in Surrey who are facing multiple challenges, such as mental health issues, homelessness, substance use, domestic abuse, or involvement with the criminal justice system.

Part of the government's Changing Futures programme, the service offers personalised one-to-one support from trained key workers - developed with input from people with lived experience.

Support is available for four to eight hours a week, with flexible hours:

- Monday to Friday: 10am to 8pm
- Saturday & Sunday: 9am to 12pm

Help is provided with:

- Housing
- Healthcare
- Finances
- Daily living
- Harm reduction
- Referrals to other services

For further information, please visit the [Oakleaf](#) website.

New green skills programme at RHS Garden Wisley

Starting on Saturday 25 October 2025, the Green Skills Programme at RHS Garden Wisley is for anyone aged 16 and over who hasn't had formal training in gardening. It offers a chance to explore different career options and training paths, while learning basic practical gardening skills.

The programme runs one Saturday a month for 12 months. Sessions are free and take place from 10am to 2pm. Spaces are limited.

For further information and to apply, please visit: www.rhs.org.uk/newshoots.

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Submitting an article for the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing

If you would like us to include an article on behalf of your organisation in the next edition, please email: asc.engagement@surreycc.gov.uk

Please note that we are unable to include attachments when we circulate the briefing, so please ensure that any documents that you wish to reference are uploaded to your own organisation's website or a partner website.

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