

# 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 25 July 2024

### Surrey County Council appoints new Executive Director of Adults, Wellbeing and Health Partnerships

Surrey County Council has appointed Claire Edgar as the new Executive Director for Adults, Wellbeing, and Health Partnerships.

Claire, who is currently the Executive Director of Community Wellbeing at Southampton City Council, was selected after a thorough recruitment process and will join the council later this year. She is a qualified social worker with over 20 years of experience in local government and social care. In her new role, she will also have a statutory responsibility for Adult Social Care.

For more information, visit [Surrey News](#).

### Reporting low level care quality concerns

Surrey County Council Adult Social Care has published new guidance for reporting low level care quality concerns:

- [Reporting care quality concerns guidance](#)
- [Safeguarding adults thresholds and care quality concerns: Guidance for professionals](#)

Examples of low-level care quality issues that may not necessarily meet the safeguarding threshold include:

- pressure ulcers
- falls
- medication errors
- interpersonal incidents among adults.

Providers with concerns about quality of care should [report their concerns](#) to Surrey County Council Adult Social Care Quality Assurance team.

Concerns should also be reported to:

- [Care Quality Commission \(CQC\)](#)
- [Integrated Care Board \(ICB\) Quality team](#)

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If you have any questions, please contact:

Email: [ascquality.assurance@surreycc.gov.uk](mailto:ascquality.assurance@surreycc.gov.uk)

## **New mental health carers' support team introduced**

Unpaid carers supporting someone with mental illness can face many challenges. Action for Carers Surrey has a new team to support these carers, helping both the carers themselves and the professionals who work with them and the people they care for. The goal is to provide tailored advice, information, and support to meet their specific needs.

The team can assist unpaid carers in all situations where the person they care for has poor mental health, a diagnosed mental health condition, and/or substance misuse issues. One team member will focus on supporting young carers in these situations.

Action for Carers Surrey will be running some online information sessions for professionals to explain the team's roles, specialisations, and how they align with different parts of Surrey's NHS and social care systems. They will also cover who can refer to them and how the referral process works, with opportunities to ask questions.

- **When:** 8 August 2024, 1pm to 2pm and 13 August 2024, 10am to 11am
- **Where:** Online via Zoom

For further information, please visit [Action for Carers](#).

## **New domestic abuse support service for South Asian men**

[Men Together](#) specialises in supporting men who are survivors of physical, coercive, financial, and emotional abuse. The service specialises in complex cultural issues which impact men from South Asian communities.

Their services include:

- crisis helpline
- one-to-one assistance
- group mentoring support.

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

## **Healthwatch Surrey's annual report published**

Healthwatch has published their annual report [The Value of Listening](#).

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The report highlights some of their key impacts in 2023-2024 – a year in which they heard from over 1,600 people and published 26 reports about people’s experiences of health and social care services across Surrey.

## New mental health inpatient service looking for people with lived experience to join group

Surrey and Borders Partnership NHS Foundation Trust (SABP) is hosting a lived experience group for Silverwood, their new North West Surrey mental health inpatient service in Chertsey which is due to open in autumn 2024.

They will share updates about the programme, discuss the roles of staff, carers, and patients in recovery, and provide news about their community transformation efforts to keep people well at home. Plans for safe spaces for those detained under the Mental Health Act will also be discussed, including time for questions and answers.

Anyone with experience using their services, their families and carers, those interested in mental health, and Trust staff are welcome to attend to share ideas and provide feedback.

- **When:** 1 August 2024 2pm to 4pm
- **Where:** Online via MS Teams.

For further information and to register, please visit [SABP](#).

## Supported accommodation site in Horley progresses

Early onsite progress in the building of new Supported Independent Living accommodation in Horley town centre was recently marked by Surrey County Council and forms an important part of the council’s plan for specialist accommodation in the county.

In Horley, homes for 16 residents are being constructed on the edge of the town centre. The site will include six self-contained one-bedroom flats, plus two townhouses. Each of the houses will feature five ensuite bedrooms alongside shared lounges and kitchens.

A similar development will shortly commence at another site in Byfleet as work on the County Council’s ‘Right Homes, Right Support’ strategy for adults who need specialist housing picks up speed.

The intention is that people will stay in their homes for the medium to long term and be helped build their independence. Surrey residents with eligible care needs who are supported by the county council for a learning disability or autism will be considered for tenancies.

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

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## **Urgent Care Service receives outstanding patient feedback**

[Alliance for Better Care](#) unites 47 GP practices across 12 Primary Care Networks in Surrey and Sussex, is proud to share that their Urgent Care at Scale Service, which supports practices to manage their same-day demand, is receiving excellent patient feedback.

In June 2024, 994 patients were booked into the service, of which 921 (93%) were managed entirely within the service. Of those who completed a feedback survey:

- 91% were very happy or happy with the service
- 94% felt listened to and treated with care and respect
- 91% said the experience of our service was very good or good
- 86% said they are likely or very likely to recommend the service.

For further information about the service, please contact:

**Email:** [richard.visick@nhs.net](mailto:richard.visick@nhs.net)

## **Surrey Police Disability Advisory Group looking for participants**

Surrey Police is looking for local residents to join their newly launched Disability Advisory Group.

The group will provide a valuable link between disabled people and Surrey Police. Members of the group will be able to provide advice on matters concerning disability and how they affect local disabled people and their relationship with the police.

For more information please visit [Surrey Police](#).

## **Surrey Coalition's Access to Food support scheme**

The Access to Food scheme provides funding to people struggling with the cost of living, who may also have difficulty, due to disability or a long-term health condition, getting to their local food bank.

The scheme covers the cost of a taxi ride to a local food bank. Access to Food is awarded per household every three months and is on a first come, first serve basis.

For further information and to apply, please visit [Access to Food](#).

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## **Carers UK State of Caring survey 2024 published**

The annual [State of Caring survey](#) is the UK's most comprehensive study of carers' experiences.

Last year's survey responses helped Carers UK working with other charities across the UK to:

- recommend actions to combat carer poverty through the Carer Poverty Coalition, comprising 130 national and local organisations
- shape the carers manifesto, urging political parties to establish a new social contract for unpaid carers
- collaborate with the All-Party Parliamentary Group on Carers to call for a national carers' strategy
- successfully advocate for the Carer's Leave Act 2023, allowing carers to take unpaid leave
- campaign for fairer Carer's Allowance processes, leading to government commitments for improvements
- push for better support and rights for carers.

The survey will close on 11 August 2024. For further information and to complete this years survey, please visit [Carers UK](#).

## **Surrey Welfare Rights Moving into Adulthood project launched**

Surrey Welfare Rights has a project called Moving into Adulthood, which helps young disabled adults, especially those in education, to claim benefits. The project also offers advice and information to carers and parents of young people aged fourteen to twenty five.

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

## **Get funding for your community project in Guildford**

Guildford Borough Council, in partnership with Spacehive, launched Crowdfund Guildford to help local groups get funding from the community, the council, businesses, and foundations.

The autumn funding round offers two options:

Standard projects:

- Funding up to £5,000
- Ideal for small local projects



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- The community raises money, and Crowdfund Guildford adds up to £5,000 or fifty percent of the total needed.

Large capital projects:

- Funding up to £25,000
- Suitable for big projects like installing solar panels or improving parks
- For every pound raised by the community, Crowdfund Guildford matches it up to £25,000 or fifty percent of the total needed.

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

## TalkPlus seeking views from older adults

The team at TalkPlus, which provides NHS Talking Therapies, wants to hear from people aged 60 and older.

They're trying to learn more about how older adults manage feelings like anxiety, low mood, and stress. The [survey](#) can be completed online.

## Grow and Glow mental health support group open in Epsom

Grow and Glow is a free mental health support group exclusively for women.

The support group gives women a place to come together to engage in meaningful discussions about mental health challenges, exchange coping strategies and foster strong relationships with other members.

- **When:** Weekly, every Wednesday 7pm to 8.30pm.
- **Where:** Epsom Methodist Church, Ashley Road, Epsom, KT18 5AQ.

For further information, please visit [Grow and Glow](#).

## New Pharmacy Contraception Service available countywide

People living in Surrey can now access contraceptive pills at participating pharmacies, providing greater flexibility and convenience. This new service expands contraceptive options by offering the supply of oral contraception without the need for a doctor's or nurse's prescription or being registered with a GP.

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Anyone needing the oral contraception pill can now obtain it at participating pharmacies without a GP referral, although referrals from general practices or sexual health clinics are also accepted.

A pharmacist may be able to supply the contraceptive pill if someone needs to:

- start using the contraceptive pill for the first time
- start the contraceptive pill again after a break from taking it
- get a supply of the contraceptive.

Pharmacies that offer the contraceptive pill without a prescription can be found on the [NHS website](#).

## **GSK IMPACT awards and new GSK Community Health programme open for applications**

The GlaxoSmithKlein (GSK) IMPACT awards offer funding and training to charities with annual incomes between £150,000 and £3 million. Up to fifteen awards will be given, ranging from £4,000 to £50,000, plus free training worth £13,500. The deadline for applications is 30 August 2024.

The new GSK Community Health programme runs alongside the GSK IMPACT awards to help small charities addressing health inequalities with annual incomes between £20,000 and £150,000. Up to 15 charities will receive up to £10,000 in funding and free training worth £3,500. The deadline for applications is 12 August 2024.

For further information and to apply, please visit [The Kings Fund](#).

## **New Wheelchair Alliance website launched**

The Wheelchair Alliance is dedicated to listening to wheelchair users and giving them, their families, and carers useful information.

They have launched a new website, adding several new features.

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

## **Active Wellbeing Coaching available in East Surrey**

[Active Wellbeing Coaching](#) is a programme for adults with neurodivergent and mental health needs that includes workshops, access to one-to-one coaching sessions, events, activities, and support to achieve goals and create a wellbeing plan. It's delivered by [Active Prospects](#)

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and operates from hubs across East Surrey. The aim of the service is to meet people's unique neurodiverse needs and be a guide and companion on their wellbeing journey.

As well as being able to access up to twelve coaching sessions, participants will also be able to access a social prescription budget to help them to pay for specific activities which will enhance their wellbeing.

For further information, please email:

- **Email:** [wellbeingcoaches@activeprospects.org.uk](mailto:wellbeingcoaches@activeprospects.org.uk).

## **Sparks Fund relaunches**

Surrey Community Action and Volunteer Woking's Sparks Fund helps communities affected by Covid 19 and its broader effects on health, wellbeing, and the rising cost of living. Grants of up to £2000 are available.

For further information, please contact Surrey Community Action:

- **Email:** [info@surreyca.org.uk](mailto:info@surreyca.org.uk)
- **Telephone:** 01483 566 072
- **Website:** [Surrey Community Action](https://www.surreycommunityaction.org.uk)

## **Work Wise Service starts at Horley Health Hub**

Work Wise is an employment specialist service offering one-to-one support for Horley Primary Care Network (PCN) patients with mental health or chronic health conditions. The service will run every Friday at the Horley Health Hub, offering pre-booked and walk-in sessions.

This is available to Horley Patients over the age of sixteen who have a health condition and are looking to find part or full-time employment or would like support in retaining their current employment. The support includes CV design, job searching, interview practice and techniques alongside job retention support.

Patients can be referred by their GP practice, self-refer via the [Work Wise referral form](#) or just turn up to one of the walk-in sessions.



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## Active Surrey Revive and Ride community scheme

Active Travel Choices is a pilot scheme that has been developed collaboratively by Surrey County Council's Adult Social Care Disabilities Commissioning Team, Surrey Choices, Active Surrey, the East Valuing People Group and the Surrey Cycle Training Team.

Active Surrey work with the [Revive and Ride Scheme](#) to rescue abandoned bikes from the dump. These bikes are refurbished by inmates at Ford Open Prison and then given to community projects, including Active Travel Choices.

The Surrey County Council Cycle Team is offering training sessions during the summer for people with learning disabilities or autism, as well as local community groups on the following dates:

- [Monday 5 August 2024](#) – 1pm to 3pm
- [Friday 9 August 2024](#) – 10am to 12pm
- [Friday 16 August 2024](#) – 10am to 12pm.

The training will take place in the car park in front of the Surrey Choices building. To borrow a bike or if you have any questions, please contact:

- **Email:** [bikes@surreychoices.com](mailto:bikes@surreychoices.com)

## Latest groups and courses from Mary Frances Trust

Mary Frances Trust (MFT) runs a range of groups and courses to support adults across Surrey. Their newest course is:

- **Online Singing in Mind** – on 30 July 2024, 6 August 2024 and 20 August 2024.

A full list of the courses and groups is available via the [MFT calendar](#), which is now more accessible and offers the option of a talking calendar.

To attend, people need to first [register](#) on the MFT website and then contact MFT to book a place:

- **Email:** [info@maryfrancestrust.org.uk](mailto:info@maryfrancestrust.org.uk)
- **Telephone:** 01372 375 400
- **Text:** 07929 024722

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## Latest groups from Catalyst

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

For further information or to register, please contact Catalyst:

- **Email:** [groups.cc@catalystsupport.org.uk](mailto:groups.cc@catalystsupport.org.uk)
- **Telephone:** 01276 409 415
- **Text (SMS):** 07919 541 424
- **Website:** [Catalyst](#)

## 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](mailto: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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