

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

Adult Social Care | Information and Engagement Team



## Monthly Briefing

Information correct as of the 22 April 2021

### Symptom-free test kits now available for collection for all adults in Surrey

All adults in Surrey can now collect [symptom-free test kits](#) from dedicated collection sites across Surrey. This follows the recent announcement that Surrey's symptom-free test sites are now open to everyone over the age of 16.

Twice-weekly symptom-free testing is a key part of the Government's roadmap, helping to stop the virus spreading as restrictions start to ease. It also means that Surrey residents can keep their friends and families safe from infection, as they start to meet up within the guidelines.

There are now a number of ways to access symptom-free testing to make it convenient and easy.

Self-test kits are available for collection by anyone over the age of 18, from a number of sites. These include Regional and Local Test sites (2.30-8.00pm), the five main Targeted Community Testing sites (Woking, Staines, Ewell, Redhill and Guildford) and a number of pharmacies participating in the Pharmacy Collect Scheme. Further collection sites are likely to be opening in the coming weeks.

For on-site testing, there are multiple sites around the county. The five Targeted Community Testing sites will no longer require bookings, so people can simply walk in for a test. The participating pharmacies will still require people to book a test due to more limited capacity and to maintain social distancing.

Self-test kits can also be ordered for home-delivery from the [GOV.UK](https://www.gov.uk)

Residents are encouraged to visit [Surrey County Council](#) to find the most convenient way to access tests.

### Symptom-free testing survey

Surrey Heartlands Clinical Commissioning Group (CCG) and Surrey County Council have launched a survey to explore the motivation and accessibility of symptom-free testing in Surrey. The survey is available on [Surrey Says](#) and can be completed anonymously.

The [survey](#) closes on Friday 30 April 2021.

### **COVID-19 self-isolation support: pandemic medicines delivery**

People who have been notified of the need to self-isolate by NHS Test and Trace will be able to seek support from community pharmacies under the [Pandemic Delivery Service](#).

This means all pharmacies (excluding distance selling pharmacies) will be required to ensure those people who have been notified by NHS Test and Trace to self-isolate, can receive their prescription medicines and appliances by home delivery during the ten-day self-isolation period, if they are unable to arrange for medicines to be picked up.

This service is only available to people during their ten-day self-isolation period and who can provide their NHS Test and Trace Account ID when requesting the service (people are provided a unique NHS Test and Trace Account ID, which is an 8-character mix of letters and numbers, when they are contacted by NHS Test and Trace). A record of the NHS Test and Trace Account ID reference number will be made and retained as part of the contractor's delivery record.

If anyone you support has specific queries, please encourage them to contact their regular pharmacy team.

### **Leaving hospital and getting the right support: a survey for Surrey carers**

A big worry for carers during the past year has been supporting their loved one while they were in hospital and when they were discharged from hospital. Many Surrey carers have reported not being consulted with, or properly informed, when the person they cared for was being discharged.

Surrey NHS hospitals and Surrey County Council (SCC) are aware of these challenges and are looking to improve the hospital discharge processes. [Action for Carers](#), working with [Healthwatch Surrey](#), want to find out about carers' experiences of hospital discharge since last summer. What's worked, what were the problems and what could be done differently? The information will then be passed on to the NHS and SCC to help them plan for better future care.

The survey is open until 31 May 2021 and is available [online](#).

To request a paper copy of the survey or assistance to complete the survey, please contact [Action for Carers](#):

**Telephone:** 0303 040 1234 option 1

**SMS Text:** 07592 787 533

**Email:** [CSAdmin@actionforcarers.org.uk](mailto:CSAdmin@actionforcarers.org.uk)

If you are aware of any carers who would be interested in taking part in a longer, telephone interview, please encourage them to get in touch using the contact details above. The organisations are particularly looking for very elderly carers to speak to, as well as carers from minority ethnic communities.

There's a prize draw (£50 voucher) available which will be given to one randomly selected participant when the survey closes.

### **Muslim leaders encouraging residents to have COVID-19 vaccine during Ramadan**

Work is underway to raise awareness that having the COVID-19 vaccine does not break a person's fast. The religious guidance from Islamic scholars and the British Islamic Medical Association backs having the vaccine during Ramadan and partners are urged to help share some key resources:

- [Statement](#) about COVID-19 not invalidating the fast
- [Infographic](#) confirming there is no pork or animal ingredients in the vaccines
- [Myths answered](#) in different languages including Arabic and Urdu.

Locally, the successful pop-up vaccination service at the Shah Jahan mosque in Woking continues this month with regular Sunday sessions. The service offers booked appointments and eligible patients are being contacted.

Further information about the Surrey Heartlands COVID-19 Vaccination Programme is available from [NHS Surrey Heartlands Clinical Commissioning Group](#).

### **New NHS Frimley Clinical Commissioning Group (CCG) created**

[NHS Frimley CCG](#) has recently been formed, bringing together East Berkshire, North East Hampshire and Farnham and Surrey Heath Clinical Commissioning Groups (CCGs) who have been working together with a shared leadership team over the past year.

By forming a single NHS commissioning body across the Frimley Health and Care Integrated Care System (ICS), the aim is to work more effectively with partners and have a single purpose when working on those areas, where there is benefit from working at scale for local communities.

One visible difference will be a new online presence for Frimley CCG. A new [website](#) has been created and social media channels will be merged.

### **Surrey's All Age Autism Strategy 2021-2026 launched**

[The Surrey All Age Autism Strategy Framework 2021 – 2026](#) has recently been launched.

This has been brought together by autistic children, young people, adults and family carers together with professionals from across Surrey's service system, to give an overview of joint ambitions and priorities, and the workstreams which are being put in place to deliver them.

The aim is to achieve an autism friendly approach across Surrey in education, health, social care, work, businesses and communities. It is hoped services will have a more joined-up,

proactive, timely and autism-accessible offer, so that autistic people have equality of access. The strategy will promote a cultural shift so that community and service settings are understanding and welcoming for autistic children and adults.

The five-year implementation of the strategy will continue with a commitment to ongoing involvement and engagement with Surrey's community of autistic people and family carers. A fuller implementation plan will be published for each of the strategy's five workstreams, including timescales and how the changes will be monitored, in July 2021.

The Framework and Easy Read version are available on the Surrey Learning Disability and Autism Partnership Board's [website](#).

For more information, please contact: [autismstrategy@surreycc.gov.uk](mailto:autismstrategy@surreycc.gov.uk)

### **New Carer Contingency Planning Service being developed**

The NHS has a commitment in its [long-term plan](#) that: 'Carers should not have to deal with emergencies on their own. We will ensure more carers understand the out-of-hours options that are available to them and have appropriate back up support in place for when they need it'.

The local health and social care system in Surrey is, therefore, developing a new 'Carer Contingency Planning Service' which will offer carers support in creating a plan for use in case of emergencies. Whilst it is hoped they are never needed, having a plan for back-up support is important. Adam Watkins, Senior Joint Carers Lead (Carer Contingency Planning) at Surrey Heartlands Integrated Care System, is leading the development of this new service. He's seeking carers to input into the development of the service, to ensure it reflects what carers need.

If you would like to get involved as part of a carer-led working group, or have any comments to share, please contact Adam Watkins: [adam.watkins@nhs.net](mailto:adam.watkins@nhs.net)

### **UK Community Renewal Fund launched**

[The Community Renewal Fund](#) (CRF) is an opportunity for people, places, and communities across Surrey to pilot new approaches which respond to local challenges and local need, particularly around employment and skills. The deadline for submissions is 5.00pm, Friday 21 May 2021, with the funding set to run from July 2021 until March 2022.

Projects that are already well-developed are therefore likely to be favoured and bids in the region of £500,000 are recommended.

Further information can be found on [Surrey County Council](#), including the application form.

If you have any further questions, please contact Surrey County Council's Economy and Growth Team: [economy.growth@surreycc.gov.uk](mailto:economy.growth@surreycc.gov.uk)

## **NICE Quality Standard on Caring published**

[The National Institute for Health and Care Excellence](#) (NICE) has published a new quality standard to add to their [existing guidelines](#) on supporting adult carers, published in January.

[The new quality standard](#) emphasises what local authorities and health and social care organisations can do to best support carers. The new standard outlines:

- The need for practitioners to identify unpaid carers, and direct them to advice and support
- The need to help carers become aware of their rights
- The importance of Carers' Assessments, and the meeting of needs around social care, wellbeing, work, education and training
- The importance of employers providing support for carers, such as flexible hours, or privacy to take personal phone calls.

In terms of helping the carer support their loved one, it also outlines:

- The importance of recognising carers as partners in the care of the person they are supporting
- The importance of involving carers in care planning of the person they care for (with the person's consent) so they can share information with health and social care.

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

## **Reconnections Service targets over 65s to help reduce isolation and loneliness**

Working together with professionals, local businesses and community partners, Reconnections helps people over 65 connect with their community, make new friendships and rekindle their love of life.

The team introduces volunteers to lonely residents and invites them to connect over things that interest them. These local activities, gatherings or events range from meeting new friends over coffee, to bucket-list experiences such as biker and drone days. These experiences all provide social connections and help break the cycle of isolation and loneliness. In addition, allocated caseworkers provide individualised support with emotional and practical needs. Reconnections plans are based around the five ways to wellbeing; Get Active, Get Social, Get Learning, Get Mindful and Get Helpful.

During the pandemic, the service has evolved in creative ways. Whether providing 'Tech Tasters' to those who want to connect online or with drive-by visits or window sill challenges. The team are now keen to help people transition out of lockdown and have already started wellbeing walks with those that are able. Reconnections' canopy chairs, microwave beanies and blankets are on standby for garden visits and there are many volunteers just waiting to be matched.

If you have a patient/client who is over 65, registered with a GP in Guildford/Waverley and is isolated or lonely, with their consent please make a referral via the [social prescribing team](#).

For further information, please contact: Eloise on 01483 654422 or follow the Reconnections [Facebook](#) and [Twitter](#) pages.

### **New online information to support young adult carers available**

[Action for Carers Surrey](#) has launched a brand new section on its website to support young adult carers, people aged 18-24 looking after a relative with a disability or illness.

'[What you need to know](#)' has advice, information, facts and amazing contributions from young adult carers themselves about their experiences. Topics cover issues including: [Housing](#), [Returning to Learning](#), [Higher Education](#), [Working and Caring](#), [Apprenticeships](#), and [Health](#).

### **Closure of East Surrey Carers Support Association**

Local organisation, East Surrey Carers Support Association (ESCSA), closed at the end of March 2021. [Action for Carers Surrey](#) (which covers the whole of Surrey) would like to reassure all carers in the areas covered by ESCSA, that they are there to support them.

Carers looking after a friend or relative with an illness or disability living in Reigate & Banstead Borough (inc. Banstead, Redhill, Reigate and Horley) and Tandridge (inc. Warlingham, Caterham, Oxted, Godstone and Lingfield) are encouraged to get in touch for support.

[Action for Carers Surrey](#) helps people aged 5-95 who are looking after a relative or friend, with free information, support, groups, events, advice and more. For help, you can contact Action for Carers as follows:

**Telephone:** 0303 040 1234

**SMS Text:** 07714 075993

**Email:** [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk)

### **The Brigitte Trust has rebranded**

[The Brigitte Trust](#) is delighted to launch its new branding with a modern and vibrant logo coupled with a new strapline 'Helping people live well beyond diagnosis'. This better reflects their work and the improvements in treatment for a range of health conditions. More people are now living with and beyond their diagnosis and the Brigitte Trust provides support at diagnosis, through treatment, and beyond.

The website reflects the breadth, depth, and diversity of the Brigitte Trust's free services. It is now possible to make a referral using a secure [online form](#). You can still contact the Service Co-ordinator directly:

**Telephone:** 07469 932192

**Email:** [referrals@brigitte-trust.com](mailto:referrals@brigitte-trust.com)

For hard copies of the Brigitte Trust leaflets and/or if you would also like a copy of the new logo for your website, please contact: [lucy.beach@brigitte-trust.com](mailto:lucy.beach@brigitte-trust.com)

### **Scam Awareness presentations and Financial Capability workshops from NatWest**

Sue Lambert, NatWest Community Banker based in Surrey, is available for virtual or face to face (COVID-19 rules permitting) talks on Scam Awareness to any group, club or business.

Millions of pounds are lost every year to fraud and scams with devastating consequences, so this talk aims to help people understand how they can protect themselves and others around them.

Sue can also facilitate Financial Foundation workshops to small groups, covering what banks do, saving, budgeting, how to read payslips, and debt management.

Please note the presentations and workshops are open to anyone, they don't have to be a NatWest customer.

If you would like more information, please contact Sue Lambert: [sue.lambert@natwest.com](mailto:sue.lambert@natwest.com)

### **Scam text messages**

[The Chartered Trading Standards Institute](#) (CTSI) has recently received considerable evidence of banking scams sent via text messages. This follows other warnings including a scam campaign involving [fake Royal Mail texts and emails](#).

The scam texts, in most cases, pretend to be security messages from a bank requesting confirmation of a payment made from a digital device not used before. In another piece of evidence, the message asked the recipient to tap a link to confirm payment to a named person. All of the fake messages contained links that request the recipient's bank login details, putting the targeted person at serious risk of theft and banking fraud.

The evidence included messages claiming to be from four of the UK's largest banks and building societies, including Barclays, Halifax, HSBC and Lloyds.

If you receive a suspicious text like this, please contact your bank directly and verify with them. Also, forward any scam texts to 7726, which is a free reporting service ran by Ofcom.

To report scams, contact [Action Fraud](#). You can also report a scam or fraud online via [Surrey Trading Standards](#).

To report email scams, contact the National Cyber Security Centre (NCSC) by emailing: [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

The public and businesses are encouraged to join [Friends Against Scams](#) as well as [Businesses Against Scams](#) respectively. These initiatives aim to protect and prevent people

and businesses from becoming scam victims by empowering them to take a stand against scam. If you are a professional, please raise awareness with people you support.

### **Invitation to join the Autism Partnership Board Reference Group**

The Autism Partnership Board Reference Group is a group for autistic adults living in Surrey, who are not receiving support from Adult Social Care. The group alternates between afternoon and evening meetings.

Meetings are currently via Zoom and members are able to choose whether to have their camera on. A wide range of topics are discussed including employment, housing, health, and issues group members want to raise themselves. Views from the group will be shared at the Surrey Autism Partnership Board. This will help to shape the new All Age Autism Strategy and how it is implemented.

Members can take part in the Reference Group by talking in the meetings, writing in the chat, or by email outside the meeting. The meetings are run by Surrey County Council and the next meetings are being held on:

Monday 10th May 2021 at 7.00pm  
Monday 14th June 2021 at 2.00pm.

To join the group, please contact: Imogen Osborne, Engagement and Partnership Officer:

**Mobile:** 07929 863582

**Email:** [imogen.osborne@surreycc.gov.uk](mailto:imogen.osborne@surreycc.gov.uk)

### **Catalyst is still open for phone calls and support during COVID-19**

[Catalyst](#) is continuing to offer outreach support during the pandemic, while also supporting clients safely by digital and online means across all its services.

- All services are still operating and accepting referrals
- Catalyst mental health services can still offer some face to face sessions alongside online and telephone support
- There are a range of online groups and activities to support mental health and wellbeing
- All Safe Havens are still open for those experiencing a mental health crisis. Virtual Safe Havens are also available
- The Reach Out Counselling service is offering online and telephone support
- Family and Friends groups are offering online and telephone support
- Outreach services are still operating in accordance with safe COVID-19 guidelines.

For more information about any Catalyst service:

**Telephone:** 01483 590 150

**Text:** 07909 631 623

**Email:** [info@catalystsupport.org.uk](mailto:info@catalystsupport.org.uk)



### **SMEF free falls prevention sessions**

The Surrey Minority Ethnic Forum (SMEF) Health and Wellbeing Project is hosting free strength and balance classes on Zoom. These are being held as follows:

**Day:** Every Tuesday (until 11 May 2021)

**Time:** 12.00pm – 12.40pm

**Venue:** Zoom

Places can be booked by:

**Telephone:** 01483 447136

**Online:** [Booking form](#)

### **Crossroads Care Surrey benefits from new grant for befriending and outreach support**

[Crossroads Care Surrey](#) has been generously awarded a grant of £18,000 from The Freemasons' Charity, with funds raised by Surrey Freemasons locally.

The much-needed funds will support the charity's community volunteer befriending and outreach support programme. The project was set up last year to support carers and those most vulnerable living alone during the COVID-19 pandemic.

The project aims to support carers, taking them on a journey towards building new friendships and connections within their own community. New volunteers will support carers by making befriending calls, taking new friendships towards e-befriending support, learning to meet and connect virtually so people can learn to join community groups and activities online as well as learning to do essential shopping and banking.

For those who cannot get out because they are shielding, or caring full-time, volunteer heroes will also help within the community support by picking up food shopping and helping with prescription medication collection.

The grant is part of a £2million fund to support charities across the UK to meet the needs of vulnerable women and children, those that require mental health support and of course those providing care.

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

### **Dementia Connect**

The Alzheimer's Society has launched their new [Dementia Connect Service](#) across Surrey. Any organisation can make a referral into the service (with service users consent) or people can self-refer to access the support they need.

The service offers four components:

- Telephone based support – A call from a Dementia Advisor for an assessment of the person's needs
- Community based support – Local Dementia Navigators will make home visits, identify needs, work with people to improve their understanding of dementia, develop strategies to live well and help plan for the future
- Keeping in touch – Six monthly calls to delay escalation of needs by linking people back into telephone and face to face support as necessary
- Self-guided support – Chat to others affected by dementia via an online community, Talking Point, providing information on local services and other support materials.

Further information is available on the [Dementia Connect website](#).

### **Surrey Police - Women's Safety Survey**

[Surrey Police](#) are asking women living in Surrey to participate in a survey regarding safety in the county. Surrey Police understand that recent tragic events have highlighted concerns many women have about personal safety in their day-to-day lives. Regardless of gender, everyone should have the right to feel safe anywhere they go.

Surrey Police want Surrey to be a place where women can live free of fear, and will use the results of this survey to work with the Police and Crime Commissioner and partners to tackle any safety concerns. Those who identify as women are welcome to complete the survey [online](#).

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

### **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](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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