



SURREY

## INFORMATION AND ADVICE CHECKLIST

Please use the checklist to assess current compliance with the Care Act 2014. Please use a RAG system:

**RED** - There are significant knowledge gaps / omissions which require joint effort to resolve

**AMBER** - There are knowledge gaps / omissions but these can be easily rectified

**GREEN** - Full compliance. Either none or minor omissions or issues

Please complete the table below using RAG ratings

Description	RED	AMBER	GREEN	Comment/reason	Where can I find the Information and advice?
<p><b>What types of care and support are available locally</b> – eg specialised dementia care, befriending services, reablement, personal assistance, residential care, etc</p>					<p>Surrey County Council Adult Social Care website,  <a href="http://new.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults">http://new.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults</a>  Publications Library  <a href="http://new.surreycc.gov.uk/social-care-and-health/contacting-social-care/contact-adult-social-care/online-publications-for-adult-social-care">http://new.surreycc.gov.uk/social-care-and-health/contacting-social-care/contact-adult-social-care/online-publications-for-adult-social-care</a>  Care and Support Services Surrey publication  Recent awareness campaign directing people to Surrey Information Point  Surrey Information Point (SIP)  <a href="http://www.surreyinformationpoint.org.uk/">http://www.surreyinformationpoint.org.uk/</a>  Adult Social Care helpline  <b>0300 200 1005</b>  Local Information Hubs,  <a href="http://www.thesurreyhubs.org.uk/">http://www.thesurreyhubs.org.uk/</a>  Age UK Surrey  <a href="http://www.ageuk.org.uk/surrey/">http://www.ageuk.org.uk/surrey/</a>  Healthwatch Surrey  <a href="http://www.healthwatchsurrey.co.uk/">http://www.healthwatchsurrey.co.uk/</a>  GetWise  <a href="https://getwisesurrey.org.uk/">https://getwisesurrey.org.uk/</a>  Surrey and Borders Partnership  <a href="http://www.sabp.nhs.uk">www.sabp.nhs.uk</a>  One Stop Surrey  <a href="http://www.ageuk.org.uk/surrey/help--advice/one-stop-surrey/">http://www.ageuk.org.uk/surrey/help--advice/one-stop-surrey/</a>  Wellbeing Centres  <a href="http://new.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults/health-and-wellbeing/mental-health/wellbeing-centres">http://new.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults/health-and-wellbeing/mental-health/wellbeing-centres</a>  Citizen Advice Bureaux  <a href="http://citizensadvice.surrey.org.uk/">http://citizensadvice.surrey.org.uk/</a></p>

					Surrey and Borders Partnership <a href="http://www.sabp.nhs.uk/">http://www.sabp.nhs.uk/</a>
<b>How to access the care and support</b> available locally					Surrey County Council Adult Social Care website <a href="http://new.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults">http://new.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults</a> Referrals from agencies, Adult Social Care helpline, recent publication Care and support for adults in Surrey, Surrey Information Point
<b>The choice of types of care and support services available to local people</b> , ie what local providers offer certain types of services					Surrey County Council Adult Social Care website, Publications Library, Care and Support Services Surrey publication, recent awareness campaign directing people to Surrey Information Point  Surrey Information Point (SIP), Adult Social Care helpline Local Information Hubs, Age UK Surrey, Healthwatch Surrey, GetWise, Surrey and Borders Partnership, One Stop Surrey, Wellbeing Centres, Citizen Advice Bureaux, Surrey and Borders Partnership
How people can raise concerns about the <b>safety or wellbeing</b> of someone who has care and support needs.					Recent safeguarding awareness campaign, SIP, county council website, Adult Social Care helpline <b>0300 200 1005</b> Surrey Police <b>101</b> or <b>01483 571212</b> Emergency Duty Team (out of hours) <b>01483 517898</b> Surrey Safeguarding Adults Board papers and referral form. <a href="http://new.surreycc.gov.uk/social-care-and-health/surrey-safeguarding-adults-board">http://new.surreycc.gov.uk/social-care-and-health/surrey-safeguarding-adults-board</a>
Available <b>housing and housing related support options</b> for those with care and support needs					Borough and District Councils housing departments, Adult Social Care helpline <b>0300 200 1005</b> Surrey County Council Housing-Related Support <b>Tel: 020 8541 8719</b> <a href="mailto:housingrelatedsupport@surreycc.gov.uk">housingrelatedsupport@surreycc.gov.uk</a> Citizens Advice Bureaux, SIP, Local Information Hubs, Age UK, One Stop Surrey

<p>Effective <b>treatment and support for health conditions</b>, including continuing health care arrangements</p>					<p>SIP Surrey County Councils adult social care website</p> <p>Healthy Surrey <a href="http://www.healthysurrey.org.uk/">http://www.healthysurrey.org.uk/</a> Wellbeing centres, Surrey and Borders Partnership NHS Choices <a href="http://www.nhs.uk/Pages/HomePage.aspx">http://www.nhs.uk/Pages/HomePage.aspx</a></p> <p>Clinical commissioning groups (CCGs) Surrey Heath CCG <a href="http://www.surreyheathccg.nhs.uk">http://www.surreyheathccg.nhs.uk</a> Surrey Downs CCG <a href="http://www.surreydownsccg.nhs.uk">http://www.surreydownsccg.nhs.uk</a> East Surrey CCG <a href="http://www.eastsurreyccg.nhs.uk">http://www.eastsurreyccg.nhs.uk</a> Guildford &amp; Waverley CCG <a href="http://www.guildfordandwaverleyccg.nhs.uk">http://www.guildfordandwaverleyccg.nhs.uk</a> North West Surrey CCG <a href="http://www.nwsurreyccg.nhs.uk">http://www.nwsurreyccg.nhs.uk</a> North East Hampshire and Farnham CCG <a href="http://www.northeasthampshireandfarnhamccg.nhs.uk">http://www.northeasthampshireandfarnhamccg.nhs.uk</a></p> <p>Continuing care teams</p>
<p><b>Availability and quality of health services</b></p>					<p>Care Quality Commission <a href="http://www.cqc.org.uk/">http://www.cqc.org.uk/</a> CCGs, NHS choices, Care and Support Services publication <i>Coming soon:</i> Surrey Information Point market place</p>
<p>Availability of <b>services that may help people remain independent for longer</b> such as home improvement agencies, handyman or maintenance services</p>					<p>Local Borough and District councils reablement services, SIP, One Stop Surrey, Wellbeing centres, Age UK, Surrey, Meals on Wheels Online equipment assessment <a href="https://www.equip-yourself-surrey.org.uk/start">https://www.equip-yourself-surrey.org.uk/start</a> Telecare <a href="http://www.surreytelecare.com/">http://www.surreytelecare.com/</a></p>
<p>Availability of <b>befriending services and other services to</b></p>					<p>SIP, Wellbeing Centres, Age UK Surrey, Local Information Hubs Surrey Disability Register</p>

<b>prevent social isolation</b>					<a href="http://www.surreycc.gov.uk/surreydisabilityregister">www.surreycc.gov.uk/surreydisabilityregister</a> Surrey Coalition <a href="http://www.surreycoalition.org.uk">www.surreycoalition.org.uk</a> Surrey Choices <a href="http://www.surreychoices.com">www.surreychoices.com</a>
<b>Availability of intermediate care entitlements such as aids and adaptations</b>					Local borough and district councils, Surrey county council reablement teams, SIP, Local Information Hubs, Age UK Surrey. One Stop Surrey, online equipment assessment, Citizens Advice Bureaux, Sensory Services by Sight for Surrey <a href="http://www.sightforsurrey.org.uk">www.sightforsurrey.org.uk</a>
<b>Eligibility and applying for disability benefits and other types of benefits</b>					Getwise <a href="https://getwisesurrey.org.uk/">https://getwisesurrey.org.uk/</a> Local Information Hubs, Citizens Advice Bureaux Surrey Independent Living Council(SILC), Adult social care publications library including Paying for Care,
<b>Availability of employment support for disabled adults</b>					Local Information Hubs, Surrey Disability Register, Employability service with Surrey Choices. <a href="http://www.surreychoices.com/employability/">http://www.surreychoices.com/employability/</a> Surrey Independent Living Council (SILC) <a href="http://www.surreyilc.org.uk">www.surreyilc.org.uk</a>
<b>Children's social care services and transition</b>					Surrey County Council <a href="http://new.surreycc.gov.uk/social-care-and-health/childrens-social-care">http://new.surreycc.gov.uk/social-care-and-health/childrens-social-care</a> Transition Team <b>Tel: 01276 800270</b> Email: <a href="mailto:transitionteam@surreycc.gov.uk">transitionteam@surreycc.gov.uk</a>
<b>Availability of carers' services and benefits</b>					SIP, county council website, <a href="http://new.surreycc.gov.uk/social-care-and-health/information-for-carers">http://new.surreycc.gov.uk/social-care-and-health/information-for-carers</a> Adult Social Care helpline <b>0300 200 1005</b> Action for Carers Surrey <a href="https://www.actionforcarers.org.uk/">https://www.actionforcarers.org.uk/</a> Carers Support Schemes including GP carer's break

					<p>payment Surrey Young Carers <a href="http://www.surrey-youngcarers.org.uk">www.surrey-youngcarers.org.uk</a></p>
Sources of <b>independent information, advice and advocacy</b>					<p>SIP, Local Information Hubs, Citizens Advice Bureaux, Age UK Surrey, GetWise, Healthwatch Surrey, Action for Carers, Surrey Independent Living Council Surrey Disabled Peoples Partnership, <a href="https://www.sdpp.org.uk/">https://www.sdpp.org.uk/</a> Surrey Advocacy Service (Independent Mental Health Advocate) Matrix Advocacy for prisons, Just Advocacy for West Surrey and Kingston Advocacy Surrey for East Surrey (Independent Mental Capacity Advocate)</p>
The <b>Court of Protection, power of attorney and becoming a Deputy</b>					<p>SIP, Citizens Advice Bureaux, Deprivation of Liberty Safeguarding team (DOLS) <b>Telephone: 01483 517644</b> <b>Email address: <a href="mailto:dolsteam@surreycc.gov.uk">dolsteam@surreycc.gov.uk</a></b></p>
Raise <b>awareness of the need to plan for future care costs</b>					<p>SIP, awareness campaigns from Surrey county council and Central Government Society Of Later Life Advisers (SOLLA) <a href="http://www.societyoflaterlifeadvisers.co.uk">www.societyoflaterlifeadvisers.co.uk</a> Paying for Care publication, Adult Social Care helpline, Getwise</p>
<b>Practical help with planning to meet future or current care costs</b>					<p>SIP, awareness campaigns from Surrey county council and Central Government, Society Of Later Life Advisers (SOLLA), Paying for Care publication, Adult Social Care helpline, Getwise</p>
Accessible ways and support to <b>help people understand the different types of abuse and its prevention</b>					<p>Awareness campaign and leaflets, SIP, Adult Social Care contact centre, Surrey Police, Surrey Safeguarding Adults Board leaflets</p>