



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

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

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

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

					<p>payment Surrey Young Carers www.surrey-youngcarers.org.uk</p>
<p>Sources of independent information, advice and advocacy</p>					<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, https://www.sdpp.org.uk/ 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>
<p>The Court of Protection, power of attorney and becoming a Deputy</p>					<p>SIP, Citizens Advice Bureaux, Deprivation of Liberty Safeguarding team (DOLS) Telephone: 01483 517644 Email address: dolsteam@surreycc.gov.uk</p>
<p>Raise awareness of the need to plan for future care costs</p>					<p>SIP, awareness campaigns from Surrey county council and Central Government Society Of Later Life Advisers (SOLLA) www.societyoflaterlifeadvisers.co.uk Paying for Care publication, Adult Social Care helpline, Getwise</p>
<p>Practical help with planning to meet future or current care costs</p>					<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>
<p>Accessible ways and support to help people understand the different types of abuse and its prevention</p>					<p>Awareness campaign and leaflets, SIP, Adult Social Care contact centre, Surrey Police, Surrey Safeguarding Adults Board leaflets</p>