

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 24 October 2024

Surrey Heartlands' Winter Ready campaign launches

Winter is a busy time for the NHS. More people need hospital care and services, flu and Covid-19 cases go up, and cold weather makes many health conditions worse.

NHS Surrey Heartlands is checking if people are ready for winter. Being “winter ready” means:

- getting [flu and Covid-19 vaccines](#), and the new [RSV vaccine](#) for those aged 75 to 79, and pregnant people.
- knowing how to get [urgent health advice and treatment](#), and which service to use and when (including pharmacies, GP teams, NHS 111, Minor Injury Units, Walk-in Centres, Urgent Treatment Centres, and keeping A&E and 999 for emergencies)
- planning ahead for repeat prescriptions and keeping a well-stocked medicine cabinet for common illnesses which can be treated through [self-care](#)
- using the [NHS App](#) for health advice, ordering repeat prescriptions, viewing health records, and booking appointments
- preparing for cold weather by keeping homes heated to recommended levels to stay warm and healthy.

For further information on staying well in winter, please visit:

- [Surrey County Council Winter Advice](#)
- [Keeping warm and well: staying safe in cold weather](#)
- [Age UK's winter health advice](#)
- [Surrey County Council Health and Welfare Support](#).

Consultation launched on draft travel policy for adults with care and support needs

A consultation on a draft travel policy for adults with care and support needs is now open. The draft policy aims to support people to be as independent as possible and lead active and fulfilling lives in their communities. It sets out the county council's approach to providing travel assistance to residents who have eligible needs under the Care Act.

The draft policy is the first resident-focused information about travel and transport support for people with care needs and aims to aid residents' understanding of how decisions about travel assistance are made.

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People can have their say on the draft policy through an online survey. Alternative formats are also available. The draft policy and survey, which closes on 31 December, [can be found on Surrey Says](#).

Please share the [Surrey Says survey](#) as appropriate and like and share posts on [Facebook](#) and [X \(formerly Twitter\)](#).

Essential e-learning for professionals providing information or signposting

Have you completed our e-learning course “**Information and advice resources about care, support, health and wellbeing**” yet? The course is part of our commitment to improving information and advice in health and social care settings.

It aims to help you understand and navigate what online information and support is available to help provide you with answers quickly and efficiently across a variety of subject areas, especially at key points in the care pathway and includes three animated videos using different people scenarios, which explain our strengths-based approach.

Feedback has been extremely positive from hundreds of staff and partners to date with 96% of people who provided feedback finding the course useful or very useful.

If you work for Surrey County Council you can access the course on Olive by searching for “Information and advice resources about care, support, health and wellbeing.”

If you are a professional from another organisation in the health and care system, or in an information provision or signposting role, we encourage you to complete the course to help provide consistency and quality in our information and advice offer to residents. You can access the course through Surrey Skills Academy. Go to surreycc.gov.uk/skillsacademyonline and search for “Information and advice resources about care, support, health and wellbeing”.

If you have any comments or queries or need any help in accessing the course, please do not hesitate to contact us at ASC.engagement@surreycc.gov.uk.

New CQC Chief Executive appointed

Sir Julian Hartley will be the new Chief Executive of the CQC. He has been leading NHS Providers since February 2023 and has previously managed several organisations, including ten years at Leeds Teaching Hospitals. Sir Julian is skilled at helping organisations through difficult times, improving performance, and creating strategies, all while focusing on better care for people. He has a lot of experience in health and understands the importance of adult social care.

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Surrey County Council signs the End Poverty Pledge

On 8 October 2024, the United Nations marked the [International Day for the Eradication of Poverty](#). This year's theme is "acting together" to build fairer and more inclusive societies. To support this, Councillor Mark Nuti, Cabinet Member for Health and Wellbeing and Public Health, signed the [Good Company's End Poverty Pledge](#) for Surrey County Council. This shows the council's commitment to developing a comprehensive, community-led Poverty Action Plan to share with partners across the county.

This winter, the council's [health and welfare hub](#) will provide information to help those struggling with rising living costs. It offers details on Warm Welcomes, energy advice, grants for energy-efficient homes, and local foodbanks. The county council's fuel poverty programme received nearly £1 million in funding this year and has worked with partners to support those at risk of fuel debt. Last year, 46,000 residents used Warm Welcome venues, 86,000 benefited from the Household Support Fund, and 2,000 received emergency financial help from the Crisis Fund.

Five Ways to Wellbeing toolkit launched by Public Health

The Five Ways to Wellbeing Toolkit is a comprehensive resource to help residents, staff, volunteers, teams, or organisations promote wellbeing through small actions to feel well.

Based on the New Economics Foundation's framework, it includes five principles: Connect, Be Active, Take Notice, Keep Learning, and Give. These principles can improve wellbeing and reduce stress. The toolkit can be adapted to specific needs, and there is also a downloadable self-guided booklet for residents to enhance their wellbeing at their own pace.

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

Action for Carers Information Fairs for Carers' Rights Day

Carers Rights Day is on Thursday 21 November 2024. It's a national event to help unpaid carers learn about their rights and get the support they need.

Action for Carers Surrey is hosting carer information fairs across Surrey in partnership with local organisations, charities, Adults, Wellbeing and Health Partnerships and the NHS.

The fairs will run from 11am to 2pm on these days and locations:

- Monday: Cranleigh and Woking
- Tuesday: Godalming
- Wednesday: Ashford, Camberley, and Epsom

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- Thursday: Farnham
- Friday: Merstham and Leatherhead
- Saturday: Guildford.

These are drop-in events, so carers can visit anytime during the event hours. There will be free refreshments and giveaways.

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

Wellbeing and Community Responder Service

Mole Valley Life and Surrey County Council are piloting a Wellbeing and Community Responder service for Mole Valley Life Lifeline Alarm and Epsom & Ewell Community Alarm clients in Mole Valley, Reigate and Banstead, Epsom & Ewell, and Tandridge. The service aims to reduce 999 calls and provides wellbeing checks, comfort, and support for those needing emergency help. The service operates daily from 6am to 10pm.

For further information, please visit the [Mole Valley Life website](#).

Healthwatch Surrey Neurodiversity Report

Healthwatch Surrey has published a [report](#) on neurodivergent people's experiences of outpatient appointments in Surrey hospitals. The report has been shared with hospitals and community groups who helped with the research.

They listened to people's feedback about their outpatient experiences. Some had positive experiences when adjustments were made. However, others had fewer positive experiences, often due to issues with communication, staff attitudes, information accessibility, and the physical environment.

Their recommendations were based on the key findings and are categorised into the following themes:

- environment
- information
- communication
- waiting time
- length of appointment
- training and awareness of neurodiversity.

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

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Annual living allowance text scam

Scammers are attempting to steal personal information using a phoney 'annual living allowance' text and website.

With an imitation of the government's Cost of Living Payments scheme, this scam includes a link to a very convincing copycat government website.

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

Free air quality text service for residents

Starting in October 2024, six out of eleven districts and borough councils in Surrey will introduce the free airTEXT service. This service provides a three-day warning when air pollution levels are expected to rise, helping residents, especially those with chronic health conditions like asthma, to adjust their activities accordingly. The six areas that are launching the services initially are:

- Elmbridge Borough Council
- Reigate and Banstead Borough Council
- Spelthorne Borough Council
- Runnymede District Council
- Mole Valley District Council
- Tandridge District Council.

Residents can sign up to the new service for alerts by text message, email and voicemail via [airTEXT/sign-up](#).

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

Funding raised for the Women's Support Centre Surrey

The Big Give campaign has raised £6,116.74 for the [Women's Support Centre](#), which will restart the generic service. This funding will provide 122 hours of one-on-one support for vulnerable women, helping them begin their healing and recovery. The centre will be able to spend more individual time with each woman, preparing them for further counselling and support, and tailoring recovery plans to their specific needs.

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

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Domestic abuse training available

Surrey's domestic abuse training is free to attend for professionals and volunteers working to prevent or respond to domestic abuse in Surrey.

The training will help professionals and volunteers to apply the updates from the Domestic Abuse Act 2021 in their daily work and will address the gaps found in the latest Domestic Abuse Needs Assessment for Surrey.

Courses include:

- Domestic Abuse is Everybody's Business - Awareness
- Domestic Abuse for Professionals - Intermediate
- Domestic Abuse for Professionals – Advanced
- Anti-Victim Blaming

For further information and to book a free place, please visit [Taye Training](#), and enter code SURREYDA.

Support for Early Onset Type 2 Diabetes

In England, diagnoses of early onset type 2 diabetes in people under 40 have increased by 39% over the past six years. The first 12 months after diagnosis are crucial. [Oviva](#) offers a free 12-week programme via an app or phonenumber to help with self-management, regular health checks, and pregnancy preparation to reduce complications.

The programme focuses on:

- improving blood glucose levels
- losing weight (if needed)
- building healthier habits.

For further information and to sign up, please visit [Oviva](#).

Citizens Advice Drop-In Service for Runnymede and Spelthorne

Citizens Advice will have advisers available for drop-in sessions at various locations in Runnymede and Spelthorne from this month. These sessions offer free, confidential advice on a wide range of issues, including benefits, housing, debt, and more.

The [timetable](#) for these drop-ins, covering October 2024 to January 2025, is now available.

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Surrey's first JSNA Chapter on Multiple Disadvantage

Surrey County Council has published a new chapter in their [Joint Strategic Needs Assessment \(JSNA\)](#) focusing on multiple disadvantage. This chapter was created with input from Surrey's Changing Futures Lived Experience Recovery Organisation (LERO), which uses personal experiences to address multiple disadvantage. The chapter is based on extensive stakeholder engagement, data analysis, and cross-sector collaboration.

Multiple disadvantage affects many people, with an estimated 336,000 adults in England experiencing it, including at least 3,000 in Surrey. These individuals often face long-term issues like poverty, trauma, abuse, and neglect.

The JSNA chapter suggests several key actions to improve support for those experiencing multiple disadvantage in Surrey. It includes eleven recommendations that stress the need for better integration and collaboration among local services to provide accessible, relational, and person-centred support.

For further information, please [read the full chapter](#) or contact jsnafeedback@surreycc.gov.uk with any comments or questions.

SUN community peer support for people with complex emotional needs

The Service User Network (SUN) is an easy to access community-based support service for adults experiencing difficulties with complex emotions often associated with personality disorder. These emotions can affect how a person feels, copes with life and manages relationships.

Based on an established model, SUN offers access to regular peer support groups where people can talk about their experiences and offer one another help and advice. Groups are facilitated by a SUN facilitator with mental health lived experience and a clinician. SUN is available to anyone aged 18 and over who is registered with a GP in Surrey or north-east Hampshire.

It is for people who:

- have been diagnosed with personality disorder and who are looking for increased support in the community to help them manage their condition;
- would describe themselves as having complex emotional needs but have not received a diagnosis of personality disorder.

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

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Sight for Surrey win visionary award for their community hubs

Sight for Surrey has won the Community Impact Award at the Visionary Awards 2024 for their Meet Up Catch Up community hubs, which support people with sight and hearing loss.

The hubs provide a space for people who are Deaf, hard of hearing, blind, partially sighted, and deafblind to share skills and build a supportive community.

There are five monthly hubs in Epsom, Fetcham, Godalming, New Haw, and Oxted, plus a term-time group in Merstham. The hubs operate once a month from 10am to 12pm.

For further information, please visit [Sight for Surrey's events calendar](#).

Steven's story – A personal experience of cuckooing

In September, [Catalyst Support](#) premiered a film called Steven's Story, which is based on a victim's personal experience of cuckooing. The film aims to raise awareness among professionals and the community, helping them recognise, report, and stop cuckooing, ensuring victims get the support they need.

Please share [Steven's Story](#) to help spread awareness.

Marie Curie East Surrey Care Home Companion Service

Marie Curie is the UK's largest charity providing end-of-life care. They support anyone with a terminal illness, not just cancer, offering hospice and home care, companion volunteers, bereavement support, information, and a free support line. Their main goal is to improve end-of-life care.

To help achieve this, they are launching a new Care Home Companion service in three care homes in Caterham, Merstham, and Reigate, with plans to expand across East Surrey. This volunteer-led service will provide companionship and emotional support through "what matters to me" conversations. Funded until April 2025, the service will also offer extra support to staff, residents, and their families at the end of life.

Community companions are making a significant impact, especially in respecting clients' voices, dignity, identity, values, and beliefs.

For further information, please contact [Zabian Fifield](#).

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Latest from Healthwatch Surrey

The [Healthwatch Surrey October Insight Bulletin](#) focuses on the themes raised by local people. This month's bulletin focuses on:

- thanks and praise
- secondary care: Over stretched services affecting quality of care
- primary care: waiting lists for face-to-face appointments and digital exclusion a continuing challenge for patients
- confusion around weight loss support.

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:

- Men's peer support group – second and fourth Tuesday each month.

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
- **Telephone:** 01372 375 400
- **Text:** 07929 024722

Latest groups from Catalyst

The [activity timetable for October](#) 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
- **Telephone:** 01276 409 415
- **Text (SMS):** 07919 541 424
- **Website:** www.catalystsupport.org.uk

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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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