

# 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 22 February 2022

### Heart Beetz campaign helps residents access the right NHS services

[Surrey Heartlands Health and Care Partnership](#) has launched a new campaign to help people know which service to use when, if they need treatment or advice.

At the centre of the campaign, which reinforces the NHS' national 'Help us, help you' message, is a [new animation](#), featuring the Heart Beetz, which tells the story of how the band has been battling with illness and accidents – and how their local NHS has helped.

Inspired by their own experiences the Heart Beetz have released a track about getting help from the right place if you're unwell or injured.

The [animation](#) talks about the role of [NHS 111](#) online and the NHS111 phone service (calling 111) and how it can join people up with GP, minor injury and A&E services, depending on where people need to be. It also encourages people to think of their High Street pharmacy when they need advice and over-the-counter medicines and only to use A&E for medical emergencies so Emergency Departments can prioritise helping the most critically ill patients.

### New awareness campaign for Mindworks service goes live

Surrey County Council is running a digital advertising campaign until the end of March to help raise awareness of Mindworks, Surrey's new mental health service for children and young people. The campaign will target parents and young people, encouraging them to visit the [Mindworks website](#), where they can find information and advice on staying mentally healthy and what support there is in Surrey.

Please support the campaign by raising awareness of Mindworks, by reposting, following and liking the Mindworks social media pages. Please add @Mindworks on any posts.

- [Twitter](#)
- [Facebook](#)
- [Instagram](#)

## **Surrey Community Action's Warmth Matters project will help low-income households**

Surrey Community Action will be working with partners to provide advice and information to help low-income households to help them to save energy, save money and access services they need.

This new funding will enable the project to:

- Provide advice sessions to households struggling with their energy bills
- Launch four new energy clubs across the county
- Attend fuel poverty and community events
- Share resources to households in need of extra support.

The project will be helping with things like:

- Explaining supplier and tariff options, including time of use awareness
- Priority Service Register awareness and registration
- The Warm Home Discount Scheme
- Energy debts
- Ways to keep bills down and save money
- Support sessions for charities and community groups.

### **Where you can find them?**

Over the next 12 months, the project team will be available at various locations across Surrey, including:

- Food clubs across Reigate & Banstead including Redhill, Preston, Horley and Merstham
- The Mole Valley Employment & Skills Hub
- Guildford Community Learning Centre in Southway
- Carbon Zero Guildford.

Individuals can also receive support by phone, email and via online zoom sessions. For more information and how to make a referral to the Warmth Matters Project please contact:

[davidcarter@surreyca.org.uk](mailto:davidcarter@surreyca.org.uk)

## **Highlight Report provides update on Health and Wellbeing Strategy priorities**

Surrey's Health and Wellbeing Board produces quarterly [highlight reports](#) which provide an overview of the progress of local shared projects supporting the delivery of the three priorities of the Health and Wellbeing Strategy.

Please contact the programme managers listed for each priority for more information on any of the work described:

- **Email:** [healthandwellbeing@surreycc.gov.uk](mailto:healthandwellbeing@surreycc.gov.uk)

## Healthwatch Surrey Insight Bulletin

[Healthwatch Surrey's January 2022 Insight Bulletin](#) focuses on:

- Praise and thanks
- The crucial role of unpaid carers
- More people seeking urgent dental help
- Caught in the middle – the impact on patients when services don't collaborate.

## Let's talk tech webinar this Wednesday

The next instalment of Sight for Surrey's Let's Talk Tech webinar on the topic of VoiceOver screen reader on the Apple iPhone and iPad is taking place on Wednesday 23 February, between 11:00am and 12:30pm on Zoom.

In this webinar, Gary Eady, Sight for Surrey's Technology Trainer, will discuss and demonstrate the VoiceOver screen reader, which is built-in to all Apple iOS devices (iPhone and iPad). This gives a blind person access to all of the features available on the device, as well as access to hundreds of specialist apps that make the lives of people with a vision impairment much easier.

Anyone struggling to use their iOS device using their vision is encouraged to join Gary and find out how this Accessibility feature can help them.

To book a place on this webinar, please contact the [Sight for Surrey](#) Helpdesk:

**Telephone:** 01372 377701.

## Mental Health COVID Impact Survey

New research uncovers the challenges faced by health and social care services in England and highlights the importance of feedback for improving care. The Care Quality Commission has published a new survey showing the [impact of lockdown on mental health and dignity](#).

The research, carried out as part of the 'Because we all care' campaign, found that nearly three quarters of carers said that lockdown restrictions has had an impact on the mental health of the person they care for. Over half of carers say that lockdown restrictions have had an impact on the dignity and independence of the person they care for.

People can give feedback on their experiences of care, or those of someone they care for via:

- **Online:** [Care Quality Commission website](#)
- **Telephone:** 03000 616161

Alternatively if individuals wish to raise a concern about their care, or about the care received by a loved one or by someone they care for, they can let the Care Quality Commission know by filling out a [Give feedback on care form](#).

### **Mental Health Network Calendar published by Mary Frances Trust**

The Mary Frances Trust has now published their [February–April calendar](#).

The charity is re-starting face-to-face activities as well as continuing to deliver online activities, groups and courses on Zoom. Courses will continue to be added to the calendar every week.

### **Cervical Screening Awareness Campaign running until 14 March**

Cervical cancer is one of the most preventable cancers, yet in England two women die every day from it. Screening can help stop cancer before it starts which is why the Department of Health and Social Care, together with NHS England and NHS Improvement, have launched a Help Us Help You – Cervical Screening Campaign.

You can help support the campaign by sharing the campaign resources within your community settings, through your social media channels and in your e-newsletters and websites. Campaign resources include posters, social media assets, website banners and email signoffs.

The full resources are available on the [Public Health England Campaign Resource Centre](#). You will need to register to sign in.

### **Autism Acceptance Week planned in March**

It is [Autism Acceptance Week](#) from Monday 28 March – Sunday 3 April 2022.

This year, Surrey County Council is promoting the new [All Age Autism Strategy](#), which has been co-produced with autistic people, their families and carers. As part of this, Surrey County Council is piloting an Autism Friendly Community in Redhill, before rolling this out across the County. This will be promoted at a launch event in Redhill on Friday 25 March 2022 during the day at the Harlequin Theatre and it would be great if professionals and autistic people could join.

Professionals could:

- Have a stall at this launch event
- Help with handing out leaflets/ raising awareness
- Hold your own Autism Acceptance event that Surrey County Council can promote through its networks.

If you are interested in any of the above, please contact:

- **Email:** [ldcommunications@surreycc.gov.uk](mailto:ldcommunications@surreycc.gov.uk)
- **Phone:** 07929863582

### Get Men Talking initiative launched

"Get Men Talking", is a new Surrey initiative commissioned by Surrey County Council Public Health and delivered by [Time to Change Surrey](#) to support men's mental health in Surrey, raise awareness of suicidal behaviours and teach people how to start supportive conversations through free mental health training that could help to save lives.

Suicide is the most common cause of death for men aged 20-49 in the UK. The aim is to target different male audiences across Surrey and encourage men to open up and have honest conversations. The campaign primarily engages with occupations which have a high ratio of both male staff and clients such as builders, merchants, barbers, footballers and taxi drivers, but it is open to anyone living and/or working in Surrey or any organisation based in Surrey.

The initiative offers a combination of free Mental Health and Suicide First Aid training to support people to:

- feel more confident in having conversations about mental health with men
- spot the signs of a suicide crisis
- know how to interact
- signpost to safety.

The project will begin rolling out in three of the highest risk areas for suicide in Surrey: Elmbridge, Woking and Guildford. Training will take place in Surrey and online from March 2022. To [register for Mental Health and Suicide First Aid training](#), please visit the Time to Change website.

Professionals, please promote and share these resources. For further information, please contact Joe Stroud:

- **Telephone:** 07841724938
- **Email:** [joe@endstigmasurrey.org.uk](mailto:joe@endstigmasurrey.org.uk)

### Surrey Matters website relaunched

Surrey County Council has unveiled a new look [Surrey Matters](#) - the council's online magazine for residents. The website has been completely redesigned to make it easier to use and with residents' interests at heart, so they don't miss out on what's going on in their county. With new features such as an interactive What's On map showing events by event type.

Residents can also sign up to the monthly Surrey Matters newsletter to keep informed with the latest updates and news in the online magazine, listen to the podcast and find out what's going on in their local area.



## **Visit the Brigitte Trust's End of Life Matters Marketplace**

The Brigitte Trust is holding an [End of Life Matters Marketplace](#) on 5 May 2022 at the Holiday Inn in Guildford. The event will be held between 2pm-7pm. The entry is free and there is no booking required.

## **'No one left behind' ambition guides Surrey's 2022/23 budget and new grant provided to Citizens Advice Surrey**

Surrey County Council has set out its 2022/23 budget, designed to tackle big challenges including mental health, climate change and social care, and make sure [no one is left behind](#).

The [budget](#) sets out how the council will spend just over £1bn on day-to-day services that everyone in Surrey relies on, as well as a five-year investment programme in key infrastructure across the county.

As part of Surrey County Council's ambition to ensure that no one is left behind a one-off grant of £560k has just been awarded to the local Citizen's Advice (CA) charities across Surrey.

The funding will enable the CA to increase their support to Surrey residents around budgeting, debt and benefits advice and ensuring that people are making the most of what they are entitled to, providing support to manage difficult situations. This welfare support positively mitigates the impact that poverty can have on individuals enhancing their health and wellbeing.

The funding will also go towards providing more training for CA staff and volunteers so they can continue to provide skilled support to those communities most in need.

## **Look out for scams on energy prices increases**

Fraudsters are likely to exploit the concerns around gas prices in various ways, for example, knocking on residents' doors offering scam deals, phone calls around new gas takeovers or phishing emails and texts asking the recipient to update personal and/or financial information.

There have also been reports of 'gadgets' that can reduce power bills. Please ask residents to be vigilant and report any [scams](#) that you may be made aware of.

## **Spelthorne Committee for Access Now (SCAN) marks its30<sup>th</sup> anniversary**

Spelthorne Committee for Access Now (SCAN) is a voluntary group, formed in 1992 and is based in Spelthorne. Members represent the views of people with disabilities on matters of accessibility to transport, the outdoor environment, buildings and facilities in Spelthorne.

Founding members were instrumental in the development of Staines Shopmobility and they also conducted the research that provided the information needed for the development of Spelride service.

SCAN is marking its 30<sup>th</sup> Anniversary by running 'special editions' of their newsletter throughout the coming 12 months looking back at the events, people, organisations that have been featured in past newsletters. SCAN is also seeking the current views and experience of people with disabilities.

Subject to their other commitments, it is hoped that some of former members will be able to 'pop in' to introduce themselves at the end of group meetings which continue to be held via zoom.

To contact SCAN:

- **Email:** [info@spelthorneaccess.org.uk](mailto:info@spelthorneaccess.org.uk)
- **Online:** Visit [SCAN](#) to fill in the 'Contact SCAN' form on the page.

### **Safe Haven in Aldershot is moving to temporary premises**

The [Safe Haven in Aldershot](#) is moving to temporary premises from Monday, 21 February 2022, ahead of plans to move to a permanent site in the town later in the year.

The Safe Haven will be based at 8 Andover Way, GU11 3RJ. It will be open to support people from 6pm on Monday, 21 February ensuring that there is no disruption to the service.

### **Energy Club open at Zero Carbon Guildford**

An [Energy Club](#) is being held at Zero Carbon Guildford on the second and fourth Tuesday of each month at 11am-1pm.

Anyone with concerns regarding energy bills, or in need of help to understand gas and electric bills, can access support from staff and volunteers.

For more information contact David Carter:

- **Phone:** 07521 5026
- **Email:** [davidcarter@surreyca.org.uk](mailto:davidcarter@surreyca.org.uk)

### **Household support fund closing March 2022**

£100 worth of supermarket vouchers are available for eligible households who are struggling to make ends meet this winter. This may be due to the impact of COVID-19, changes to Universal Credit, substantial debts, or a low income. Vouchers will be available until March 2022 or until funds run out, whichever is earliest.

[Vouchers](#) can be accessed via Reigate and Banstead Borough Council. Alternatively, if you are a support organisation and you want to refer several residents, please contact:

- **Email:** [communitypartnerships@reigate-banstead.gov.uk](mailto:communitypartnerships@reigate-banstead.gov.uk)

### **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)

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