

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Monthly briefing

Information correct as of 24 April 2025

Surrey Mental Health and Housing Protocol relaunched

Surrey County Council has worked with Surrey and Borders Partnership NHS Foundation Trust, hospitals, and all district and borough councils in Surrey to update and relaunch the [Surrey Mental Health and Housing Protocol](#) to improve how residents with mental health and housing needs are supported.

This protocol is a practical guide to help practitioners manage complex mental health and housing situations. It provides clear steps on who should take action and how different partners can work together effectively. The goal is to help people find housing to support their recovery and reduce the risk of homelessness, as well as to prevent delays in hospital discharges.

The protocol will be re-launched in April and May to raise awareness. All adult social care practitioners and relevant colleagues are encouraged to familiarise themselves with the protocol, available on the [Healthy Surrey](#) website.

Additionally, there are training webinars on 30 April and 1 May 2025.

Please take a moment to complete the one-minute [Impact Survey](#), which also includes sign-ups for the webinars.

If you have any questions, please contact Michael Stones:

- Email: Michael.stones@surreycc.gov.uk.

Digital Surrey website for digital inclusion

Surrey County Council has launched a new website called [Digital Surrey](#). This site is a central hub for digital inclusion resources in Surrey. It was created with colleagues in the voluntary sector, and the Surrey Digital Inclusion Steering Group, led by The Surrey Coalition for Disabled People. The website offers information on how residents can learn new digital skills, get devices and SIM cards, and understand topics like broadband coverage.

Falls prevention and detection technology cuts hospitals admissions by half

The use of innovative falls prevention and detection technology in Surrey care homes has significantly reduced hospital admissions and falls among elderly and vulnerable residents.

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



The technology, which uses sound and motion sensors along with AI, alerts staff when residents need assistance, particularly at night.

A pilot in four care homes resulted in a fifty per cent reduction in hospital admissions and a fifty-seven per cent reduction in falls. Additionally, residents experienced fewer night-time disruptions, leading to improved well-being and alertness during the day.

Following the pilot's success, the technology will be expanded to eleven more care homes, benefiting an additional 330 residents.

For more information, please visit [Surrey Heartlands](#) website.

Accelerating Reform Fund small grants programme

The Department of Health and Social Care has launched the Accelerating Reform Fund (ARF) which provides a total of £42.6 million in grant funding from 2023 to 2025.

The aim of the ARF is to address barriers to adopting innovative practices and building capacity and capability in the adult social care sector. Surrey County Council's share of the fund means organisations may bid for up to £6,000 to complete work that meets the funds aims.

ARF is available to Voluntary Community Social Enterprise (VCSE) organisations based in Surrey who are working to support Surrey-based residents.

Closing date for applications is no later than 9am on Monday 12 May 2025.

For further information, please visit [Surrey County Council](#) website.

Surrey Skills Academy

Surrey Skills Academy is now back up and running, allowing external organisations and services to access e-learning courses.

The e-learning course titled 'Information and Advice Resources about Care, Support, Health, and Wellbeing' is now accessible to external partners and organisations. This course helps staff and volunteers find and understand online information and support, so they can support residents, carers, and their families in making informed choices about care and support, helping them stay independent, safe, and well.

During the summer, Surrey County Council will switch to a new platform called MyLearning, which will replace Surrey Skills Academy. More details on how to access courses through MyLearning will be shared soon.

Please visit [Surrey Skills Academy](#) to access the e-learning course.

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



For further information, please contact:

- **Email:** Asc.engagement@surreycc.gov.uk

New Cancer Care Map

Surrey and Sussex Cancer Alliance have launched a new [Cancer Care Map](#). This directory, created in partnership with the Cancer Care Map team, helps people living with cancer in Surrey, Sussex, and Frimley find services, activities, and therapies. Users can enter their postcode and a topic, like bowel cancer, to find local support. You can also suggest changes or add new information to the Cancer Care Map by contacting:

- Email: surreyandsussex@cancercaremap.org.

Free breast cancer awareness talks

Breast Cancer Now are offering free public health talks sharing information on early detection and prevention of breast cancer. If your organisation would like to raise awareness in your local community or network, or would like more information, please visit [Breast Cancer Now](#) or complete a [booking form](#).

Energy advice for the community

[Citizens Advice Epsom and Ewell](#) (CAEE) is helping local residents learn how to save energy at home. Residents can meet CAEE advisers at three locations to get advice on reducing energy use, switching providers, smart meters, warm home discounts, crisis support, and applying for grants and benefits:

- [Epsom and Ewell Community and Wellbeing Centre](#): Every other Monday and Wednesday from 10am to 12pm
- [Epsom Pantry](#) (members only): Every other Monday, Thursday, or Friday
- [Epsom and Ewell Hub](#): Every other Monday

For more information, visit [CAEE energy advice](#).

Sight for Surrey Breaking Down Barriers training

Sight for Surrey is hosting a one-day workshop called [Breaking Down Barriers](#) on 14 May 2025. This workshop is for professionals in Surrey to learn about inclusion, accessibility, and independence for people who are Deaf, hard of hearing, blind, partially sighted, or deafblind. Attendees will hear personal stories about daily life, its challenges, and opportunities. They will

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



also learn about practical support, accessible technology, communication methods, and how Sight for Surrey helps adults and children in Surrey.

The workshop aims to inspire and empower attendees to become advocates for access and inclusion, helping to remove barriers so everyone can live independently at home, work, and in the community. For more information or to book your place, please visit [Sight for Surrey](#).

Latest from Catalyst Support

Catalyst Counselling are offering 24 sessions of free counselling to individuals struggling with drug or alcohol use and/or mental health issues such as mild-moderate anxiety or depression.

- **When:** every Monday afternoon
- **Where:** Relate Mid and East Surrey, 44c Church Street, Reigate, RH2 0AJ

Referrals can be made by healthcare professionals or by the individual by contacting the counselling team:

- **Email:** admin.counselling@catalystsupport.org.uk

Woking Safe Harbour pilot shares first results

The [pilot](#) of Woking Safe Harbour, which began in November 2024, has successfully helped several clients complete the programme. Woking Safe Harbour is a daytime crisis prevention service for adults in Surrey, offering a six-week programme for individuals referred by healthcare professionals.

The programme assists clients in understanding their situation and diagnoses by discussing their problems, receiving advice, practical help, mental health education, and strategies to prevent crises.

Each client follows a structured timetable, but the programme is flexible to meet individual needs. This flexibility might include meeting in different locations or remotely, focusing more on one-to-one support rather than group sessions, or addressing specific practical or emotional concerns.

For more information, please visit [Catalyst](#).

Free rock-climbing sessions

[Climbing out of Depression](#) (COOD) is offering four free one-to-one coaching sessions and social sessions to introduce clients to the wider climbing community, encouraging them to continue climbing and to make lasting improvements in mental wellbeing. COOD is open to referrals from health professionals by completing their online [referral form](#).

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



For more information, please contact:

- Email: info@cood.org.uk.

New arrangements for complaints about GP, pharmacy, optometry and dental services

There are two ways to make a complaint about GP practices, dentists, opticians, or pharmacies:

1. Complain to the healthcare provider where the NHS service was received (for example GP, dental practice, community pharmacy, or optometry practice).
2. Complain to the commissioner of the service, which is the organisation that funded the service or care received.

Starting from 1 April 2025, Surrey Heartlands Integrated Care Board (ICB) will handle complaints about GP, pharmacy, optometry, and dental services for residents in their area if the complainant wants them to. This responsibility is moving from the Southeast Complaints Hub.

Handling complaints at the ICB level will help local teams identify patterns and make improvements in service delivery. The ICB's Complaints Team already deals with complaints about many NHS-funded services, so this change will align primary care complaints with those.

For more information, check the updated [Complaints Handling Policy](#). If you have any questions, please contact the Complaints Team:

- Email: syheartlandsicb.complaints@nhs.net.

Surrey VCSE Alliance LGBTQIA+ Conference at G Live

On 6 May 2025 Surrey VCSE Alliance is hosting an inspiring event focused on LGBTQIA+ inclusivity in Surrey's public, charity, voluntary, and community sectors. Keynote speakers will share their personal stories and insights on the importance of diversity and inclusion. Attendees will also participate in interactive workshops to learn practical ways to create a supportive environment for LGBTQIA+ individuals.

To book, please visit [Eventbrite](#).

CQC calls for national action

The [2023/24 Monitoring the Mental Health Act](#) report, published this month, finds that many people with mental health needs are not getting the care they need. Monitoring the Mental

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Health Act is an annual report on the use of the Mental Health Act (MHA). It looks at how providers are caring for patients, and whether patients' rights are being protected.

As part of their monitoring activity in 2023/2024, CQC interviewed over 4,500 people who were detained under the Mental Health Act or 'sectioned', covering 870 wards. They also spoke with relatives and people who had been previously detained. This year's report once again raises the issue that a lack of staff, beds, and training, are leading to harmful gaps in care and treatment. More information can be found in their [press release](#).

Expanding Men's Pit Stops across Surrey

In just six weeks, eight new Men's Pit Stops have been successfully launched across Surrey, thanks to the Household Support Fund. These new locations are Camberley, Elmbridge, Staines, Epsom, Guildford, Englefield Green, Thames Ditton, and Walton. This marks a significant step forward in making mental health support more accessible for men who need it most.

Men's Pit Stops provide a safe, welcoming space for men to talk openly, share experiences, and find support without judgment. It is known that many men struggle in silence, and these groups offer an essential lifeline and a chance to connect with others who truly understand.

For more information, please visit [Healthy Surrey](#).

Walk-in Covid-19 vaccination clinics

Alliance for Better Care has set up walk-in clinics for people aged 75 and older, and for those who meet NHS criteria for Covid-19 vaccinations. No appointment is needed.

To find a clinic, please visit [Alliance for Better Care](#).

Free training sessions for carers of people with dementia

Unpaid carers of people with dementia can attend free training sessions in Guildford and Waverley to help them support their loved ones at home. These sessions, developed with input from carers, are held at the Clockhouse Community Centre in Milford and The Hive in Guildford. The training covers important topics like hydration, coping strategies, and managing difficult behaviours. It also helps carers connect with others in similar situations and provides information on additional support.

For more details and booking information, please visit the [Healthy Surrey](#) website.

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



New Dementia Connections Café

West Hall care home in West Byfleet is starting a new Dementia Café on 20 May 2025, from 10am to 11.30am.

This café is for people with dementia, their families, and carers. It's a place to meet others in a friendly setting. Regular guests who support people with dementia will be invited to share their services and give practical advice to families.

The cafés will happen every third Tuesday of the month.

For more information and to confirm attendance, please visit the [Anchor](#) website or contact:

- **Email:** Hamish.macdonald@gw.homeinstead.co.uk
- **Telephone:** 07713 669125

New First Community website launched

First Community launched a new website on 1 April 2025. It includes a refreshed look and design, improved user navigation and search functions, accessibility features and many other benefits.

- **Website:** [First Community Health and Care](#)

Free scams awareness webinar

Buckingham and Surrey Trading Standards are hosting a free webinar on 6 May 2025.

The webinar will include advice on how to spot a scam, how to report one and the ways you can protect yourself and others against them.

They will be joined by a guest speaker from Crimestoppers.

A BSL interpreter and live subtitles will be available.

For further information and to book a place, please visit [Eventbrite](#).

Submitting an article for the Adults, Wellbeing and Health Partnerships 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

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



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.

You can unsubscribe from the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing by contacting us at: asc.engagement@surreycc.gov.uk

Sharing the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing

If you would like to share the Adults, Wellbeing and Health Partnerships Information and Engagement Team Briefing with other professionals, the latest edition is available from: www.surreycc.gov.uk/adultsbriefing