

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 March 2022

Cases of COVID -19 are rising in Surrey

Cases are rising across the county with more than 12,000 new cases reported in the last seven days, meaning a rise of 23% in new cases compared to the previous week.

There are still steps you can take to reduce the risk of catching and spreading COVID-19:

- Get vaccinated
- Let fresh air in if meeting indoors, or meet outside
- Consider wearing a face covering in crowded, enclosed spaces
- Get tested if you have COVID-19 symptoms, and stay at home if positive.

Surrey County Council's weekly [short figures summary](#) gives a high-level snapshot of coronavirus infection rates and vaccination uptake for all districts and boroughs across Surrey. It also provides information on people admitted to hospital with Covid-19 across the South East region.

A spring booster of the COVID-19 vaccine is available to people aged 75 and over, people who live in a care home for older people, or people aged 12 and over who have a weakened immune system.

For further information please visit our [Coronavirus information and advice](#) resources.

Review of the Accessible Information Standard published

All organisations that provide NHS care and/or publicly-funded adult social care are legally required to follow the [Accessible Information Standard](#) (AIS). The standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.

The Deaf health charity, SignHealth, has worked in partnership with a coalition of charities to survey NHS and social care professionals in England, as well as disabled people who have accessible information and communication needs, about the AIS. This survey revealed the following:

After five years of the Accessible Information Standard, only 11% of patients covered by the AIS have equitable access to the NHS.

- 35% of professionals reported that their organisation provides regular training linked to the AIS however 37% report training has never occurred.

- 67% of Deaf people reported that no accessible method of contacting their GP has been made available to them.
- 81% of patients reported having an appointment when their communication needs were unmet.
- 77% of people with accessible information needs reported rarely or never receiving information in alternative formats.
- Only 41% of complaints procedures were reported to be accessible by the professionals who filled in the survey.
- 1 in 3 health and social care providers were unaware or unsure of the existence of the AIS.

The [Review of the NHS Accessible Information Standard](#) contains the full findings and highlights the significant actions that must be taken by providers in order to implement the AIS in full.

Additionally, as part of the 'Your Care, Your Way' campaign, Healthwatch England has set out five headline recommendations to help health and care services ensure that people who have communication needs are given their healthcare information in the way they need it.

The ['Your Care, Your Way campaign full recommendations'](#) is available to download.

Local infrastructure support survey launched

Surrey County Council is carrying out a review of how well the needs of Surrey's Voluntary Community and Faith Sector (VCFS) are being met by infrastructure organisations, local Councils for Voluntary Services (CVSs) and others. An infrastructure organisation is one that provides services to other charities and community groups, rather than directly to services users or beneficiaries.

Locality, a national community group support charity, has been commissioned by the council to do an assessment of how infrastructure organisations help organisations how they should offer support in the future. It is a very useful tool to gauge how well they are supporting the sector and meeting its needs and where gaps in service provision lie.

Infrastructure organisations in Surrey include:

- Surrey Minority Ethnic Forum (SMEF)
- Surrey Coalition of Disabled People
- Surrey Community Action
- Central Surrey Voluntary Action
- Tandridge Voluntary Action
- Voluntary Action Reigate and Banstead
- Voluntary Action South West Surrey
- Voluntary Support North Surrey
- Surrey Youth Focus.

Any organisation that has been supported by any of the above infrastructure organisations is encouraged to complete this short [Surrey Infrastructure Support survey](#) by the 1 April.

‘Help Us, Help you’ cancer campaign launched

NHS England & NHS Improvement have launched a new phase of the [‘Help Us, Help You’](#) campaign taking a radically different approach to detecting cancer earlier for patients, when it is easier to treat. The campaign aims to address the barriers to people coming forward early by encouraging those who have noticed something in their body that doesn’t feel right and are worried it could be cancer to contact their GP practice. The campaign will reassure people by highlighting that most people who are referred for tests by their GP find out it’s not cancer and that finding out sooner is always better.

The campaign will run until **31 March 2022**. 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.

Bloomin’ Arts Mullin’s bursary 2022: open for applications

Based in Lingfield, Surrey, Bloomin’ Arts is a centre where people with learning disabilities can channel their brilliance and enthusiasm and enjoy, develop skills, perform, and work in the arts.

Bloomin’ Arts is delighted to be able to offer a bursary for one academic year to join the Thursday morning Make it! group.

The [Make it! group](#), allows individuals the opportunity to paint, create sculptures, as well as bespoke artistic products.

The bursary will be granted to a participant who does not have the financial support available to access this group but is interested in developing new skills and making creative pieces of artwork. The closing date for applications is 31 March 2022.

For further information or to apply please contact:

Email: gaynor@bloominarts.org.uk

Tel: 01342 836785

SMS: 07946 354365

UK’s first firefighter wearing a bone anchored hearing aid joins Surrey Fire and Rescue Service

Surrey Fire and Rescue Service’s On-call Trainee Firefighter Dave Newman is the UK’s first bone anchored hearing aid wearing firefighter. Dave is currently taking part in a modular firefighter training course. He has been supported through some high-risk exercises to ensure he, and many others like him, can fulfil their dreams of becoming firefighters. The tests were to ensure he is safe and well whilst in extremely hot situations.

Dave said: “I hope this encourages other people who are living with single sided impairment or are part of the diverse and underrepresented community to apply to join blue light services because I am thoroughly looking forward to my new career.”

For further information on careers in the fire service please visit their [careers page](#).

New website launched for Surrey and Sussex Cancer Alliance

Surrey and Sussex Cancer Alliance recently launched their [new website](#). The website includes the latest updates on their key programmes of work related to cancer prevention and early diagnosis, faster diagnosis, treatment and care, personalised care and patient engagement and experience.

It will also enable them to make cancer awareness resources more easily accessible for you and your organisations, so you can support campaigns through your communications channels.

April is Bowel Cancer Awareness month

Every 15 minutes in the UK someone is diagnosed with bowel cancer. That's over 42,000 people every year. Every 30 minutes someone dies from the disease in the UK. Bowel cancer is the second biggest cancer killer in the UK claiming more than 16,000 lives a year, that's over 44 people every day. Bowel cancer is the fourth most common cancer in the UK, after breast, prostate and lung cancers.

[Bowel Cancer UK](#) will be releasing campaign materials to help raise awareness. If you would like to receive these campaign materials, please [register your interest](#).

Surrey Police: Herbert Protocol helps missing people

Surrey Police has been raising awareness of 'missing people' and reminding carers of the importance of the Herbert Protocol. [The Herbert Protocol](#) is a form that carers, family or friends of a vulnerable person, or the person themselves can fill in.

It contains a list of information to help the police if the person goes missing, including; medication, mobile numbers, places previously located or lived and a recent photograph.

Keeping a completed form saves the worry of trying to recall the information during the stressful time of someone going missing. It also saves time for the police, allowing the search to start sooner.

For further [information about the Herbert Protocol](#) or to fill in the form for a vulnerable person please visit Surrey Police.

New literacy skills project for Gypsy, Roma and Traveller adults

[Surrey Community Action](#) has launched a tutoring project to deliver a wide range of learning support for Gypsy, Roma and Traveller adults aged 18 and over.

The free tutoring support on offer includes learning how to read and write, fill in forms, create a CV, use the internet, budget management or practice the driving theory test. Skills impact tutors can travel anywhere in Surrey and can even support those who reside for only a few weeks and adjust the sessions to accommodate.'

For further information, please contact Vicky Nash:

Tel/SMS: 07395 117392

Email: vickyn@surreyca.org.uk

Death Café opens in Guildford

The Brigette Trust is launching their next [Death Café](#) in Guildford, starting on the 27 April 2022.

Encouraging honest and thoughtful conversations about death and dying over coffee and cake. Death is an inevitable part of life yet most of us find it a very difficult topic to talk about. The Brigette Trusts want to normalise the conversation and help lead the discussion by providing a safe and informal space to talk about your thoughts and feelings around death and dying.

Death cafes are free and open to anyone, to speak freely and without judgement. There is no set agenda for a death café meeting just facilitated discussion following the interests of those attending. Taking time to reflect on death is something we can all do. When we spend time talking about death, we find that it helps remove the fear around it.

For further information or to book please contact:

Email: mandy.east@briggistrust.com

Tel: 01306 881816

Healthwatch Survey: Are you or your loved ones waiting for hospital care?

Millions of people have had their treatment delayed by the pandemic and Healthwatch Surrey wants to know if people are getting the advice, information and support they need whilst they wait.

The [waiting for hospital care survey](#) is for:

- People who are currently waiting for a hospital appointment, diagnostic tests at a hospital, or hospital treatment
- People who have had a planned hospital appointment, planned diagnostic tests or planned treatment since January 2021 (i.e. not emergency treatment)
- The questionnaire will take 10-15 minutes to complete and will close at the end of April.

For further information, to request a paper copy of this survey posted to you, or if you would like support to complete the survey, please get in touch with Healthwatch Surrey:

Email: enquiries@healthwatchesurrey.co.uk

Tel: 0303 303 0023

SMS: 07592 787533

Reconnections: Meet Us @...

The Reconnections Service in Guildford and Waverley is preparing for their next Meet us @ event which will take place on the 26 April at Ripley Green.

Reconnections works with over 65s to help people connect to what's important to them. It's not always fun or easy to go it alone so Reconnections will work with local partners to bring together a network of people who want to support each other. From ten-pin bowling to a meal

out; forming a new band; sharing a trip to the cinema or a walk with the dog - everyone enjoys something different, and the Reconnections team will help match people to what will be fun for them and help them feel better connected.

For further information please contact:

Email: gw@reconnectionslocal.org

Tel: 01483 654422

Training available to organisations operating in Reigate and Banstead

Communicating well with people living with Dementia

Free [communications training](#) to support residents living with dementia is being delivered by [Include.org](#) and was commissioned by Reigate and Banstead Borough Council. The training will take place on 10 May 2022 in Banstead or 16 June 2022 in Horley and is suitable for staff or volunteers.

For further information please contact:

Email: info@varb.org.uk

First Aid training for volunteers

St John's Ambulance is offering free first aid training for voluntary organisations in Reigate and Banstead. The half-day training can take place at an organisation's premise for groups of up to 15 people. It is available to book now for dates in May and June.

For further details or to book, please contact info@varb.org.uk giving the preferred dates and venue details.

Activities with Catalyst

Catalyst continues to provide a wide range of [activities and social groups](#) to support wellbeing, mental health and substance abuse. These include walking and football, Mindfulness and history, animals and film.

Groups and Activities with Mary Frances Trust

The Mary Frances Trust continues to offer a range of [support groups and activities](#), both virtual and face to face. From virtual coffee mornings, peer support groups, mindfulness, football, yoga and Zumba.

They are also launching a new course 'Yoga for Bipolar' Course, which is a 4 week course from 5 April 2022 at 3pm.

For further details or to book please contact:

Email: info@maryfrancestrust.org.uk

Tel: 01372 375 400

SMS: 07929 024722.

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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