

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

Adult Social Care | Information and Engagement Team



Coronavirus Special Briefing *Information correct as of 17th December 2020*

Most of Surrey moves to Tier 3 Level

It has been announced today that from Saturday 19th December, the majority of Surrey will be placed into tier 3, the **Very High Covid Alert Level**. Waverley is to remain in tier 2. Due to rapidly rising rates of Coronavirus across most of Surrey the Government has taken the decision to implement tier 3 restrictions in all other districts and boroughs.

The Very High alert level is for areas with a very high or very rapidly rising level of infections, where tighter restrictions are required. The decision to move an area into a higher tier is based on a number of indicators, including the overall infection rate, the rate in the over 60s, and the pressure on the NHS.

This means that, with the exception of Waverley, if you live in Surrey:

- You can only mix households (in groups of up to six) in outdoor spaces, such as parks and the countryside, not in private gardens
- All hospitality venues such as bars, pubs and cafés must shut. They can open for takeaway only
- Indoor entertainment venues, such as theatres and cinemas, must close
- Accommodation, such as hotels and B&Bs, must close.

This is in addition to existing guidelines that state you must not mix with anyone you don't live with (or who aren't in your support bubble) in any indoor setting.

Residents in Waverley should continue to follow tier 2 rules.

Residents in tier 3 should avoid travelling outside their area including for overnight stays, other than where necessary, such as for work, education or medical treatment. They should also continue to follow tier 3 rules if they travel to an area in a lower tier and must not stay with anyone they do not live with elsewhere in the UK, or visit their home (unless they share a support bubble).

Everyone in Surrey should continue to follow guidance on wearing face coverings, social distancing, and working from home when possible. If you can't work from home you should walk or cycle where possible, or try to avoid busy times on public transport.

Mass vaccination programme begins in Surrey

Vaccinations against COVID-19 began in Surrey last week at the Royal Surrey NHS Foundation Trust in Guildford, one of the first 50 hospital hubs to receive the vaccine.

It is initially immunising care home workers, staff who are at risk, and people over the age of 80 who are Royal Surrey outpatients, contacted in advance of their scheduled appointments.

The Trust is also working with care home providers to book their staff into vaccination clinics. In the first six days just over 1,600 vaccines were given.

The first local vaccination services (based on primary care network (PCN) groupings) began at the following sites on 16 December:

- Epsom Racecourse, Epsom
- Chertsey Hall, Chertsey
- The Westway, Caterham
- St Christopher's Church, Haslemere.

The public has an important part to play to help the NHS expand this programme and to deliver it effectively. The message to our residents is:

- Please don't contact the NHS to seek a vaccine, they will contact you;
- When contacted, please attend your booked appointments;
- And please continue to follow all the guidance to control the virus and save lives.

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

Support available for Surrey families struggling this winter

Surrey County Council will ensure help is available for families struggling this winter, through the Government's £170m COVID Winter Support Grant of which Surrey is set to receive just over £2m.

It is designed to directly help families and individuals who have been hardest hit by the pandemic, with the majority set aside to ensure children do not go hungry during the winter months.

Around £200,000 from the first tranche of money will be given to the [Surrey Crisis Fund](#) and made available to residents who are struggling through the winter. This money will provide support towards food costs and utility bills, but also emergencies such as replacing broken white goods and to guide people away from long lasting debt.

Locally Supported Contact Tracing

Surrey County Council is supporting the national Test and Trace programme by contacting residents in the county who have tested positive for COVID-19. If the national Test and Trace service is unable to contact someone within 24 hours, their details will be referred to Surrey's contact tracing team. The only number the team will call residents from is 01483 404939.

Surrey already has a strong contact tracing completion rate through the national Test and Trace service. This local service will ensure that even more residents who have tested positive for COVID-19 are successfully contacted. For more information about the service, visit:

[Surrey County Council](#).

Surrey County Council web pages for coronavirus advice and support

The Surrey County Council web pages for [coronavirus advice and support](#) host the most up-to-date information on coronavirus for Surrey residents and people working in the county.

There are links to official and trusted information and advice from the Government and the NHS, as well as how to find, and offer, support in the community, access emergency funds, council service updates and business advice.

New Easy Read winter information including Christmas Bubble guidance has been recently added to the '[Resources for Residents](#)' page. This page also contains other accessible assets explaining different aspects of coronavirus.

Community Helpline opening hours over the holiday period

The Community Helpline will be open over Christmas, via:

Telephone number: 0300 200 1008

SMS: 0786 0053 465 for Deaf and hearing-impaired residents only.

Opening Hours 2020:

- Thursday 24 December (Christmas Eve): 9am - 5pm.
- The helpline will be closed between Christmas Day, Friday 25 December until Monday 28 December.
- Tuesday 29 December – Thursday 31 December: 9am - 5pm.
- Closed between Friday 1 January until Sunday 3 January.

The Community Helpline can help in two ways:

1. To help direct residents who need support – if friends or family are unable to help – with such things as picking up shopping, prescription collections or having someone who can be a telephone friend, and to other services that can help.
2. To provide advice on where to register an offer of help to support the community.

Pandemic delivery service

The pandemic delivery service helped clinically extremely vulnerable patients self-isolating at home get their medicines. Information about the end of the pandemic medicine delivery service, future reactivation of the service and current requests for home deliveries of prescribed medicines is available for professionals and public sharing at [Community Pharmacy Surrey and Sussex](#).

Help Citizens Online research the impact of the pandemic on digital support for people aged 50-70

[Citizens Online](#) is an independent charity that works to ensure that people aren't excluded from the online world we now live in.

They have been commissioned by the [Centre for Ageing Better](#) to find out more about the experiences of people aged 50-70 during the pandemic.

If you're an organisation that has been working with people aged 50-70, please fill in the Digital Skills to Connect - [Organisation Survey](#) before 31 December 2020.

Additionally, professionals are encouraged to assist anyone they support aged 50-70 to complete the Digital Skills to Connect - [Individual Survey](#). Again, the survey will be open until 31 December 2020.

To learn more about the project, please visit: [Citizens Online](#).

Thriving Communities Fund opens

The national [Thriving Communities Fund](#) has been made possible by National Academy for Social Prescribing (providing £1.15 million) and the Arts Council (providing £250,000). The initiative also includes NHS England, Sport England, Natural England, the Office for Civil Society, the Money & Pensions Service and NHS Charities Together as strategic partners. This funding is designed to increase social connectedness and help communities cope with the impact of COVID-19.

Any applications for Thriving Communities Fund must be submitted with commitment from key partners and 20% match funding. If you are looking for partners to collaborate with on an application, please email rebecca.brooker@surreycc.gov.uk for a list of interested partners.

BP+ Service resumes

Pharmacies in Surrey have once again been offering valuable BP+ checks to residents, with the aim of finding those with high blood pressure or atrial fibrillation (AF). Since the start of October, over 400 BP+ checks have been completed and over 80 people have been identified with high blood pressure readings.

COVID-19 has highlighted the need to address health inequalities and cardiovascular disease, as this is one of the illnesses most strongly linked with health inequality. Furthermore, high blood pressure is one of several conditions associated with an increased risk of more severe COVID-19 symptoms and it is something that often has no symptoms. The only way to know if you have high blood pressure is to have it checked.

More information about BP+, including locations offering BP+ checks are available on [Healthy Surrey](#).

Falls Prevention online advice and guidance

Due to COVID-19, local NHS partners, Guildford and Waverley Borough Councils and Surrey County Council Adult Social Care have produced a series of [Let's Get Steady film clips](#) which aim to raise awareness of falls prevention, support with wellbeing and empower people to make positive changes to their lifestyle, to enable them to live independent lives.

The Let's Get Steady film is available on [NHS Surrey Heartlands CCG](#). The film can also be ordered on DVD by contacting: syheartlandscg.independence@nhs.net

For more information, please visit: [NHS Surrey Heartlands CCG](#).

In other news

Help shape Surrey County Council's Physical Disability and Sensory Impairment Strategy

Surrey County Council is asking residents with physical disabilities and / or sensory impairments to share their views on the support available to them, and access to universal services.

All feedback will be used to help shape the Adult Social Care's new Physical Disability and Sensory Impairment Strategy, which will drive the support and services offered over the next five years (2021-2026).

If you or someone you know has a physical disability or sensory impairment (aged 18 or over), please do feed in your views and have your say. You can take part in the survey via [Surrey Says](#).

Residents have until **31 January 2021** to share their experiences and help shape the future support available.

Alternative accessible formats such as Easy Read, braille, large print or plain text are available and can be obtained by contacting Surrey County Council as follows:

Email: contactcentre.adminhub@surreycc.gov.uk

Phone: 0300 200 1005

SMS: 07527 182861

If you have any questions about the strategy, please contact: psd.strategy@surreycc.gov.uk

Action for Carers Surrey: supporting carers aged 5-95

Carers remain one of the groups most badly affected by the pandemic – with increased isolation and stress making a difficult role even harder. However [Action for Carers](#) has expanded its offer and continues to provide [vital support](#) to this vulnerable group, including:

- Face to face and telephone support, for information, advice, and signposting.
- A huge range of Zoom events (and face to face where possible) from support groups, training and information, to wellbeing and relaxation sessions, giving carers time out from their caring role. Currently running over 45 free events a month.
- Benefits advice, including help with completing forms.
- A dedicated team providing moving and handling advice and training, helping carers look after their backs.
- Advocacy and information on rights as a carer.
- Carer Advisors in Surrey's five main hospitals – giving advice, information and emotional support, and aiding communication between the carer and the hospital.
- Consultations and other opportunities to influence change for carers, locally and nationally.
- [Specialist support for key groups](#):

- Certain groups of carers, e.g. parent carers, or carers for people with mental health difficulties.
- Carers connected to the Armed forces.
- Young Adult Carers (YAC) – the YAC service helps those aged 18-24 achieve a balance between their caring role and growing independence. Support includes social activities, information events, help with education, money management and more.
- For carers under 18, the Surrey Young Carers service offers drop-ins, forums, activities and groups to give young carers support, and time out from caring. Also there are dedicated staff working in Surrey's schools.

To refer to Action for Carers, please note the [guidance for professionals](#). Carers can register themselves [online](#), call 0303 040 1234 or Text 07714 075993.

Reminder that Surrey carers are invited to have their say on the support they need

Surrey County Council and local NHS organisations have produced a draft three-year [carers' strategy](#) which sets out how services will support carers' health and wellbeing and improve their lives.

The strategy sets out the values and priorities which will underpin support for carers in Surrey and also details a number of specific commitments.

Carers have until 3 January 2021 to complete a short [survey](#) about the draft strategy on Surrey Says. Hard copies can be printed and accessible versions of the survey including Easy Read are also available. A wider programme of engagement is underway to hear people's views.

Would you like some company on Christmas Day?

Christmas can be a difficult time for so many people for many reasons, so for anyone who would like company on Christmas Day, [Surrey Coalition of Disabled People](#) and [Sight for Surrey](#) are offering the opportunity for people to join them virtually at one of two sessions:

- Don't mention the 'C' word: 10:30-11:00am
- Full on Christmas: 12:00-1:00pm

Participants can join by Zoom, by free-phone dial-in, or by SMS text relay. A BSL interpreter will be provided by Sight for Surrey.

For further information, please phone on 01483 456558, SMS text to 07780 933053 or email: info@surreycoalition.org.uk

Keep 999 available for emergencies this winter

[South East Coast Ambulance Service NHS Foundation Trust](#) (SECAmb) is urging people to make use of the alternatives to calling 999 when they are not facing a life-threatening or serious emergency.

As the Trust continues to prepare for the colder months, it is reminding the public to support it and the wider NHS by making use of a wide range of services including NHS 111 both by phone and at [online](#) or by speaking to a GP or a pharmacist.

Supportive Community Fund beneficiaries

Adult Social Care is pleased to announce that the following nine groups will receive funding from the Supportive Communities Fund:

- **Space2Grow**, Intergenerational project to develop life skills and reduce loneliness for people with mental ill health in Farnham;
- **Stoke Community Support**, COVID response project to provide meals and support for economically deprived families impacted by COVID in Stoke;
- **Chertsey Good Neighbours**, Project to support the elderly and vulnerable through a range of provisions to reduce loneliness in Chertsey and Addlestone;
- **Be My Hope**, Project to support disadvantaged BME communities through a virtual and telephone based service to improve mental health and wellbeing in Surrey;
- **Camberley Nepalese (Gurkha) Society**, Project to support elderly Gurkha veterans through provision of weekly activities to reduce loneliness and improve mental wellbeing in Camberley;
- **Christmas Day at the Greeno**, Project to support the isolated elderly and carers through provision of 'festive bags' and phone calls on Christmas to reduce isolation in Shepperton;
- **Dorking Men's Shed**, Project to develop 'older men's life skills' programme to improve mental health and wellbeing of older men suffering from isolation in Dorking;
- **Weybridge Men's Shed**, Project to launch a new Men's Shed to improve mental health and wellbeing of older men suffering from isolation in Weybridge;
- **Intergenerational Music Making**, Intergenerational project to provide music and singing sessions for people with poor mental health and suffering from social isolation in Surrey.

It is hoped this will act as a launch pad for ongoing collaboration with communities where they can co-design and co-produce community support. As a result, the county council want to empower active communities who are able to offer an increased range of community support which can help people live independently for longer.

Surrey Adult Learning January 2021 courses - bookings now open!

[Surrey Adult Learning](#) has recently launched their new programme for the Spring term, starting on 8 January 2021.

Centres remain open for classroom-based learning but face-to-face learner numbers have been reduced to ensure capacity is managed safely in line with government guidelines. Many more courses are being provided online for those who prefer to learn from home.

Please note that booking for all courses is [online](#). Surrey Adult Learning is currently unable to take bookings and payments at its centres during the COVID-19 pandemic.

For those unable to book online, the Customer Service Team can be contacted by telephone: 0300 200 1044 or SMS: 07860 053465. For further information, please visit: [Surrey Adult Learning](#).

Dame Judi Dench to front Christmas appeal for local charity in support of unpaid carers

This Christmas, [Crossroads Care Surrey](#) is delighted to announce that Dame Judi Dench is the voice of the Crossroads Care Christmas appeal and will speak directly to the community about helping those most vulnerable at Christmas.

For further information, please visit: [Crossroads Care Surrey](#).

Surrey Wins Millions to Keep Homes Warm and Lower Energy Bills

£6.2 million has been made available to help 600 Surrey households save money on their energy bills.

The funding for “Green Jump Surrey” has been awarded through central Government to local authorities across the county and will provide eligible households up to £10,000 to improve the energy efficiency of their homes.

In addition to the Government’s grant, Surrey County Council is contributing £750,000 to the “Green Jump Surrey” project as top-up funding to cover the full cost of works.

People living in a hard-to-heat home and either in receipt of a means tested benefit or have a total gross annual household income of less than £30,000, could be eligible for funding.

As funding is time-limited, people are urged to get in touch as soon as possible on 0800 783 2503 or via [Action Surrey](#) to check eligibility for support.

Feed back on your experience with Surrey and Sussex Healthcare NHS Trust

[Surrey and Sussex Healthcare Trust](#) (SASH) wish to engage with those who use their services to ensure they are providing the best treatment and care possible. They would really like to hear from individuals who have a disability or care for someone with a disability and have accessed their services:

- Do you feel SASH is a disability friendly organisation?
- During the pandemic have there been any barriers to accessing treatment/care with SASH?
- How can SASH engage with you to ensure you have the information you need and to use services?

Anyone who wishes to provide some direct feedback on an experience at SASH, can email Shuile Syeda, Patient Experience Lead: shuile.syeda@nhs.net

Anyone interested in helping improve and shape services, should contact Charlotte Rowbotham, Patient and Public Participation Lead: charlotte.rowbotham1@nhs.net

SASH staff are also attending local community disability groups, so they can listen and give individuals the opportunity to be involved in ongoing service improvement work. To request attendance at a group meeting, please contact Charlotte Rowbotham.

Current open Surrey County Council consultations

Find all open [consultations](#) on Surrey Says.

Submitting an article for the ASC 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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