

Giving people information and advice about care and support

What we will do
2021-2026



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NHS



SURREY
COUNTY COUNCIL

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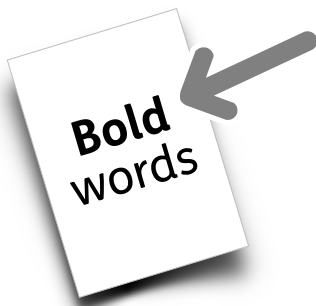
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In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

Introduction



Surrey County Council works with the NHS and other organisations to give people information and advice about care and support.



It is important to give people the right information and advice at the right time, to help them make the best choices.



We have been speaking to people who live in Surrey and local organisations to help us write a plan for the next 5 years.



The plan aims to help people understand what care and support is available, and how to access it.



The plan will also help family members, friends and carers who support someone in Surrey. This information explains our plan.

Our priorities



Priorities are the things we want to do first as they are the most important.



We have 4 priorities:

- Keep letting people know about support that they can get locally.



- Give people better information and advice about care and support in places like hospitals and GP surgeries.



- Work with other organisations to give people information about care and support in the best way.



- Use technology like phones and computers to find out about care and support and use that support.

What we want to do

There are some things that we want to do:



- We should give people the information they need, when and where they need it.



- People should be able to get information or advice about care and support from Surrey County Council and other organisations like the NHS, local charities, local councils and care providers.



- All organisations should work together to give better care and support to local people.



We particularly want to work on the things we are less good at.



- All organisations should know about the Care Act 2014. This is the law which says that people who get care and support must have good information and advice if they need it.



- Organisations must look at how they give people information about care and support in an **accessible** way.



Accessible means it is easy to use and suitable for people with different needs.

We will work to do these things



- Make information and advice about care and support easier to access.



We will particularly do this at important times for people's care, for example:

- when they leave hospital.



- when they go to their GP.



- when they plan their care.



- Support people, their families and carers to get information and advice about care and support to make the best decisions for them.



- Let people know about support in the community so that they can find the best care for themselves or someone else.



- Help people to get better at using technology, like computers or phones.

This will help them find out about and access care and support.



- Make sure that people can get information about care and support if they need:
 - support to access it.



- accessible information.



- Look at the information and advice about care and support we are giving now to check whether it is good enough.



- Train health and care workers to give people in Surrey the best information and advice about care and support.



- Let people know about being healthy to help them stay well and be independent.

For more information



You can read our strategy in more detail by clicking on this link:

- [Surrey's Information and Advice Strategy](#)

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