

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 16 December 2021

End of Year Message

To all our readers and contributors, we thank you for your ongoing interest and efforts in sharing essential news so we are more informed of what's going on in health, social care and our communities in Surrey and can connect local people to the right support.

We hope you have some rest over the holiday period and stay safe.

ASC Information and Engagement Team

Changes to Government advice about COVID-19

Get boosted now

In light of the Omicron emergency, the Prime Minister has launched the 'Omicron Emergency Boost', a national drive to have everyone aged 18 and over in England given a COVID booster, before the end of the year.

For updates on the eligibility around vaccines or for more information on [COVID-19 Vaccination Centres in Surrey](#), visit the Surrey Heartlands CCG website.

To [book or manage a COVID-19 vaccination or booster](#), visit the NHS website.

Plan B - measures and guidance

The Prime Minister has confirmed that England has moved to Plan B following the rapid spread of the Omicron variant in the UK. These new measures include:

- **Face masks:** it is now a legal requirement to wear a face covering in most indoor settings such as in shops, on public transport, theatres, cinemas, banks, post offices and hairdressers, unless exempt.
- **Work from home:** office workers who can work from home should do so.
- **NHS COVID Pass:** Those aged 18 or over will need to show their [NHS COVID Pass](#) at nightclubs, some venues and large events to show they are fully vaccinated, have had a negative test result in the last 48 hours, or have an exemption.

Additional guidance about [Plan B](#) is available from GOV.UK.

Rapid lateral flow coronavirus (COVID-19) tests

You can get rapid lateral flow tests if you do not have symptoms of coronavirus (COVID-19). Picking up tests from a pharmacy is the quickest way to get a rapid test for most people.

If you give the pharmacy a 'collect code' when you pick up the tests, it helps the NHS match your details to the tests. Find out about [collect codes](#) and how to get a collect code on GOV.UK.

Only order online if you cannot get a test through other methods. This frees up home delivery for those who need it most.

Surrey Carers' Flu Jab Voucher

Flu and COVID-19 viruses can be life threatening and have the potential to increase pressures faced by the NHS this winter, particularly if infection waves from both viruses coincide.

Therefore all unpaid carers in Surrey are being encouraged to take up the offer of a free flu vaccination as a priority, not only to protect themselves and the people they care for, but to help reduce hospitalisations during a time that is especially busy for the NHS and social care.

Surrey Carers' Flu Jab Vouchers are available through:

- Surrey County Council Adult Social Care
- Action for Carers Surrey
- Crossroads Care Surrey
- Surrey Independent Living Council

Any unpaid carer looking after someone who is elderly or disabled, can ask for a flu jab at their GP practice or they can take a Surrey Carers' Flu Jab Voucher to their nearest participating community pharmacy.

The Action for Carers Surrey website contains further information about the [Surrey Carers' Flu Jab Voucher](#).

GP practices and pharmacies are here to help

GP practices are doing their best to cope with the highest demand on record for Primary Care services, so please encourage residents to be patient.

Additionally, pharmacies can give treatment advice about a range of common conditions and minor illnesses. Many pharmacies are open until late and at weekends. Find out who is open, and their [opening hours over the festive period](#) by visiting the Community Pharmacy website.

[A complete guide to conditions, symptoms and treatments](#), including what to do and when to get help is available on the NHS website.

Surrey County Council seeks views on draft budget consultation 2022/23

Surrey residents are invited to take part in Surrey County Council's consultation on its draft budget for 2022/23. It is possible to respond as a Surrey resident or as a representative for an organisation.

Before completing this survey, it is strongly recommended to read the documents accompanying this consultation.

The [draft budget survey and accompanying documents](#) are available on Surrey Says.

The closing date for responses is Tuesday 28 December 2021.

Transforming Social Care plan published

Transforming Social Care, a new campaign explaining the Government's plan to reform social care, features testimonies and further information about the changes to come, including how they plan to develop the social care workforce.

Please visit the Department of Health and Social Care website for further information about [Transforming Social Care](#).

Pioneering home sensors help people live independently for longer

Hi-tech sensors fitted in everyday objects around the home are enabling older people to live independently for longer as part of a pioneering scheme in Surrey.

The county council teamed up with Mole Valley District Council to trial the use of a revolutionary home monitoring system which can help identify early warning signs of declining health or mobility and help prevent falls.

The trial scheme involving 53 residents in Mole Valley proved so successful at enabling greater independence and providing reassurance to families that the pilot has been extended to two further Surrey areas, Tandridge and Reigate and Banstead.

The findings from the expanded pilot will then help to roll out the technology to other parts of the county and also enable people who fund their own social care to gain access to the system. Self-funders would be able to purchase the devices and a subscription to monitoring services.

To find out more, watch a video about the [pilot partnership](#).

Help shape the future of dementia care and support

The joint health and social care dementia strategy sets out how services will work together to improve the lives of people with dementia, their families and carers. At the heart of the plan is an ambition to create dementia-friendly communities across the county.

Surrey County Council worked with NHS partners to draw up the draft plan, alongside Healthwatch Surrey which surveyed people with dementia and carers about their experiences.

Now a consultation has opened so people living with dementia, their families and staff who work with them, and anyone else who wishes to contribute, can have their say on the priorities outlined in the plan.

Please visit the Surrey Says website to complete the [consultation on the draft strategy](#) which closes on 21 January 2022.

Accessible versions of the survey including Easy Read are also available on Surrey Says.

Emergency Services plea to prevent drink and drug driving this Christmas

Emergency Services in Surrey are warning residents about getting home safely this Christmas, as data shows a peak in drink and drug driving during the winter months.

Surrey Fire and Rescue Service, Surrey Police and South East Coast Ambulance Service have joined up on the road safety campaign which highlights the consequences.

For further information about the [road safety campaign](#) and to enter a competition to win two Amazon Echo Auto prizes, please visit the Surrey County Council website.

Thriving with Nature Fund supports six projects

Between September and October 2021, Adult Social Care ran the Thriving with Nature Fund, which offered one-off grants to help local community groups start or grow innovative projects which use the great outdoors to support residents in Horley and Stanwell.

Following the close of the fund, Adult Social Care has agreed to fund six excellent projects, all of which will develop accessible nature-based interventions to reduce isolation and loneliness, and improve health and wellbeing. Projects include opening accessible allotment plots, creating sensory walks for a school's forest walks programme, and a gardening group for 16-30 year olds with disabilities and complex needs.

If you would like to find out more about the projects receiving funding, please contact: julia.pears@surreycc.gov.uk

Friends of Caterham Dene raise over £65,000 to improve hospital facilities

Over the past year local charity, Friends of Caterham Dene Hospital, has gone above and beyond to raise money for large scale projects, including one which has seen the hospital benefit from new air conditioning technology.

This important infrastructure upgrade, solely funded by charity, involved the installation of air conditioning units costing a huge £60,000. Another exciting project involved the replacement of existing cabling and aerial systems for TVs in the hospital to work with new digital and high-resolution technology.

The charity also supports the hospital on a daily basis providing newspapers, slippers, socks and toiletries for the ward, equipment for the physiotherapy departments, and cases of hand cream for the staff.

Over the last 10 years, Friends of Caterham Dene Hospital have donated over £300,000 for clinical and diagnostic equipment, ensuring staff have the best equipment available to help and care for their patients.

For more information, contact: fchc.comms@nhs.net

Appointment of Chief Executive-designate to Frimley Health and Care Integrated Care Board

NHS England and NHS Improvement have confirmed that Fiona Edwards has been appointed as Chief Executive-designate of the Frimley Integrated Care Board.

For further information about the [appointment](#), please visit Frimley Health and Care.

Reconnections helping people aged over 65 in Guildford and Waverley

Reconnections works with over 65s to help people connect to what's important to them.

Residents in Guildford and Waverley can access this free service, which provides support for up to six months. Residents can be referred directly using the [online referral form](#).

For any further information, please contact Eloise on 01483 654422.

'Because we all care' campaign launches in January

January will see the return of the Quality Care Commission's 'Because we all care' campaign.

The campaign aims to support and encourage more people to feed back on health or social care services that they or a loved one have experienced.

Feedback is essential to the NHS and social care but it's even more important than ever now,

as services and systems deal with the impacts of the pandemic. People's experiences of care are fundamental to understanding and improving services.

More information about the [Because we all care campaign](#) is available on the CQC website. If you would like to get involved, please email: Jay.Harman@cqc.org.uk

Catalyst mental health and wellbeing drop-in sessions open

Catalyst is now offering face to face mental health and wellbeing drop-in sessions in both Staines and Woking. The sessions are taking place as follows:

- St Peter's Church Hall, Staines – every Tuesday, 1.30pm-3pm
- Moorcroft Community Centre, Woking – every Thursday, 1.30pm-3pm.

For more information, please contact Catalyst:

Telephone: 01276 409415

Email: groups.cc@catalystsupport.org.uk

Young Adult Safe Haven pilot launches

Catalyst and Oakleaf are working in partnership to deliver a new pilot service in Guildford to support 18-25 year olds with their mental health and wellbeing. The pilot service which began in November 2021, will run for a minimum of six months.

The Young Adult Safe Haven is open from 5pm – 9pm, seven days a week, 365 days a year.

Similar to the existing Safe Havens across Surrey and North East Hampshire, the Young Adult Safe Haven operates as a drop-in service and no appointment is needed. This walk-in service is adjacent to the main Adult Safe Haven with a separate entrance. Unlike the existing Safe Havens, the Young Adult Safe Haven does not support people in crisis, although it can signpost a person to help, and it does not offer a virtual service.

More information about the [Young Adult Safe Haven](#) is available on the Catalyst website.

Healthwatch Surrey's latest Insight Bulletin published

One of the statutory duties of Healthwatch Surrey is to share the experiences of local people with organisations who make decisions about health and social care services. Healthwatch Surrey's Insight Bulletins shines a light on some of the themes they have heard about over the past few months.

[Healthwatch Surrey's November 2021 Insight Bulletin](#) focuses on:

- Praise and thanks across the system

- Key findings and recommendations from the 'How people find support in the early years after dementia diagnosis' report
- Wound Care – patients left to find their own solutions
- Telephone consultations – maximising the potential.

Updates from Age UK Surrey

Social Impact Report published

Despite the pandemic, Age UK Surrey's staff with the assistance of 14 volunteers helped clients to claim £1,654,700 of additional benefits in 2020-2021. Also 1,796 clients were supported by 519 self-employed home helps in the same period.

These and other facts can be found in [Age UK Surrey's Social Impact Report 2020-21](#). It is now available to download and reflects the work Age UK Surrey has done during this period.

Age UK Surrey and The Clockhouse merge

Two local independent charities Age UK Surrey and The Clockhouse merged on 30 November 2021. The merger comes following talks with both charities' Boards of Trustees on how The Clockhouse can sustainably provide community-based services to Milford and neighbouring villages.

Both charities are dedicated to improving the lives of older people through person-centred services and activities. The merger provides the opportunity to expand community-based services at The Clockhouse.

The Clockhouse will retain its name and operate under Age UK Surrey. Waverley Borough Council will continue to support The Clockhouse through its existing funding contract.

For further information about the [merger of Age UK Surrey and The Clockhouse](#), please visit Age UK Surrey.

Grants of up to £10,000 available for projects in need of emergency and crisis funding this winter

The Community Foundation is working together with Surrey County Council to award grants to projects across Surrey in need of emergency and crisis funding this winter.

The purpose of the funding is to support an increased number of people facing poverty by strengthening community initiatives, including a focus on activity that helps address the root causes of food poverty.

Applications will be prioritised for projects dealing with urgent issues arising from what is anticipated to be a tough winter, in particular:

- Support for organisations tackling the impact of rising costs and falling benefits including crisis provision e.g. measures which improve the sustainability of food banks or increase the ability of debt advisors to provide support.
- Support for organisations that tackle the root causes of poverty.

Priority will also be given to initiatives that support those parts of the community that may have been disproportionately impacted by COVID-19.

Applicants can apply for a grant using the [Expression of Interest Form](#). Further information about the available [grants](#) is available on Community Foundation for Surrey.

If you have any queries, please email: grants@cfsurrey.org.uk

Surrey Downs Better Care Funding (BCF) Grant Programme launched

The Mid-Surrey Local Joint Commissioning Group (LJCG) recently gave approval for a Better Care Fund Grant Programme to support the LJCG in their desire to develop a transparent process for using small grants to address community solutions.

The fund is for Voluntary, Community and Faith Sector organisations who support people resident or registered with a GP in Epsom and Ewell, Mole Valley, Banstead and East Elmbridge. It will fund existing schemes which wish to increase or add to the service already funded, or new schemes or pilot projects related to the outcomes framework detailed within the application documents.

Applications can be made for a maximum of up to £50,000 and the deadline for applications is 5pm on Monday 3 January 2022.

For further information and application details for [Surrey Downs Better Care Fund Grant](#), please visit Healthy Surrey.

Carers invited to discuss new mental health model of service

Surrey County Council in partnership with the NHS are piloting service(s) for carers of people using mental health support. This has arisen from feedback received during the development of the Carers Strategy.

Carers are invited to be involved in developing the model of service. Virtual sessions will start in December 2021 to inform the approach taken.

For the first session, carers can choose either:

- Monday 20 December 12.00 – 1.30pm or;
- Wednesday 22 December 6pm -7.30pm.

Follow up sessions will be agreed and will think about the development of a model/services. Further sessions with other stakeholders will follow.

Any carers interested in participating in the pilot are encouraged to contact Jo Neville-Rye:
jo.nevillerye@surreycc.gov.uk

Winter advice

For [information about keeping safe and well this winter](#), please visit the Surrey County Council website.

First Community's Quality Account for 2021/22 published

First Community's Quality Account for 2021/22 will be published in June 2022. It will follow a set structure to enable direct comparison with other organisations.

First Community is currently seeking feedback on the [Quality Account for 2021/22](#) via an online survey.

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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