

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

Adult Social Care | Information and Engagement Team



Monthly Briefing

Coronavirus information correct as of 22 February 2021

Scam alert – COVID-19 vaccine scams – what you should and shouldn't expect

Fraudsters are using the COVID-19 vaccine as an opportunity to scam people out of their money. Buckinghamshire and Surrey Trading Standards are working with NHS Surrey Heartlands Clinical Commissioning Group (CCG) to highlight what residents should expect from a genuine COVID-19 vaccine invitation.

The bogus texts, calls and websites ask people to enter their bank details with the promise of a COVID-19 vaccine in return.

You can check authenticity of invites and report all scams by:

- Suspicious text messages should be forwarded free-of-charge to 7726. Your provider will investigate the origin of the text and act, if found to be malicious.
- If you have received an email which you're not sure about, forward it to the [Suspicious Email Reporting Service](#) at report@phishing.gov.uk.
- If you or someone you know receives large amounts of unsolicited phone calls and are susceptible to being scammed, we may be able to supply a free call blocker, email trading.standards@surreycc.gov.uk for more information on this.
- You may receive a call from a different GP practice than your usual one, this is because practices have come together to pool resources.

Dr Sally Johnson, NHS Surrey Heartlands CCG's Clinical Lead for COVID-19 Vaccinations, provides information regarding what to expect from your vaccine invitation in a [new video](#).

Coronavirus home testing kits now easier to order

The Government has announced on the 18th February the introduction of improved accessibility to the home testing programme.

Improvements include:

- Home testing kits can be ordered by calling 119, no need for an email address or IT access.
- A new NHS Test and Trace partnership with Royal National Institute of Blind People (RNIB) to improve the home testing service for people with visual impairments
- A new video-call support service with specially trained NHS Test and Trace staff that will assist people with vision impairments to test at home.

The announcement can be found [here](#).

Sudden – Help after a COVID-19 death

Sudden is a free service for bereaved people protecting their emotional and physical wellbeing from day one, and for the first ten weeks, at a time of shock and loss in cases when someone has died suddenly or too soon. It is a crisis response to COVID-19 but is here for the long term and is part-funded by the Department of Health and Social Care.

The Sudden service is delivered best in partnership with agencies including hospitals, police and by other agencies helping to support people at a difficult time of loss. If you would like to partner with Sudden then you will need to complete a [form](#) to provide information about your partnership preferences and needs.

To access the Sudden service you can visit their [website](#) to familiarise yourself with their opening times or to make a referral for yourself or another individual you can phone their direct helpline or make contact via email.

Telephone: 0800 2600 400

Email: help@sudden.org

Symptom-free community testing initiative continues in Surrey

The Targeted Community Testing initiative, in partnership with the Department of Health and Social Care, is continuing in Surrey with a third surge testing operation getting underway this week in Maybury and surrounding areas in Woking after the identification of a case of the South African variant of COVID-19.

Test kits will be distributed door to door by Surrey Local Resilience Forum volunteers, largely from Woking Borough Council, from Thursday 18 February.

The process will replicate that of previous surge testing, where volunteers will explain the process to residents on the doorstep before testing kits are then posted through the letterbox and then collected later that day. Both previous exercises saw a fantastic response from residents with well over 90% of tests completed and returned.

Around one in three people who are infected with COVID-19 have no symptoms, so could be spreading the disease without knowing it. Broadening testing to identify those showing no symptoms will mean finding positive cases more quickly, and break chains of transmission.

With its targeted approach, Surrey's community testing programme is aimed at adults who cannot work from home during national restrictions. Regular symptom-free testing will help reduce the prevalence of the virus in the highest risk areas.

[Surrey County Council](#) has more information on how to get a test and to check the map of the selected areas.

Surrey Health and Wellbeing Programme Application deadline

The Community Foundation is supporting a Surrey Health and Wellbeing Programme on behalf of the NHS Charities in the Surrey Heartlands area and Surrey County Council Public Health helping in our communities respond to and recover from COVID-19.

The two funders are focused on the following themes: Poverty, mental health, marginalised communities and healthy lifestyles.

Deadline for applications is 5pm Friday 19 February 2021. Guidance on how to apply can be found on their [website](#). There is one common application form and you do not need to specify which funding source you wish to apply to. All applications will be reviewed after the deadline date.

Successful applicants to the Surrey County Council Public Health Team Fund will receive their grant by 31 March 2021. Applicants to the Surrey Heartlands NHS Charities Fund will be notified whether they have been shortlisted by 31 March 2021, with a final funding decision from NHS Charities Together and grant awards in May.

Talk Plus – Open as usual

Talk Plus is currently accepting referrals for free NHS counselling and cognitive behavioural therapy. Talk plus offer a range of appointment types to suit specific needs and have adapted the way they offer appointments. Due to stay safe, stay at home guidelines telephone calls, video calls, and instant messaging sessions are available. You are able to refer [online](#).

If people would like to access this service, they need to be aged 16+ and their GP surgery located in either Yateley, Fleet, Farnborough, Aldershot or Farnham. Individuals can speak to their helpful staff to see how Talk Plus can help with feelings of stress, anxiety, low in mood or depression. If a GP is outside of these areas then it is possible to check on the [NHS website](#) to find a Talking Therapies service in a closer area.

For more information, please contact [Talk Plus](#):

Telephone: 01252 533355

Action for Carers' programme of events online continues

Action for Carers Surrey helps local unpaid carers of all ages, with free information, practical help, emotional support, events, advice and more.

Free events are available to give carers a chance to relax or to get vital information. Most sessions are now on Zoom, and events include mindfulness, laughter yoga and craft activities, plus practical sessions on topics like autism, carers rights, and emergency planning. Carers might like to join a support group and meet other carers in a similar situation, such as looking after someone with dementia or a child with a disability.

For further information or to access support, please visit [Action for Carers](#)

Alternatively, Action for Carers can be contacted via:

Telephone: 0303 040 1234

Text: 07714 075993

Email: CarerSupport@actionforcarers.org.uk

Other news

End of life care website for carers launched

A new online resource brings together a wealth of practical, legal and financial information for Surrey carers who are caring or who have just lost a loved one, as well as advice on coping with grief and where to go for support after caring. It also includes specific information targeted towards young carers and parent carers.

[Caring to the End](#) is the culmination of a project developed by a multi-agency group of professional practitioners from the health and social care sectors, hospices, and voluntary sector providers who are working together to support unpaid carers. More importantly, the group consulted carers and former carers who had experience of end of life care and who were instrumental in the scope and design of the website and assisting with specialist content.

Professionals who are supporting carers at one of the most challenging times in their lives are encouraged to use, and promote, the website and draw upon the valuable information and resources for practical help as well as looking after the health and wellbeing of carers, following a bereavement.

Calling all veterans across Surrey and beyond

Surrey Fire and Rescue Service and the Surrey Civilian-Military Partnership Board will be hosting their second online Veteran's Hub. The virtual session will take place on Tuesday 2 March 2021 from 6.30pm to 7.30pm.

The sessions will feature three guest speakers all outlining local support that is freely available to ex-service personnel and their families. The first is Lorraine Buchanan, Chief Executive of Citizens Advice Woking, followed by Jim France, South East Area Manager for The Royal British Legion and finishing with Samantha Lawrence from the Mental Health Transition, Intervention and Liaison Service.

The session can be accessed via [Zoom](#) using the ID: 944 2983 1498 and passcode: Veterans.

For further information or any queries please email: armedforces@surreycc.gov.uk

Seeking help from information and advice providers or people in signposting roles

This year we are refreshing our Surrey-wide, system wide **Information and Advice Strategy** about care and support.

We have launched a [survey](#) that is aimed at any agency, organisation or role (individual) that plays a part in providing information and advice about care and support to residents in Surrey, in any setting.

We would like to hear from as many potential respondents as possible to understand the information residents are seeking, issues, trends, opportunities and the impact of the pandemic on information and advice provision. We shall then follow up the survey with virtual workshops using MS Teams where we will share the findings and welcome your involvement and contribution in agreeing common priorities and goals for the future. Look out for your invite, with a choice of two dates, and more details of the agenda.

We would appreciate if you could please take the time to complete the [survey](#) by 5pm on **Monday 1 March 2021** and help us get a good picture of the current local information and advice offer.

Healthwatch Surrey's latest Insight Bulletin published

Healthwatch Surrey's February [insight bulletin](#) highlights some of the themes that local residents have spoken about recently. It is not a scientific exercise – people report what has happened in their own words, and over 100 unique experiences are recorded every month. The Insight Bulletin is intended to add insight and enrich understanding of the citizen and service user journey.

If there is something you would like to hear more about, please email Kate Scribbins:
Kate.Scribbins@healthwatchesurrey.co.uk

i-access Drug and Alcohol services accessible by telephone

Telephone support sessions with an NHS alcohol specialist are now available for those who may be worried about their alcohol consumption rising during lockdown.

For more information, please contact [i-access drugs and alcohol service](#):
Telephone: 0300 222 5932.

Fuel voucher pilot scheme launched

Surrey Community Action is launching a new scheme, as part of the Warmth Matters advice project, designed to help the many people in Surrey who are facing a choice between heating and eating.

The scheme helps people who are struggling to pay for their energy with information, advice and guidance on ways to save energy, as well as providing emergency fuel vouchers to help families top-up their pre-payment meters in times of crisis and financial hardship

Surrey Community Action is inviting those who receive a winter fuel allowance and feel they don't need it, to donate all, or part of it via [Virgin Money – fundraising page](#).

Share your views on the Care Quality Commission (CQC) Strategy

CQC wants to hear your views on their new draft strategy and work with health and care services to find solutions to problems and improve outcomes for everyone.

The strategy is built on four themes:

- People and communities
- Smarter regulation
- Safety through learning
- Accelerating improvement.

Responses are required before 5pm on Thursday 4 March 2021. The quickest way to respond is via the [online form](#).

If you can't use the online form, you can respond by email to: strategydevelopment@cqc.org.uk

Or you can post your response free of charge to:

Freepost RSLs-ABTH-EUET
Strategy 2021 Consultation
Care Quality Commission
Citygate
Gallowgate
NEWCASTLE UPON TYNE
NE1 4WH

Sight for Surrey Tech Masterclass dates

Sight for Surrey will be holding two webinar tech masterclasses for the vision impaired during March.

- To learn about the popular voice assistant called Alexa, join the webinar session on Wednesday 10th March at 11.30am via Zoom.
- To learn about some of the built-in accessibility features on Smartphones and find out about specialist apps designed to help blind and partially sighted people, join the webinar session on Wednesday 14th March at 11.30am via Zoom.

To register your interest for either webinar, please contact the Sight for Surrey Helpdesk and state which course you want to attend (Alexa or Smartphone).

Telephone: 01372 377701

Email info@sightforsurrey.org.uk

To attend you will need a computer with a microphone and web camera, a Smartphone or tablet. You will also need a working email address. Near the day of the event, you will receive

an email with an invitation link. Simply activate the link and follow the onscreen prompts to join. If you need support in the use of Zoom, please contact Gary Eady on the above number.

Adult Social Care recruitment drive

The government has released [guidance](#) and a [press release](#) encouraging the public to sign up for short-term and long-term adult social care work.

Jobseekers and people on furlough can register their interest for short-term opportunities on an online [form](#). The Department of Health and Social Care will pass their registration details onto their local authority and local adult social care service providers to contact the candidates.

New Area Director appointed in Adult Social Care

Paul Richards has been appointed to the post of Area Director for Adult Social Care in Mid Surrey and will join on 22 February 2021

Paul has a strong background in leading and managing integrated services. Since qualifying as a social worker in 2000, Paul has worked in disabilities services and older adults' services in Kensington & Chelsea, followed by a career in mental health services in Southwark where he trained as an Approved Social Worker. After a period leading Social Care in forensic services for South London & Maudsley NHS Foundation Trust, Paul has spent the last seven years as a Head of Service for Adult Social Care in Croydon where his portfolio included Substance Misuse Services, Integrated Adult Mental Health Services and where he has held the role of Principal Social Worker.

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.

You can unsubscribe to the ASC monthly briefing by contacting us at:
asc.engagement@surreycc.gov.uk