

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 23 May 2023

Mental Health Awareness Week Resources

Mental Health Awareness Week took place 15-21 May 2023. The theme for this year was 'anxiety'.

The Mental Health Foundation has put together some [helpful tips for dealing with anxiety](#).

Additionally, Mary Frances Trust's Community Connections team has developed an [Anxiety Busting calendar for May](#) to provide tools to keep anxiety at bay or at a manageable level.

Carers Week 2023: Caring For Surrey's Carers

Carers Week will take place from Monday 5 June to Sunday 11 June 2023. This year's theme is 'Recognising and supporting carers in the community'. It's about coming together to make sure carers get the information and support they need.

Take a look at how [support for carers information](#) has been enhanced following feedback and input from carers.

Along with the [Surrey Joint Carers Integrated Network - FutureNHS Collaboration Platform](#), these pages aim to help people find resources, information and links for supporting best practice with carers, in Surrey.

Please note, the FutureNHS platform is accessible for anyone working in or for health and social care. Please refer to the [guidance on how to access FutureNHS](#) or email: elise.edmonds@surreycc.gov.uk

In addition, Action for Carers Surrey will be celebrating the week across the county, with [events at different Hubs across Surrey](#), including free massages, support groups, makeovers, Zine workshops and back care. There will be online activities for carers who are unable to leave home.

Surrey's Active Journeys

There are lots of benefits as a result of swapping the car for a few journeys, such as being healthier and saving money. For example, [earn BetterPoints](#) for walking, cycling or using public transport instead of using the car.

Further [information about Surrey's active journeys](#), including suggested routes and facilities is available online.

The Surrey Safeguarding Adults Board Welcomes Its New Partnership Officer

The Surrey Safeguarding Adults Board has welcomed Karan Sandhu as its new Partnership Officer. Karan has been working in safeguarding adults for over three years, previously working as a Project Officer for the Royal Borough of Windsor and Maidenhead (RBWM).

With his experience, Karan hopes to be able to make a real difference to the work carried out with partners across Surrey and aims to effectively co-ordinate a number of the objectives set out in the 2022-25 Strategic Plan.

New Short Breaks Centres Planned For Adults With Support Needs

New purpose-built accommodation is being planned to give adults with learning disabilities or autism a change from their daily routine and their families a break from their caring responsibilities. Surrey County Council has drawn up proposals for two new short breaks centres – in Woking and Banstead – each featuring ensuite bedrooms, activity spaces and landscaped gardens. Further information about the [new short breaks centres](#) is available online.

Customer Service Queries Campaign Launched

Surrey County Council has launched a social media campaign highlighting some of the most common queries on adult social care which are asked of the county council's Information and Advice Service in the Customer Services team. In doing this, residents are encouraged to self-serve and find answers to their most frequently asked questions on the Surrey County Council website, such as 'What benefits can I claim?' or 'How can I get a wheelchair/walking aid?' The campaign will be expanded to cover a range of key topics across council services.

Welfare Team Reduces Pressure Through Community Support

A new service is aiming to improve East Surrey residents mental and physical wellbeing, reduce the pressure on East Surrey's GPs and assist with timely hospital discharges.

The Welfare and Discharge Team is a partnership between Reigate and Banstead Borough Council and Tandridge District Council, working together with Primary Care and Surrey and Sussex Healthcare NHS Trust (SASH), and funded by East Surrey Place.

The service started in February 2023 and the team is comprised of three Welfare and Discharge Co-ordinators and a Team Leader. It can

handle a maximum caseload of 25. Referrals are received from East Surrey GPs, local Councils, local charities and the

SASH Discharge Team.

The team's aims are to:

- Improve the wellbeing of East Surrey residents who have a high dependency on the NHS and other public services, by helping them to tackle the root causes of their problems and in turn to reduce their dependency on public services.
- Target priority groups of people who have support needs but do not meet thresholds for statutory service support.
- Support people with complex needs.

Hourglass Launches Local Support Service

Hourglass, the only charity in the UK dedicated to calling time on the abuse, harm and exploitation of older people has launched their new support service in Surrey. Older victims of domestic abuse in Surrey will now be able to receive support from specially trained Hourglass Community Response Officers, who specialise in helping over 60s affected by domestic abuse.

This new service follows a series of successful launches of Community Response services in Wokingham, Brighton, Thames Valley, Cambridgeshire and more.

Research commissioned by Hourglass revealed that 2.7 million people were affected by the abuse of older people in the UK, yet this remains a hidden epidemic. The Hourglass team provides tailored and specialist support to older people, addressing the safety of victims at risk of harm from intimate partners, ex-partners or family members to secure their safety and support them from the harm they have suffered. Those who need help will be referred to the service via the Hourglass 24/7 helpline or from local partner organisations in Surrey.

Hourglass encourages organisations who would like to partner up and help raise awareness of the abuse of older people to get in touch:

Email: enquiries@wearehourglass.org

The Hourglass helpline is available 24/7: Telephone: 0808 808 8141

Text (SMS): 0786 005 2906.

Further [information about Hourglass](#) is available online.

New Veteran's Hub Will Open In Banstead

A new Veteran's Hub is opening on 21 June 2023, 10.30am to 2pm at Banstead Community Centre, The Horseshoe, Banstead SM7 2BQ. Help is welcomed to arrange a programme of interesting events for the following few months. Refreshments and lunch will be provided.

For more information, please contact Tim Snuggs: Email: timsnuggs1@gmail.com Telephone: 07956 405063.

Frimley Academy Wavelength Digital System Leadership Programme Open For Applications

Frimley Wavelength Digital System Leadership Programme (cohort 6), commencing on 10 July 2023 is open for applications. It is a 5-month leadership programme to develop the skills, mindset, knowledge and relationships that support effective, joined up digital transformation across the Frimley Health and Care Integrated Care System (ICS).

Applications are welcome from all sectors including health and care, public services, local government, education, community and multi sector professionals.

Full details about the [Frimley Academy Wavelength Digital System Leadership Programme](#), as well as how to apply, is available online.

For questions or help with completing an application, please contact Emma Dickson: Email: emma.dickson6@nhs.net

Updates From Surrey Libraries

Surrey Libraries Launch New Video

[Surrey Libraries' new video](#) highlights their role as social, economic, learning and cultural hubs right at the heart of communities across Surrey. From rhymetime, crafts, coding and chess clubs, helping people to improve their computer skills, supporting new businesses, author talks, hosting reading groups and exhibitions. Surrey Libraries provide a wide range of activities for all residents.

Digital Buddies

Surrey Libraries offer Digital Buddy sessions that can support people to use a range of digital tools including computers systems in the library, online reference pages, downloading eBooks and audiobooks, basic computing tasks and accessing suitable learning websites to develop IT skills.

More information about [Digital Buddy sessions](#), including how to volunteer to become a Digital Buddy is available online.

Spelthorne Older People's Forum Open To New Members

Spelthorne Older People's Forum for professionals from statutory and voluntary services, meets every three months. Each meeting has speakers followed by a chance for people to connect and share best practice and information.

Email: libby@voluntarysupport.org.uk

Updates from Catalyst

Catalyst to hold exhibition for HOPE Project at Zero in Guildford

The HOPE Project, funded by Surrey County Council, aims to help spread hope and awareness across Surrey through providing a variety

of workshops and activities. The exhibition will be a mixture of butterflies crocheted by participants, messages of HOPE, pictures and testimonials from people who have taken part.

The exhibition is taking place on the following dates:

Friday 23 June 2023, 12.30pm to 5pm

Saturday 24 June 2023, 10am to 7pm.

It will be held at [Zero Guildford](#) and [entry is free via Eventbrite](#).

Catalyst Activity Timetable Published

The [activity timetable for May 2023](#) is now available and includes audio book club, badminton, social drop-ins, gym and swim and wellbeing walks.

To find out more or to register, please contact Catalyst: Email: groups.cc@catalystsupport.org.uk

Telephone: 01276 409 415 Text (SMS): 07919 541 424 Website: www.catalystsupport.org.uk

Major New Grants Available To Fund Specialist Care For Homeless Veterans

The Armed Forces Covenant Fund Trust has recently announced the launch of the [Reducing Veteran Homelessness Programme](#), which will award major grants to help veterans experiencing homelessness. Grants will be awarded to projects that will provide specialist care in veterans' accommodation and is expected to provide services for over 900 supported housing places across the UK.

Action For Carers Surrey Update Available

The [Spring edition of the Action for Carers Update](#) provides information about events, news and updates to help people in their caring role. It includes:

National Carers Week 5-11 June 2023

Hospital Carer Advisors

Hub Events.

Mary Frances Trust May Newsletter Available

The [May edition of the Mary Frances Trust newsletter](#) is available online and includes: World Maternal Mental Health Day: 3 May 2023 National Hoarding Awareness Week: 15-21 May 2023 Calendar of wellbeing activities.

Call blockers stop scams and nuisance calls

Surrey and Buckinghamshire Trading Standards call blockers have stopped over 48,000 scam and nuisance calls getting through to residents in 2022/23, saving them over £1.8 million.

If you know someone is vulnerable to parting with personal or bank information over the phone, please check to see if they are eligible for a free call blocker:

Telephone: 0808 223 1133.

Just A Minute App (JAM) Helps People With Hidden Disability Or Communication Barrier

The [JAM Card](#) allows people with a hidden disability or communication barrier to tell others that they need extra time and understanding in a private and easy way. Applications can be made online, and the card is available as either a digital or physical card.

Frimley Health And Care Integrated Care System (ICS) Launches Surrey Heath Place Physical Disabilities Survey

Frimley Health and Care ICS want to use the [Surrey Heath Place Physical Disabilities Survey](#) to understand what gets in the way of accessing services and other activities for people with physical disability and their carers. This includes the wheelchair service, physical activity, transport and neurology services.

The survey is for people with physical disability living in the Surrey Heath Place area and is open until Monday 3 July 2023.

Mapping The Mental Health Sector

A new [mental health mapping tool](#) has been developed for commissioners, service providers, and strategy makers, which maps mental health services within Integrated Care System / Board regions and local authority footprints. A high-level resource, developed to support commissioning and collaborations locally, the map demonstrates the first national picture of mental health service provision.

Digital Switchover Partner Toolkit

The telecommunications industry is replacing all old copper telephone lines in the UK, and it hopes to upgrade to a fully digital internet-based service by 2025. Solutions are required to support residents and prevent impact on their day-to-day life. Devices that are lifelines for people, such as personal alarms and health monitoring systems, and traditional plug-in telephones, could be affected.

The Local Government Association is launching a toolkit for partners to raise awareness of the digital switchover for their residents and communities, with the first wave aiming to educate 'telecare' users.

The toolkit contains assets to use on social media, plus draft copy for websites and bulletins.

To access the toolkit, please visit the [digital switchover hub](#). For any questions, please email: socialcaredigital@local.gov.uk

Safeguarding Resources For Transition

The Local Government Association (LGA) has now made available a one-stop shop of [transitional safeguarding resources](#) aimed at practitioners. The web page includes links to films and briefings from some of the leading thinkers in the field.

Door-To-Door Bus Service Expands In Mole Valley

Since Mole Valley connect launched in June 2022, over 11,600 trips have been taken. The on-demand, shared bus service is now available throughout the district to improve bus provision for residents.

More information about [Mole Valley connect](#) is available online.

Over £12m Of Grant Funding For Surrey Residents To Help Heat Their Homes

Grant funding is available for Surrey residents whose homes are not heated by gas, to make their homes more energy efficient and environmentally friendly.

Eligible properties must have an EPC rating of D-G, the primary form of heating must not be mains gas and applicants will need to meet the financial eligibility criteria. Funding is limited and will be on a first-come, first-serve basis. Residents can [check eligibility online](#) or by contacting Action Surrey:

Telephone: 0800 783 2503 Textphone (via Relay UK): 18001 0800 783 2503.

Co-Op Local Community Fund Available

The [Co-op Local Community Fund](#) is available for projects which:

Bring people together to access food.

Help to improve people's mental wellbeing.

Create opportunities for young people to be heard and make a difference.

Help people to save and restore nature or tackle climate change.

Improve Your Health And Wellbeing Survey Launched By Surrey Coalition Of Disabled People

The [Experience of Accessing Health and Wellbeing Services online survey](#) is part of a project funded by Surrey and Borders Partnership NHS Foundation Trust to support the final stages of their Community Mental Health Transformation Programme.

The insights and experiences provided by participants of the survey are essential in helping their project team to deliver evidence-based recommendations and embed community voices within current service improvements to the Mental Health sector. The survey is open to all

residents of Surrey and north-east Hampshire, that are over 18 years old.

The survey is due to remain open for much of the next year and can be submitted anonymously, unless opting to provide contact details to discuss the topics further.

For any questions or to request to complete the survey/provide feedback in a different way, please contact Charlotte Payne (contact details below).

Additionally, the project team is interested in speaking with residents of the following demographics, to ensure that the services offered by the Community Mental Health Transformation Programme are accessible and effective for these populations:

Men

Older adults

Neurodivergent

LGBTQIA+.

If interested, please contact Charlotte Payne, Co-production and Community Engagement Officer at Surrey Coalition of Disabled People: Email: Charlotte.Payne@surreycoalition.org.uk

Telephone/Text: 07492 249 513.

Social Tariffs For Broadband

[Social tariffs](#) are special discounted deals available to certain low-income customers. They are generally cheaper than standard broadband tariffs, starting at just £12 a month. They are usually not subject to price rises or exit fees.

Eligibility depends on the broadband provider. Some offer social tariffs to recipients of the following benefits: universal credit, pension credit (guarantee credit), income support, income-based jobseeker's allowance and income-based employment and support allowance. Some providers include other benefits, too. The account holder must be the person receiving the benefit to be eligible.

4.3 million UK households are eligible, but only 5% have signed up.