

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 21 March 2024

New short breaks accommodation: Groundbreaking ceremony

On the 14 March families attended a groundbreaking ceremony, held for a purpose-built £5.7m facility that will enable autistic people and those with learning disabilities to enjoy new experiences while their families take a break from caring. Part of Surrey County Council's drive to create the right homes with the right support for people who need it, this is part of a major investment in specialist accommodation to help people achieve greater independence.

The new accommodation on the site of the old Lakers Youth Centre, Woking, will provide eight ensuite bedrooms as well as a sensory room, a communal lounge / dining room and landscaped gardens. It will provide the first such service in this part of the county and will ultimately add almost 2,500 nights of additional short breaks capacity per year for adults with additional and complex needs.

For further information, please visit [Lakers short break service](#).

Surrey Heartlands: Non-emergency patient transport scheme

Surrey Heartlands will have a new provider, [EMED Group](#), for their non-emergency patient transport scheme from 1 April 2024. The service will provide in-scope journeys for patients that are eligible for NHS Funded transport, including in-patient discharges, outpatient journeys and transport to and from renal dialysis appointments.

For further information or leaflets to download please visit [EMED Group](#).

Please note: The booking phone number and online booking link will be available from 1 April.

New project to help integrated care systems (ICSs) reduce health inequalities

The Care Quality Commission (CQC) is working with National Voices and the Point of Care Foundation to develop a tool for integrated care systems (ICSs). This will help them to measure how well they listen to the experience and needs of people and communities.

This project will:

- identify innovative and creative ways of measuring how well ICSs understand and meet the health and care needs of people who face inequalities

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- co-design and test a framework to help ICSs measure the impact of approaches to tackle inequalities
- develop, test and promote a suite of associated guidance, learning products and activities

To inform the framework, CQC is looking for examples of best practice and examples of outstanding or innovative work to involve people and communities within a system or examples of people and community involvement in an integrated care system that has led to a reduction in health inequalities.

For further information or to share an example of best practice please visit or contact:

- **Website:** [Care Quality Commission](https://www.cqc.org.uk)
- **Email:** ICShealthinequalities@cqc.org.uk

Latest news from Healthwatch Surrey

Survey for future self-funders

Healthwatch Surrey is working with Adults, Wellbeing and Health Partnerships to understand more about what local people currently consider when they are planning future care and where they might go for information, what options they review and preferences for different care provision. They have developed a '[Future self-funders survey](#)' to capture people's views.

Please complete for yourself or a loved one and help us ensure people get the information they need at the right time and place to make more informed decisions about care and support.

Professionals please share with people you think this may be relevant for.

Latest insight bulletin

Healthwatch's [March Insight bulletin](#) reflects the themes they have heard from local people. This month they heard about:

- system updates positively impacting patient experience
- long waits for GP practice appointments
- difficulty obtaining prescriptions causing unnecessary stress for many
- lack of communication between services continues to impact patients
- are all services accessible to everyone?

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Surrey's Bridge the Gap service receives £120,000

The Police and Crime Commissioner has awarded £120,000 to Surrey's Changing Futures Programme, which supports vulnerable adults across the county.

The [Changing Futures Bridge the Gap](#) service supports people who are experiencing a combination of problems including mental health issues, substance use, homelessness and domestic abuse. Surrey County Council's Bridge the Gap provides stability and a path to recovery. It aims to reduce re-offending by supporting people to improve their lives and re-engage positively with their local communities.

The programme was designed by Surrey's Lived and Living Experience Community, a group of people who have experienced multiple disadvantage, including a history of offending.

For further information on Bridge the Gap, please visit or contact:

- **Website:** [Healthy Surrey](#)
- **Email:** Changing.Futures@surreycc.gov.uk

Carers Week 2024: Putting Carers on the map

Carers Week organised by Carers UK is taking place from 10 -16 June. This year, the theme is **'Putting Carers on the Map'**, highlighting the invaluable contributions of carers across the UK and ensuring their voices are heard loud and clear.

There will be a variety of events and activities both online and in communities across the nation, with lots of different ways to get involved.

Each day of Carers Week will centre around a specific theme:

- Monday: Research launch
- Tuesday: Health and social care
- Wednesday: Work and employment
- Thursday: Younger carers
- Friday: Older carers
- Saturday: Mental health and wellbeing
- Sunday: Reflections on Carers Week

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

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NHS England wants to hear your views on the Never Events Framework

NHS England has launched a consultation asking your views on whether the existing [Never Events Framework](#) remains an effective way to support patient safety improvement.

Never Events are incidents with the potential to cause serious patient harm or death that are wholly preventable if national guidance or safety recommendations are followed.

The consultation asks for views on whether the Never Events framework is still considered an effective mechanism to drive patient safety improvement; and for a preferred option for its future to be selected. The [consultation](#) is open until 5 May 2024.

Surrey and Borders Partnership Trust scores 99%

[Surrey and Borders Partnership NHS Foundation Trust](#) scored 99% for the non-clinical support it provided to disabled patients in 2022-23, among the highest ratings in the country.

Non-clinical support includes accessibility, clear signage, and other measures to support the needs of a disabled patient. The [patient-led assessment of the care environment](#) is an annual survey of NHS patients, who review the care they received across a variety of topics, including privacy, food, and cleanliness.

The figures also showed non-clinical support for dementia patients at Surrey and Borders Partnership Trust was scored at 97%. The food supplied was scored at 95%, while the cleanliness of the facilities stood at 99%.

Active Surrey: Helping People Become More Active Awareness Training

Being physically active has never been more important. Active Surrey is running a free [90 minute webinar on Wednesday 8 May](#) covering:

- benefits of being physically active
- national guidelines for adults and practical tips
- how to have positive conversations about being more active
- key signposting resources

This session is relevant to anyone working with adults in a resident-facing role in a professional or voluntary capacity.

For further information or to book please visit [Active Surrey](#).

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Free money advice and wellbeing support services

Epsom and Ewell

A free money advice and wellbeing support service is available to people (18+) living and working in Epsom & Ewell. The Financial and Wellbeing Support Service (FWSS) is delivered by Citizens Advice Epsom & Ewell (CAEE) for expert benefits and money advice and mental health charity Mary Frances Trust (MFT) for specialist wellbeing support.

If managing your finances is causing stress and anxiety or mental health challenges are impacting your ability to manage your finances, the three-year project funded by The National Lottery Community Fund will provide a range of free services and resources to help residents to get help during this difficult time.

No third-party referral is required. Case workers from CAEE and MFT will provide support to improve people's situation and emotional wellbeing via face-to-face, telephone or online appointments.

Mary Frances Trust:

- **Email:** fwss@maryfrancestrust.org.uk
- **Telephone or SMS:** 07380 567708

Citizens Advice Epsom & Ewell

- **Email:** fwss@caee.org.uk
- **Telephone:** 01372 300421
- **Website:** [Citizens Advice Epsom and Ewell](https://www.citizensadvice.org.uk/epsom-and-ewell/)

Surrey Heath

"Financial and Wellbeing Support Service – Surrey Heath" is a similar service available for residents of Surrey Heath. It is part of the same project funded by The National Lottery Community Fund and delivered by partner organisations Citizens Advice Surrey Heath (money and benefit advice) and Catalyst Support (wellbeing support).

To find out more or access the Surrey Heath service, please contact either organisation directly:

Citizens Advice Surrey Heath

- **Email:** FWSS@ca-sh.org.uk
- **Telephone or SMS:** 07719 362300

Catalyst

- **Email:** fwss@catalystsupport.org.uk

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Gambling support service

GamCare provides free, confidential and non-judgemental structured support and treatment for anyone who is harmed by gambling. Within this service they have six Treatment Practitioners who guide people through their recovery journey, with regular meetings tailored to that person's individual needs. Once a referral is received, the individual is contacted by the team within three days and then they will enter into treatment within nine working days.

For further information, please visit or contact:

- **Website:** [GamCare](#)
- **Email:** southeastreferrals@gamcare.org.uk
- **Telephone:** 0800 644 6668

Research opportunity: Responding to the Skills Demand in Surrey

Surrey County Council has partnered with the social research agency Revealing Reality, to carry out research looking to better understand the experiences and challenges of Surrey employers in recruiting and retaining diverse groups of people, which may include:

- people with disabilities
- single parents
- people from ethnic minorities
- residents on low incomes
- low-skilled individuals
- care givers
- refugees
- ex-offenders
- veterans
- people experiencing homelessness
- modern slavery survivors

This research will help Surrey County Council to drive efforts to better support employers to recruit and retain local people in Surrey.

If interested in taking part or contributing towards the research please register your interest by completing this [form](#). Closing date is the 11 April.

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March: Free Wills Month

Free Wills Month takes place in March each year, bringing together charities to offer residents aged 55 and over the opportunity to have their wills written or updated free of charge by using solicitors in selected locations across the UK.

For further information please visit [Free Wills Month](#).

Surrey Libraries Super Access extended to Egham and Camberley

Following a successful launch at Horley library in January, Surrey Libraries has announced the expansion of its [Super Access programme](#) to Camberley and Egham libraries.

Both libraries have been fitted with new technology that allows registered library members, who have had a short introduction to the new system, to access the library during the new, extended opening hours which are in addition to the existing staff hours.

Super Access aims to enhance accessibility and inclusivity for all library users, ensuring that members can enjoy the wealth of resources and services offered by Surrey Libraries at times that fit in with their busy lives.

For further information, please visit [Surrey Libraries](#).

Support Group formed for Displaced Women (Asylum Seekers and Refugees)

Surrey County Council, alongside volunteers at The Holy Trinity Church in Claygate, have formed a drop-in support group for displaced women of all faiths in a safe, friendly and welcoming environment.

The group aims to promote conversation, practise speaking English, meeting people from the local community and signposting to local services. There are activities such as, hand massage, henna painting, crafts and refreshments available.

The group holds drop-in sessions fortnightly, from 11am to 12:30pm at Holy Trinity Church, during term-time. Children are welcome to attend.

For further information, please contact:

- **Email:** Christina.merryfield1@surreycc.gov.uk
- **Telephone/Text (SMS):** 07814050201
- **Email:** belcramer@htclaygate.org
- **Telephone/Text (SMS):** 01372 463603

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Upcoming Death Cafés with Brigitte Trust

The Brigitte Trust encourages honest and thoughtful conversations about death and dying over coffee and cake via their Death Cafés. Aiming to normalise conversations about death and dying by providing a safe and informal space for people to talk about any thoughts and feelings on this area.

The Death Cafés are free and open to anyone, to speak freely and without judgement. There are upcoming sessions coming up in Reigate Library, Haslemere Library and the Horton Arts centre, Epsom.

For further information or to book your place, please visit or contact:

- **Website:** [The Brigitte Trust](#)
- **Email:** mandy.east@brigitte-trust.com
- **Telephone:** 01306 881816

New Art sessions with Artventure

[Artventure Trust](#) offers creative and fun visual art sessions for adults with learning disabilities and additional needs in their new studio at Gosden House School, Bramley on Mondays from 9.30am to 2.30pm during school term time, starting from 15 April 2024. They offer many different art forms from drawing and painting to printmaking, textile, photography and pottery.

For further information, please contact:

- **Email:** manager@art-venture.co.uk
- **Telephone:** 01483 304884

Upcoming groups with Centre for Psychology

The Centre for Psychology offers a wide range of groups for people who are experiencing specific psychological distress, sometimes also associated with a long-term physical health condition. All groups are run virtually (via Zoom).

Their latest groups include:

- Improving Self-esteem, starting 28 March
- Coping with Worry and Low Mood, starting 18 April
- Pain Management, starting 30 April
- Living well with Anxiety, starting 16 May
- Sleep Difficulties, starting 21 May

For further information or to sign up for a course please visit [Centre for Psychology](#).

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Latest groups and courses from Mary Frances Trust

Mary Frances Trust (MFT) runs a range of groups and courses to support adults across Surrey. Their newest courses include:

- Online Balancing Bipolar - starting 4 April
- Bereavement Support Group, Walton – starting 9 April
- Online Meditation 'You are not your Thoughts' – starting 11 April
- Online Singing in Mind - starting 30 April

A full list of the courses and groups is available via the [MFT calendar](#), which is now more accessible and offers the option of a talking calendar.

To attend, people will firstly need to [register with MFT](#) on their website before contacting MFT to book a place:

- **Email:** info@maryfrancestrust.org.uk
- **Telephone:** 01372 375 400
- **Text:** 07929 024722

Current open Surrey County Council consultations

Find all [open Surrey County Council 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

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 to the ASC monthly briefing by contacting us at: asc.engagement@surreycc.gov.uk