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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team

SURREY COUNTY COUNCIL

Monthly briefing

Information correct as of 22 August 2024

New Chief Executive starts at Surrey County Council

Terence Herbert has started as the new Chief Executive of Surrey County Council. Terence joins from Wiltshire Council, where he was appointed Chief Executive in June 2020. Prior to this he held a number of senior leadership roles including Head of Service for Safeguarding, Associate Director for Children's Services, Executive Director for Children and Families, Leisure and Communities, Corporate Services and HR and Organisational Development, and Chief Executive Officer for People.

Further information about Surrey County Council's new Chief Executive is available online.

Survey for carers of people with dementia

Surrey County Council is currently reviewing the training available for unpaid carers who are supporting someone with dementia and are inviting people to complete a short survey to gather insight to enable better access to information, training and advice for unpaid carers supporting someone with dementia.

The survey for carers of people with dementia is available online.

Alternative versions of the survey are also available online. To request the survey in a different language or another format, please contact Surrey County Council as follows:

- **Telephone**: 0300 200 1005
- **Textphone (via Relay UK)**: 18001 0300 200 1005
- **Text (SMS)**: 07527 182 861 (for the deaf or hard of hearing)
- **British Sign Language**: www.surreycc.gov.uk/bsl
- **Email**: asc.infoandadvice@surreycc.gov.uk

New Work Wise employment service launches

Work Wise is a free employment service funded by The Department for Work and Pensions that helps people to find, maintain and sustain meaningful, long-term paid employment or to support people already in-work to continue their employment.

The programme aims to bridge the gap between healthcare services and employment support, empowering people to overcome barriers and lead fulfilling working lives. Work Wise is for

anyone who is over 16 and living in or registered to a GP in Surrey or Northeast Hampshire with a physical or mental health condition, disability, neurodivergence, learning disability or learning difficulty who is in need of support to find work or stay in work.

Once registered, people are paired with a dedicated employment specialist who will work with them to identify their skills, and assist in finding job opportunities. The aim is to equip residents with the tools and confidence required to navigate the job market successfully, in addition to supporting those already in work.

The programme is being delivered in partnership with Surrey Choices, Richmond Fellowship, Get Set UK, Surrey Welfare Rights Unit and Citizens Advice.

Further information on the Work Wise employment service including the referral process/how people can apply is available online. Alternatively, the team can be contacted as follows:

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

Free Personal Assistant training available

Surrey Independent Living Charity (SILC) has now confirmed their training dates for 2024-25. The courses are offered free of charge to Personal Assistants working with clients in receipt of Direct Payments in Surrey.

Full details of the free Personal Assistant training including a full list of courses and booking information can be found online.

Launch of the getUBetter app for women's health in Surrey Downs

Bladder, Bowel and Pelvic Health services in Surrey Downs have seen the successful launch of the getUBetter Women's Health app. This has been recently added to the MSK getUBetter platform for empowering new and existing patients to work with a support plan alongside receiving treatment.

The getUBetter app is for anyone over 18 who lives in Surrey Downs and who has been advised or chooses to self-manage their condition or is waiting for treatment.

Further information about the getUBetter app is available online.

Stroke café in Cranleigh

The Stroke café offers an informal place for people affected by stroke to meet with others in a similar situation and socialise within a relaxed café setting:

- **Venue**: Snoxhall Community Centre
- **Date**: 3 September 2024
- **Time**: 11:00am

For more information, please contact the Cranleigh - Surrey Hills Rehab and Stroke Recovery Service:

- **Email**: elena.vasiliu@stroke.org.uk
- **Telephone**: 07860 187 653.

Spelthorne Residents' Survey 2024 live

Spelthorne Borough Council is seeking the views of local residents about the services that they provide. The Spelthorne Residents' Survey 2024 will be used to help the council shape its priorities and inform planning of services to help to meet residents' needs and expectations.

Paper copies of the survey are available at the council offices, libraries, community centres and Spelthorne and Sunbury leisure centres. Alternatively, to request a hard copy of the survey or a version in large print or in another format, please contact the Spelthorne Borough Council Communications Team:

- **Email**: news@spelthorne.gov.uk
- **Telephone**: 01784 451499
- **Textphone (via Relay UK)**: 18001 01784 451499

The survey closes at midnight on 1 September 2024.

Wellbeing Prescription Service update

The current Wellbeing Prescription Service contract will expire on 31 March 2025, and it is, therefore, proposed that the service be redesigned to align with the East Surrey Neighbourhoods. To facilitate this change, the current service with Tandridge District Council will be phased out over the next six months.

The deadline for accepting referrals for the Wellbeing Prescription Service is 16 September 2024.

For further information, please contact Jacey Woodwards, Wellbeing Prescription Manager:

- **Email**: jwoodwards@tandridge.gov.uk

JSNA chapter published - Smoking, Vaping and Tobacco Control

The latest Joint Strategic Needs Assessment (JSNA) chapter on Smoking, Vaping and Tobacco Control is now available. The chapter sets out recommendations for action to strengthen the Smokefree and Tobacco Control Plan in Surrey.

Smoking is one of the biggest preventable causes of early death and illness and contributes to the biggest gap in healthy life expectancy between the rich and the poor. Smoking costs millions of pounds every year in dealing with the associated health problems, loss of productivity, social care costs and fire-related costs.

To provide feedback or any suggestions, please contact Surrey County Council:

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

Surrey Health and Wellbeing Board signs End Poverty Pledge

Councillor Bernie Muir as Chair has signed the Good Company End Poverty Pledge on behalf of Surrey's Health and Wellbeing Board (H&WB). The H&WB Board is committed to reducing the stark health inequalities in communities, with a difference in life expectancy of ten years or more, between the least and most deprived parts of the county.

Good Company's hope is that individuals, businesses and organisations will follow the H&WB Board's example, take the pledge, create a groundswell of action and help to reduce the demand for foodbanks, which has doubled in recent years, due to the pandemic and cost-of-living crisis.

Please raise awareness of the Good Company End Poverty Pledge with residents and colleagues.

Surrey Welfare Rights Unit Impact Report 2023/24

The Impact Report for Surrey Welfare Rights Unit 2023/24 is now available online.

Forces Connect app now available online after major accessibility update

The Forces Connect app, a vital resource for the Armed Forces community, is now even more accessible thanks to its latest upgrade. These recent changes were made possible through additional support from Surrey County Council, demonstrating its commitment to the Armed Forces community and to ensuring no one is left behind.

This popular, free app, designed to connect users to organisations offering support across a broad range of areas, is now available both as a mobile app and via the Forces Connect website: www.forcesconnect.co.uk

While the app is designed to support Armed Forces personnel, ex-service personnel, veterans and their families, its features are also beneficial for families and can be accessed nationwide, extending beyond Surrey.

The Rogervoice app

The Rogervoice app is an innovative mobile application designed to facilitate communication for individuals who are Deaf or hard of hearing. The app leverages real-time transcription technology to convert spoken language into text, allowing users to engage in phone conversations seamlessly.

By bridging the communication gap, Rogervoice empowers users to maintain independence and stay connected with others.

Further information about the Rogervoice app is available online.

New Frimley Park Hospital update

The Government recently announced a full and comprehensive review of the national new hospital programme and said that it is undertaking this review while continuing to deliver the most advanced and most urgent hospitals to a realistic timeframe.

Frimley Health NHS Foundation Trust is therefore working closely with national and regional partners to understand more about what the review might mean for the new hospital programme.

While this review is ongoing, the work to build a new Frimley Park Hospital will continue to progress at pace:

- The extensive RAAC (reinforced autoclaved aerated concrete) maintenance programme will also continue to keep the hospital, patients, and staff safe.

- A new inpatient and diagnostic unit, including a dedicated breast care diagnostic area, is also being built, which will be an extension to the existing Frimley Park Hospital. This will serve to both provide much needed extra capacity, as well as space to care for patients while wards are undergoing vital remedial RAAC or refurbishment works.

More details on the New Frimley Park Hospital Programme, including future events and engagement opportunities will be added to the website.

To request further information, please contact the New Frimley Park Hospital Programme Team as follows:

- **Email**: fhft.newfphcomms@nhs.net

New accessible Changing Place toilets in Dorking

New accessible toilets have opened at St Martin's Walk Car Park in Dorking. Thanks to the local government funding and support from Muscular Dystrophy UK, this facility offers essential equipment and space for people with disabilities that severely limit mobility.

Located near Meadowbank Park and town centre shops, it's accessible 8:30am to 5pm daily with a radar key.

Surrey's Bridge the Gap Programme receives £300,000 for gambling harm project

Women in Surrey struggling with gambling addiction will soon benefit from a new initiative, thanks to a £300,000 grant from Gamble Aware.

This funding will support Surrey County Council's Bridge the Gap Programme over the next two years, providing crucial aid to women facing gambling harm, as well as other challenges such as mental health issues, domestic abuse, and the risk of homelessness.

The Bridge the Gap initiative will offer specialist, long-term trauma-informed outreach to approximately 16 women annually. Additionally, around 30 women with a history of gambling harm will receive ongoing recovery support, facilitated by peer support workers with lived experience.

The programme will also develop a Surrey-wide recovery-focused peer support network, ensuring sustained assistance and community backing for those in need, helping them overcome obstacles to recovery. This initiative will also support the council wide strategic approach to addressing gambling related harms.

Further information about the Bridge the Gap Programme is available online. Additionally, please contact:

- **Email**: Changing.Futures@surreycc.gov.uk

Update from Mary Frances Trust

Safe Harbour Epsom launches

Mary Frances Trust has launched Safe Harbour Epsom, a new daytime mental health crisis prevention service providing up to six-week tailored support to adults (18+) at risk of regular mental health crises. Safe Harbour Epsom located at the Brickfield Centre, works with referred clients to reduce the frequency and severity of their mental health crises, provide them with alternative strategies for de-escalation as well as build resilience.

The service is a one-year pilot, funded by the Surrey County Council Mental Health Investment Fund, to provide better outcomes and experiences for people at risk of mental health crisis and reduce visits to A&E and other blue light services.

The August opening hours are Monday to Friday, 9am to 6pm. From 2 September 2024, Safe Harbour Epsom will be open seven days a week, 9am to 6pm, every day of the year, offering a six-week rolling programme to referred clients.

Safe Harbour is a clinical referral only service. The service can only accept referrals from the following teams: Home Treatment Team, Community Mental Health Recovery Service, Safe Havens, Psychiatric Liaison or GPs.

Another Safe Harbour site is due to open in Woking in September 2024 by partner organisation Catalyst Support.

For more information about the service, please contact Safe Harbour Epsom:

- **Email**: safeharbour@maryfrancestrust.org.uk

Community Connections Service contract update

It has been confirmed that Mary Frances Trust, Catalyst Support and Richmond Fellowship will continue to deliver Community Connections for the next five years in their respective areas.

Community Connections delivers free wellbeing support to people aged 16+ in Surrey, including peer support groups, workshops, and courses, both online and in person. Activities range from physical activities, wellbeing courses and peer support groups, to arts and crafts, nature groups and interest groups.

Community Connections is a self-referral service, which means anyone aged 16+, living or working in Surrey can register to receive the support. Referrals are also accepted from mental health professionals, GPs and other organisations.

A new website for Community Connections Surrey is under development but in the meantime, please visit the individual provider websites:

- **Website**: www.maryfrancestrust.org.uk
- **Website**: www.catalystsupport.org.uk
- **Website**: www.rfcommunityconnections.org.uk

Update from Healthwatch Surrey

Healthwatch Surrey Insight Bulletin and Quarterly Impact Report

The Healthwatch Surrey Insight Bulletin focuses on the themes raised by local people. This month's bulletin focuses on:

- Thanks and praise
- Secondary care: communication can lack clarity and compassion
- Primary care: GP access (and communication around it) a continuing issue
- Spotlight on urgent and emergency care services: drivers and barriers
- Spotlight on social care: the self-funder's journey (further details are available below).

The Healthwatch Surrey Quarterly Impact Report also highlights the impact made throughout the first quarter of 2024/25 (April to June 2024).

Who can help me plan for my future as an older person? report

Surrey County Council approached Healthwatch Surrey to help provide some benchmark insight into the journey self-funders (people paying for their own care home accommodation) have taken to arrive in a residential care home setting. This will help inform the impact of an ongoing Planning for your future communication awareness campaign aimed at self-funders in the care market, ensuring that the campaign provides the right information, at the right time and in the right places. Healthwatch Surrey also spoke to future self-funders in community settings and used an online questionnaire.

The Who can help me plan for my future as an older person? report is available online.

National eye care survey

Healthwatch England is undertaking a project to understand people's experiences of optometry and ophthalmology across England and have launched a national eye care survey.

Feedback will be used to help identify what's working well and whether any changes could improve the care people get.

Mentell Surrey Impact Report

Mentell's mission in Surrey is to reduce male suicide and offer safe and confidential spaces for men (18+) to talk, free from advice and judgement.

The Mentell Surrey Impact Report aims to celebrate the collaborations Mentell has made over the last 18 months and bring to life the true impact this work has had on the men benefiting from the service.

International Week of Deaf People 2024

The International Week of Deaf People is taking place 23 to 29 September 2024. The week also includes International Day of Sign Languages on Monday 23 September which has the theme of 'Sign up for Sign Language Rights.

Coffin Club Surrey dates available

Coffin Club is a free six-week course provided by Brigitte Trust, meeting once a week for a talk with experts from the funeral business and end of life care, to support people plan their own end-of-life celebration. The sessions will include legal planning, funeral arrangements, natural burial, and much more.

They are open to everyone - professionals, patients, carers, staff and the general public. People can attend all six sessions or just choose the sessions that they are interested in.

The next course will be held as follows:

- **Venue**: Clandon Wood Natural Burial Ground, Guildford, Surrey, GU4 7FN
- **Dates**: Monday 9 September 2024 to Monday 14 October 2024
- **Time**: 10am to 12:30pm

Further information about Coffin Club Surrey, including how to book a place is available online.

Alternatively, please contact the Brigitte Trust:

- **Email**: sarah.pattenden@brigittetrust.com
- **Telephone/Text**: 07469 932192.

Current open Surrey County Council consultations

Find all open Surrey County Council consultations on Surrey Says.

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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