

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

Adult Social Care | Information and Engagement Team



## Monthly Briefing

*Coronavirus information correct as of 19 January 2021*

### Locked down doesn't mean locked out

During lockdown there is help and support available for residents in Surrey if they are struggling in any way.

For guidance and advice telephone the Surrey Community Helpline 0300 200 1008 (Monday-Friday 9am-5pm), SMS 0786 0053 465 (for deaf and hearing impaired residents only).

More information can be found on the [Coronavirus](#) webpages.

### Shielding for people who are Clinically Extremely Vulnerable (CEV)

People in this group will have previously received a letter from the NHS or from their GP informing them and are strongly advised not to visit pharmacies in person to pick up medicines.

Those who are unable to rely on friends, family or neighbours to help with this can telephone 0808 196 3646 between 8am and 8pm to arrange support from NHS Volunteer Responders, or telephone the Surrey Community Helpline for more help and guidance 0300 200 1008.

More information and guidance on shielding can be found on [GOV.UK](#).

### COVID-19 Vaccination Programme

The roll-out of the COVID-19 vaccination programme continues across the Surrey Heartlands area with the top two priority groups; those who are over 80 years of age and care home residents and staff and frontline health and care workers currently being vaccinated.

People over 80 years living within 45 minutes of a larger vaccination site (and who haven't already been vaccinated elsewhere) will receive an invitation to book an appointment. People over 80 who live further away and who haven't been contacted yet, will soon be invited.

The programme will then expand to further groups, starting with people over 75.

People should not telephone the NHS to ask when they will be given an appointment, as the NHS will contact them direct when it's their turn.

To receive the vaccine people need to be registered with a GP. Find details of [GPs](#) using the NHS.

Vaccination centres have been provided in a variety of venues and more centres will go live soon.

When all the sites are up and running and as more vaccine becomes available the services, where possible the centres will move to providing a twelve hours a day, seven days a week service.

Free bus travel is now available to concessionary bus pass users in Surrey all day, every day from this week on a temporary basis to make use of early morning slots for vaccines, healthcare, shopping and other vital appointments.

Surrey Heartlands Coronavirus Vaccination Frequently Asked Questions page has answers to a number of questions about the Coronavirus Vaccination Programme.

Contact the Vaccination Team if the answer to the question is not on the Frequently Asked Questions page:

- Email: [syheartlandscvg.vaccination@nhs.net](mailto:syheartlandscvg.vaccination@nhs.net)
- Telephone: 0300 561 2500 (lines are open from 9am to 4pm, Monday to Friday only)

Please note: this is **NOT** a vaccination booking service.

### **New online reporting tool launched to help keep Surrey safe**

A [new reporting tool](#) has been launched for residents to raise their concerns about businesses or venues in Surrey that are not following the Government's COVID-19 restrictions.

Businesses and venues can be reported if there is a concern that they are breaching rules and restrictions, eg incorrect use of PPE and handwashing facilities, not carrying out risk assessments etc.

All the reports will be investigated by Buckinghamshire and Surrey Trading Standards who are working closely with Environmental Health and Surrey Police where appropriate.

### **Don't take coronavirus home with you**

Supermarkets are being asked to review their current practices to help protect shoppers and staff and remind customers that they need to:

- Wear a face covering, unless they are exempt
- Maintain social distancing
- Shop alone
- Not to touch multiple items on the shelves
- Use contactless and card payments
- Use hand sanitiser as they enter the store.

COVID marshals and environmental health teams will also be increasing visits to shops to support in enforcing the guidelines.

### **Fake NHS COVID-19 Vaccine Text scams**

Fake NHS texts have been sent recently telling people they are eligible to apply for a COVID-19 vaccination with the weblink sending people to a fake NHS website where they are asked for personal details, including bank account information.

Find out more about this scam and other scams, rogue traders and cold calls on [Buckinghamshire and Surrey Trading Standards](#).

Report fraud and cyber-crime through [Action Fraud](#) as well as finding out about other types of cyber-crime.

### **New NHS video shows the new way to access your GP practice**

The NHS only wants people to attend their GP practice when they need to, in order to keep people and practice staff safe from coronavirus.

A [new video](#) explains how you can contact your GP practice and the different ways the care will be delivered to keep you safe, e.g. ordering prescriptions, monitoring symptoms at home and how to make remote or telephone appointments with a GP.

### **Help immediately after a COVID-19 death or any sudden/too-soon death**

[Sudden](#) is a free service for bereaved people from day one of bereavement and for the first ten weeks and their provision includes: emotional support by email or telephone from a trained, named worker; safeguarding and assessment of a bereaved person's health; safety and any acute needs; help, advocacy and referrals to meet their care needs as well as "active monitoring" of mental health.

The service can be contacted on telephone 0800 2600 400.

### **Call to return community equipment that's no longer needed**

Surrey's Community Equipment Service is appealing for the return of items such as beds, chairs and walking frames which are no longer needed.

The service lends out a range of equipment to help people stay independent and safe at home but many items never find their way back when they're surplus to requirements.

The pandemic means the items are needed back more than ever. They will be cleaned and recycled to support someone else who is in need.

The items include shower and bathing aids, ceiling track hoists and slings, specialist beds, pressure care equipment, ramps and rails, crutches, walking frames and toileting equipment and they will have been prescribed by a health or social care professional such as a nurse, occupational therapist, physiotherapist or social care worker.

All equipment that the service lends out has a barcode sticker somewhere on the item.

For items that are no longer needed please contact equipment provider Millbrook Healthcare:

- Telephone 0330 1241247
- Email [SurreyFeedback@millbrookhealthcare.co.uk](mailto:SurreyFeedback@millbrookhealthcare.co.uk)

### **Care Quality Commission's COVID-19 Insight December report on designated settings and care home capacity**

The Care Quality Commission report highlights coronavirus related pressures faced by services they regulate.

The [December edition](#) shares regional data on the designated settings that allow people with a COVID positive test to be discharged safely from hospital as well as the latest data on registered care home provision.

### **New sites to test how connecting people with nature can improve mental health announced**

[Seven new test and learn sites](#) which are based across England, including Surrey Heartlands Health and Care Partnership, will receive a share of over £5.5m, to research how nature can be used to improve mental health and wellbeing and will run for over two years. The sites will focus on communities hardest hit by coronavirus, and can include people living in deprived areas, people with mental health conditions or BAME communities.

Studies have shown that regular access to green spaces has the potential to improve mental health and wellbeing.

### **Mobile phone providers to increase data allowance to support disadvantaged children**

The Department for Education is working with mobile phone providers to provide additional mobile data to children, young people or families who meet the following criteria:

- They don't have access to a fixed broadband connection
- They cannot afford the additional data needed to access educational resources or social care services
- They have access to a mobile device that uses a participating network
- They are facing disruption to their face-to-face education, or have been advised not to attend school.

Further information can be found on [GOV.UK](https://www.gov.uk)

### ***In other news***

#### **Surrey Learning Disability Partnership Board and Autism Partnership Boards website survey launched**

The Surrey Learning Disability Partnership Board and Autism Partnership Boards are seeking opinions on their [website](#) and have launched an [online survey](#) which is open until Friday 5 February. The survey takes around 20 minutes and offers the chance to provide feedback on the quality of information on the website, including what could be improved or added. An easy read version of the survey is also available.

## Launch of “Day Opportunities” survey

Part of the process of establishing a new Older Person’s Strategy is finding out more about what activities, groups and services people aged 60 years and over care about the most, or would like to make use of, and the Adult Social Care [survey](#) is particularly interested in what helps residents to stay healthy and active, feel safe, reduce loneliness and improves wellbeing.

The [survey](#) is seeking to establish what support exists in the county for residents, and what support residents would also like available. Please encourage as many residents as possible over the age of 60 to complete the [survey](#) which will run until 18 February asking that they consider how their life is normally, and not under the current restrictions. Accessible formats are available on the survey page or can be requested via the Surrey County Council Contact Centre:

- Email: [contactcentre.adminhub@surreycc.gov.uk](mailto:contactcentre.adminhub@surreycc.gov.uk)
- Telephone: 0300 200 1005
- SMS: 07527 182 861

## Better health campaign launch

The NHS [‘Better Health’](#) campaign provides tools, apps and support to encourage people to quit smoking, get active and lose weight as well as taking care of your mind.

Find [information and help about losing weight](#) with Eat well for less tips and an [Easy Meals App](#), quit smoking with the NHS Smokefree app and find out how Couch to 5k and Active 10 apps can help someone [stay active](#) at home.

## “Make inside feel better” campaign launched

Part of the [Every Mind Matters](#) NHS campaign, “Make inside feel better” focuses on helping people manage their mental wellbeing during the lockdown period. It includes getting a “[Your mind plan](#)” by answering five questions, as well as a coronavirus and wellbeing section which gives tips and ideas on various subjects including [dealing with change](#) and coping with [money worries and job uncertainty](#).

## Help us shape our Physical Disability and Sensory Impairment Strategy

A reminder that Adult Social Care is seeking views of residents with a physical disability and/or a sensory impairment, to shape their new strategy. The [survey](#) closes on 31 January and we thank you for your help in gathering as many lived experiences and views as possible. The survey is available in a variety of formats including, easy read, plain text, large print via Surrey Says and easy read and braille can be requested via the Surrey County Council Contact Centre:

- Email: [contactcentre.adminhub@surreycc.gov.uk](mailto:contactcentre.adminhub@surreycc.gov.uk)
- Telephone: 0300 200 1005
- SMS: 07527 182 861

A range of social media assets is available to promote the survey on social media or for any queries you have regarding the strategy, please email [psd.strategy@surreycc.gov.uk](mailto:psd.strategy@surreycc.gov.uk)

### **Launch of a new apps library**

Surrey and Borders Partnership NHS Foundation Trust has launched a [new apps library](#) in partnership with ORCHA, which focuses on supporting your mental health and wellbeing.

Developed by clinicians, the app finder gives you unlimited access to thousands of independent app reviews across all health conditions and information on each app includes which operating system you can use the app on, whether there is a cost to download and a summary of the app and user experience.

### **Take part in an NHS community services provider's new patient panel**

Volunteers willing to give a patient's perspective on NHS community services in east Surrey are being sought for a new patient panel being launched by First Community Health and Care to enable the public to have more input into the way its community health services are provided and developed.

Two virtual sessions will take place in February where the public can learn more about First Community's services and how patients are currently involved. The sessions will also cover what the aims of the panel should be; how it should run to enable as many people as possible to have a voice and what it should be called, as well as considering how the patient panel should progress.

The virtual sessions will take place on Thursday 4 February (6pm-7.30pm) and on Monday 8 February (11am-12.30pm). Interested parties need only to attend one session. To register your attendance and be sent the meeting link please:

- Email [fhc.beinvolvedfirstcommunity@nhs.net](mailto:fhc.beinvolvedfirstcommunity@nhs.net) by 28 January 2021.

Those unable to attend the virtual sessions are still encouraged to have their say and can share their ideas in writing:

- Be Involved, First Community, 2<sup>nd</sup> floor Forum House, 41-51 Brighton Road, Redhill, RH1 6YS.
- Email to [fhc.beinvolvedfirstcommunity@nhs.net](mailto:fhc.beinvolvedfirstcommunity@nhs.net)
- Telephone 01737 775450 and ask to speak to Su Ryan before 28 January 2021.

### **Pharmacies launch codeword scheme to offer 'lifeline' to domestic abuse victims**

The [Ask for ANI](#) scheme allows those at risk or suffering from abuse to discreetly signal that they need help and access support. By asking for ANI, a trained pharmacy worker will offer a private space where they can understand if the victim needs to speak to the police or would like help to access support services such as a national or local domestic abuse helplines.

The scheme is initially available through the 2,300 Boots stores as well as 255 independent pharmacies.

### **Developing a contingency planning service for carers in Surrey: consultation on emergency support for carers**

The local health and social care system is working to develop a contingency planning service and is keen to work in partnership with carers to design a quality, responsive voice for Surrey.

Two consultation sessions are being run which offer an opportunity to share your experience, give your views on the work so far and help to shape Surrey's plans for emergency support for carers, what happens next and ensure the service works for carers. The sessions will also offer an opportunity for those interested to join a working party to continue to contribute to and inform the development of this service in Surrey.

Dates for the sessions which will be run through Zoom are 28 January at 7.30pm and 29 January at 10.30am and an access code will be sent to you ahead of the session.

To book please visit: [Consultation on emergency support for carers in Surrey](#). Please note places are limited.

### **Supporting communities in Surrey Heath: a virtual public meeting**

A new virtual joint public meeting organised by NHS Surrey Heath Clinical Commissioning Group (CCG) and Surrey Heath Borough Council is being held on Wednesday 20 January 1.30-2.30pm.

The meeting will enable people to find out about the following:

- How they have worked with partners to respond to the COVID-19 pandemic
- How primary care has adapted to respond to the pandemic
- How they are supporting the mental health and wellbeing of the local community
- Launch their first Innovation Fund.

The event will launch the first Innovation Conference which aims to create a safe space for individuals, local community groups and established charities to bring new ideas or ideas that can take an existing project to the next level. Projects will also be able to apply for up to £5,000 from a funding pot.

Register a place via [Eventbrite](#). A meeting link will be sent to you prior to the event with instructions on how to join. Please note that the meeting will be recorded.

For more information:

- Email [shccg.communications@nhs.net](mailto:shccg.communications@nhs.net)
- Telephone: 07909 936443

### **The Wellbeing Hour: The Power of Words**

[The Wellbeing Hour](#) is created and recorded by the Mary Frances Trust, and is a monthly radio programme featuring Mary Frances Trust clients, staff and facilitators, as well as guests providing thought provoking discussions around mental health and emotional wellbeing, from the perspective of people with lived experience.

The next show with a theme of The Power of Words will be aired on Monday 1 February at 9pm on [Surrey Hills Community Radio](#) with the “Listen Again” link shared after the show.

### **Music for Dementia – M4d Radio**

Music is a wonderful connector and has the ability to bring people together in the here and now. It can enliven, stimulate and enable people living with dementia to express themselves creatively through musical engagement.

Research shows and lived experiences demonstrate that music can help reduce the often distressing symptoms of dementia, such as agitation, apathy and anxiety.

[M4d radio](#) is part of the [Music for Dementia](#) campaign to make music available to everyone living with dementia. Their ambition is to make music freely available and a part of everyone’s care plan and is a group of five themed radio stations available 24 hours a day, 365 days a year, playing music that evokes memories.

### **Synergy Dance National new online platform**

The [Synergy Dance](#) national online platform has gone live and offers a diverse programme of 174 free online dance and yoga classes including lessons for people with a disability and long term health conditions.

The lessons are innovative, fun and tailored accordingly, and the platform includes lessons for children, teens, adults and the elderly.

### **Appeer Adult Women's Peer Support Group Survey**

[Appeer](#) is a Community Interest Company committed to delivering A Positive PEER Approach for and with Girls and Women with an Autistic Spectrum Condition and other Neurodiverse conditions.

Appeer run social groups for autistic and neurodiverse young girls and are planning to start one for young autistic adult in Surrey (aged 18-35). The aim of the group is to promote connection, develop peer support networks and provide a safe space to explore neurodiverse life.

The group would love to hear your views on how to make the group as useful and enjoyable as possible, and have launched an [online survey](#) that they are keen for young women to fill in and give their views. They will keep your information confidential and answers can be anonymous.

If you have any questions:

- Email [paige@appeer.org.uk](mailto:paige@appeer.org.uk)

## Your Fund Surrey

Surrey County Council's £100m Your Fund Surrey is designed to give financial backing to projects submitted by residents and community groups that will enhance their local area, with people encouraged to 'Think Big'.

Ideas can be plotted on an interactive online map, with people able to comment, make further suggestions or simply give project ideas a thumbs up.

Projects that meet the criteria and prove that they will deliver a positive benefit for local people will be taken through an application process and the first funding will be administered in Spring 2021.

Full details and the interactive map are available on [Surrey County Council](#).

## Take part in a Falls Prevention programme

Surrey Hills Rehab are offering a Falls Prevention programme led by specialist Physiotherapist and Falls prevention instructor.

The programme is six weeks long and includes an initial assessment, a bi-weekly group on strength and balance exercises, and falls prevention education from the Surrey County Council/Clinical Commissioning Group team, followed by a community-based session supporting people to return into the high street and their local community.

Referrals are accepted from any health or social care professional, or from people that have fallen, or have a fear of falling directly.

For more information contact:

- Email: [kim@surreyhillsrehab.co.uk](mailto:kim@surreyhillsrehab.co.uk)
- Telephone: 07976 849903
- Website: [www.surreyhillsrehab.co.uk](http://www.surreyhillsrehab.co.uk) for more information.

## Surrey Information Point

Surrey Information Point [Twitter](#) and [Facebook](#) pages are growing with more than 3,500 followers but would like to expand their following and engagement with local residents.

Surrey Information Point is for anyone living in Surrey that wants to keep up to date on local community support, health and wellbeing information or to find out what is going on across Surrey. They want to reach more people and services by posting a wide range of information. They provide content on:

- local groups and services
- health related services and articles
- local events and activities
- news items and videos
- useful tips.

Follow their [Facebook](#) and [Twitter](#) for more information. For queries or suggestions, please email: [info@surreyinformationpoint.org.uk](mailto:info@surreyinformationpoint.org.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)

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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