

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

Adult Social Care | Information and Engagement Team



## Coronavirus Special Briefing *Information correct as of 14 May 2020*

### Revised details about coronavirus testing in Surrey – where to find information

People in Surrey who are eligible for a coronavirus test can find answers to their essential questions by visiting [Surrey County Council](#).

A revised, bespoke page on the Surrey County Council website clearly sets out who is now eligible for a test, how to book, information about the different types of tests available, and useful videos explaining how testing is carried out.

Under new guidance, in addition to key workers, testing is now available to anyone over the age of 65 with symptoms, anyone with symptoms who cannot work from home, and care home staff and residents.

All key workers in Surrey who have symptoms can book a test by registering on the [Surrey testing hub](#). A member of the testing team will then be in contact to book the appointment.

### New virtual wellbeing and mental health interactive hub launches

A new online wellbeing hub has recently been launched to enable Surrey residents to access a range of mental health and emotional wellbeing sessions virtually from the comfort of their own home.

[Surrey Virtual Wellbeing](#) is designed to become a one-stop-shop where those who require mental health or emotional wellbeing support can view, register and access online activities including virtual coffee mornings, group chat sessions and tailored exercise classes – all sessions that ordinarily would have been held face to face prior to the current lock-down measures.

Residents can access the hub by visiting [Healthy Surrey](#). People can self-refer or be referred by someone else.

Those who are unable to access the online service, can access emotional wellbeing support through a free, 24-hour confidential helpline:

**Telephone:** 0808 802 5000 (in high demand periods an answerphone system may be in place)

**SMS Text:** 07537 432411 (staffed Monday to Friday 9am-2pm)

## **Healthwatch Surrey is asking residents to share their experiences during the pandemic**

Healthwatch Surrey is supporting the NHS and social care in helping them to understand what has been working well and not so well for local people in health and social care services during the COVID-19 pandemic. They would like to hear about all health and care experiences during this time, whether it's COVID-19 related or non-related.

Experiences can be shared by completing [Healthwatch Surrey's survey](#) (it can also be completed on someone's behalf).

To request a paper copy of the survey or the survey in an alternative format, contact Healthwatch Surrey:

**Telephone:** 0303 303 0023

**Text:** 07952 787 533

**Email:** [enquiries@healthwatchesurrey.co.uk](mailto:enquiries@healthwatchesurrey.co.uk)

Please share this information widely, as Healthwatch Surrey would like to hear from a diverse range of people.

Further information is available on [Healthwatch Surrey](#).

## **Carers across Surrey set to receive a helping hand through online sessions**

Three hundred unpaid carers across Surrey are set to receive access to free online awareness sessions to help support them and their vulnerable loved ones throughout the COVID-19 pandemic.

Surrey Heartlands Clinical Commissioning Group (CCG) and Surrey County Council working in collaboration with Surrey Heath CCG and North East Hampshire and Farnham CCG have joined forces with not-for-profit community interest company, Community Practitioner Alliance (CPA), to roll out free, digitally-supported one-to-one carer awareness sessions across the county.

The project, titled 'SUCH' (Supporting Unpaid Carers at Home), will help unpaid carers gain awareness of some of the steps they need to take to create a hygienically safer environment during the pandemic, with the aim of reducing infection rates.

Carers can access the sessions by requesting a referral by way of a Surrey Carers Prescription from any health or social care professional. Alternatively, they can contact [Action for Carers Surrey](#):

**Telephone:** 0303 040 1234

**SMS:** 07714 075993

**Email:** [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk)

## **Eye care services open for urgent or emergency appointments**

Routine eye care is currently suspended in all opticians. This means that regular eye tests are not currently taking place. Optometrists are currently providing urgent or emergency and essential eye care services only.

However, if you have any concerns about your eyes or the people you support, vision or glasses, you should phone your usual optical practice or the nearest one for their advice.

This includes:

- changes to your vision
- a painful or red eye
- broken or lost glasses where you need a replacement pair to function
- a problem with contact lenses.

If you are advised to go to the opticians and you think you have any coronavirus symptoms, tell your practice, but do not visit them.

For more information, please visit [The College of Optometrists](#).

## **The Brigitte Trust is providing emotional support to local residents**

[The Brigitte Trust](#) is a registered charity based in Dorking and has been providing emotional support to people with serious illness for over 35 years. The Brigitte Trust has over 100 trained and DBS checked volunteers.

During these difficult times, The Brigitte Trust has extended their offer of emotional support to anyone in Surrey who may benefit from someone to talk to on the telephone. This type of regular support is particularly important now and especially for those who are alone and isolated, in low mood, bereaved, a carer or anyone who needs a chat.

To request a telephone call from one of The Brigitte Trust's experienced volunteers, please contact Sarah Pattenden (Service Co-ordinator):

**Telephone:** 07469 932192

**Email:** [sarah.pattenden@brigitte-trust.com](mailto:sarah.pattenden@brigitte-trust.com)

## **Surrey Fire and Rescue Service to support ambulance service amid COVID-19 response**

Surrey firefighters are assisting their blue light partners, South East Coast Ambulance Service (SECAmb), in the battle against COVID-19.

Five staff members have completed training delivered by SECAmb in preparation for their new temporary roles as Ambulance Assistants. They have been upskilling their clinical care knowledge as well as some additional driving training so that they can work closely alongside paramedics, if required, crewing frontline ambulances.

The team of five are all operational firefighters from Godstone, Guildford, Camberley and Reigate fire stations. More information is available from [Surrey News](#).

### **Action for Carers is running support groups by video link**

After a successful trial, Action for Carers will be running their general support groups for carers, by video (using the 'Zoom' app). Carers can join using a computer, tablet or mobile.

The groups called 'Coffee, Chat and Support' start from 12 May and will be held every other week. Please note that booking is essential. Once registered, joining instructions, a brief guide to using Zoom and a password for the chosen group will be sent.

Register by:

- **Leaving a voicemail:** 0303 040 1234 option 1
- **Emailing:** [CSAdmin@actionforcarers.org.uk](mailto:CSAdmin@actionforcarers.org.uk)
- **Visiting:** [Action for Carers](#)

For further information, please visit [Action for Carers](#).

### **Co-op introduces gift card scheme for vulnerable customers**

The Co-op supermarket group has launched a [gift card scheme](#) for those shielding or self-isolating and reliant on others to do their shopping or who are volunteering to help someone they know, including as part of a local support group.

By calling a dedicated Co-op phone line on 0800 029 4592, they can purchase a gift card which can be shared with friends, neighbours or volunteers to pay for shopping in their local Co-op store. If a volunteer group wishes to buy multiple cards to support vulnerable people, they can do this by emailing their requirements to [giftvouchers@coop.co.uk](mailto:giftvouchers@coop.co.uk)

Please do [promote](#) the gift card to vulnerable people in your community that it would benefit.

Additionally the [Co-op Health app](#) connects people in England securely to their GP so they can automatically view and order the medications they need, from their mobile phone. Home delivery is at no extra cost to them or the NHS.

### **Mencap launches new online channel – Mencap TV**

[Mencap TV](#) has been co-created with people with a learning disability in response to the current coronavirus outbreak. It is a collection of fun and instructional short videos released daily.

### **Sight for Surrey's Deaf Services offers accessible coronavirus information**

Sight for Surrey's Deaf Services Team has been very busy since lockdown, translating many coronavirus announcements into British Sign Language (BSL) and making them available via Facebook.

If you or the person you support is a BSL user, then please follow Sight for Surrey on social media:

Facebook: [@SightforSurrey](#) and [@deafservicesteam](#)

Twitter: [@SightforSurrey](#)

Instagram: [@sightforsurrey](#)

### **Sunnybank Trust's services currently available for people with learning disabilities**

Throughout the pandemic, The Sunnybank Trust is providing the following key services:

- [Sunny Sessions](#): A twice weekly radio show for people with learning disabilities on Mondays and Thursdays (11.00am - 12.00pm).
- Sunnybank at home activity packs: These are emailed and posted weekly and provide activities and ideas whilst in lockdown. Videos of the craft activities are available on [YouTube](#).
- Stay in touch friends: A weekly, bi-weekly or daily call from a volunteer to chat and check if any help is needed. Additional support or supplies or help with staying in touch will then be offered.
- Zoom social groups including: Coffee and chat, drama, pub night and others.
- Advocacy support: For anyone with a learning disability either on a specific issue or long term is available. Please note there is no charge for this service.

For more information, please visit [The Sunnybank Trust](#) or contact: [info@sunnybanktrust.org](mailto:info@sunnybanktrust.org)

### **Headway Surrey brain injury charity is still open for business**

[Headway Surrey](#) is still providing a lifeline for vulnerable adults with a brain injury during the COVID-19 pandemic through new, remote support services.

Virtual classrooms, teaching memory and fatigue skills, education on brain injury, art classes and online quizzes to welfare calls and a helpline (01483 454433) are all available.

New clients can self-refer to be assessed via video calls and then can select from a range of virtual support sessions. Professionals can seek advice and information for potential clients.

## **Do you know anyone worried about their energy supply or who needs advice to keep their bills down?**

Surrey Community Action's [Warmth Matters project](#) can provide advice on:

- Topping up a pre-pay meter
- Switching energy suppliers during disruption caused by coronavirus
- The Priority Service Register
- The Warm Home Discount Scheme
- Financial support from energy and water companies.

For email and telephone advice, or more information, please contact [Surrey Community Action](#):

**Telephone:** 07521 503 696

**Email:** [davidcarter@surreyca.org.uk](mailto:davidcarter@surreyca.org.uk)

## **Trading Standards' No Cold Calling packs**

Trading Standards' No Cold Calling packs have been delivered to vulnerable residents in Surrey. If you would like to request a pack for yourself, a family member or friend, please email: [trading.standards@surreycc.gov.uk](mailto:trading.standards@surreycc.gov.uk)

## **Other News**

### **Stay Alive App**

The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help a person stay safe in crisis. It can be used by anyone having thoughts of suicide or if concerned about someone else who may be considering suicide.

The app also includes a safety plan and links directly to local and national crisis resources. For further information, please visit [Grassroots](#).

### **New app launched to provide online support to Dads**

Fathers in Surrey will now have access to an exciting new free online resource, DadPad, to help guide them into fatherhood.

The app is available to download onto any smart phone from app stores. Dads and their partners just need to put in their postcode and select their local NHS Hospital Trust to get information on support and services available in their local area. More information is available from [Surrey Heartlands](#).

## **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](mailto: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.

## **Current open Surrey County Council consultations**

Find all [open](#) consultations on Surrey Says.

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