Focus on ..

Winter 2020
Issue 26

FoCUS
Forum of Carers and people
who Use our Services

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What is FoCUS? The forum and voice for carers and people who use mental health, learning disability, older people, and drug and alcohol services in Surrey and North East Hampshire, provided by Surrey & Borders Partnership NHS Foundation Trust. Public meetings where NHS Managers learn from people who have experienced these services, what works well and what could be improved. FoCUS members are carers and people who use services, or have used services in the last five years.

FoCUS has continued to meet during this second lockdown

We are meeting on the video conferencing app zoom. Members who do not have access to the internet, a smartphone or tablet or computer can join using a telephone. You can call a free-phone number (just before 1pm on the day of the area group) and you will be asked to enter the meeting ID number. Details of the zoom and telephone joining instructions are sent out with the FoCUS agendas and are posted on the Trust's website https://www.sabp.nhs.uk/aboutus/involvement/focus/local-groups.
We all need a bit of help with technology at times - if you need support to join the FoCUS meetings either by zoom or by phone please contact Jane Ahmed whose details are over the page.

Our next FoCUS area groups are in December all from 1pm - 2.30pm on:

Wednesday 2nd December South West Surrey	**Zoom Meeting ID: 883 8640 7578** (Freephone 0800 358 2817) **Passcode: 167777**
Monday 7th December East & Mid Surrey	**Zoom Meeting ID: 822 7346 0643** (Freephone 0800 031 5717) **Passcode: 075678**
Thursday 10th December West Surrey & North East Hants	**Zoom Meeting ID: 847 6335 6028** (Freephone 0800 358 2817) **Passcode: 796524**
Monday 14th December North West Surrey	**Zoom Meeting ID: 811 6071 8684** (Freephone 0800 260 5801) **Passcode: 781067**

We understand that some members are not comfortable attending virtual groups

The FoCUS Support Team would like to reassure you that you can still be involved in FoCUS even if you decide that virtual groups are not for you. You can contact Jane Ahmed—details over the page—and we can raise issues on your behalf at meetings and feedback the outcome. We are pleased to have had an increase in members asking us to raise issues on their behalf at FoCUS Area Groups when they can not attend. It is great that members are reaching out to the FoCUS Support Team and asking us for help in these challenging times. Sadly we are unable to say when we can meet in person again but until then we are here for you. Please do contact us if you have any questions about something you have read in the minutes or have any feedback about the health care you have received from the Trust.

FoCUS would like to say a big THANK YOU to the Trust's staff for all the work they have done to support our members during 2020

Congratulations to FoCUS Reps

Thank you and congratulations to the FoCUS Reps who have chosen to stand again in their role:

- East & Mid Surrey Reps - Helen, Stephanie and Rachel
- South West Surrey Reps - Rosemary, David and Claud
- West Surrey and North East Hampshire Reps - Pam and Janice

There was no need to hold elections because we have at least one vacancy in each area and four vacancies in North West Surrey.

We would like to say a big thank you to out going North West Reps Larisa, Sharan, Tracey and Elaine for their valuable contributions to FoCUS during their time in the role.

If you are interested in becoming a FoCUS Rep and having the unique opportunity to chat to the Trust Directors about the issues that are important to members in your area please do contact Jane Ahmed—details below.

Please ask for help if you need it during these challenging times

The Trust and other local organisations are continuing to offer support including:

- **The Mental Health Crisis Helpline 0800 915 4644 is open 24 hours a day, 365 days a year** for mental health advice and support. People with speech or hearing difficulties can access the service through SMS text 07717 989024. For text support for people with hearing impairments, dial 18001 0800 915 4644 from your text phone or smartphone app. More information at www.relayuk.bt.com

- **The five Safe Havens across Surrey and North East Hampshire are now offering people experiencing a mental health crisis and carers an out of hours virtual service.** This means that people can receive expert guidance and support from mental health nurses and trained mental health practitioners at the Safe Havens without leaving home. The virtual Safe Havens are open from 6-11pm, seven days a week – the same hours as the Safe Haven sites in Epsom, Guildford, Redhill, Woking and Aldershot. **Links to the virtual safe haven are on the Trusts website https://www.sabp.nhs.uk/our-services/mental-health/safe-havens**

- **Surrey County Council has set up a Community Helpline number 0300 200 1008 (**SMS: 0786 0053 465 for Deaf and hearing impaired residents only). The helpline is to help direct residents who need support, such as picking up shopping, prescription collections or having someone who can be a telephone friend. **The Hampshire Coronavirus Support and Helpline can be contacted on 0333 370 4000.**

- To reduce isolation and loneliness **Surrey Coalition of Disabled People offers social activities every week day** which can be joined virtually or by calling a freephone number. For more information please contact Jane Ahmed or the Surrey Coalition's details below.

For more information about FoCUS please contact

FoCUS Involvement Facilitator, Jane Ahmed who works for Surrey Coalition of Disabled People. Jane can be contacted by **Email** ☞ Jane.Ahmed@surreycoalition.org.uk **Telephone** ☎ 01483 456558, **Mobile/SMS Text** 07426 022279, **Post** ✉ Surrey Coalition of Disabled People, Room GF41, Astolat, Coniers Way, Burpham, Guildford, GU4 7HL, **Website** 🖳 www.surreycoalition.org.uk/special-interest-groups/focus/

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