



Adult Social Care Information and Engagement Team

Briefing for user/carer groups and health networks December 2018

Surrey Vision 2030 approved

Over the spring and summer of 2018, Surrey County Council engaged with residents, communities and partners across the county to understand what Surrey should look like by 2030. Informed by the conversations, a shared vision has now been created for Surrey.

The council cannot deliver the vision for Surrey alone and needs the support and involvement of partners and residents.

You can read the full Community Vision for Surrey by 2030 and the feedback report at www.surreycc.gov.uk/vision2030

For further information:

Telephone: 03456 009 009

Email: contact.centre@surreycc.gov.uk

Textphone (via Text Relay): 18001 03456 009 009

SMS: 07527 182 861

Supporting people leaving hospital in Caterham

Home from Hospital Packs is a scheme just launched to provide support to older people predominantly, being discharged from Caterham Dene Hospital. It has been developed by a joint working group involving Caterham Rotary Club, the Tandridge Locality Team and Waitrose Caterham.

The need was identified by the Adult Social Care team based at the hospital who had observed that a number of patients often living alone were arriving home without having the bare essentials of items like milk, tea, bread, breakfast cereal toothpaste etc.

A process has been set up where the hospital will advise both Caterham Rotary and Waitrose of a patient being discharged, and the aim will be to fill a special shopping bag immediately and for the goods to be given to the person on discharge from the hospital. This great partnership will benefit those in need at a time when they may feel at their most vulnerable and ensure a more comfortable first 24 hours following their discharge from hospital.

Care and Support Services Directory published

The annual Adult Care and Support Services Directory is a comprehensive guide to choosing and paying for adult care and support in Surrey and the 2018/19 version is now available.

It's full of information on how to access information and advice about care and support locally, understand what options are available to help people stay independent and how to work out what residents will need to pay. The directory also includes a comprehensive list of residential and home care providers across Surrey.

For a free hard copy contact the Surrey County Council Adult Social Care Information and Advice line:

Telephone: 0300 200 1005 or **SMS:** 07527 182 861

You can also access the online version [here](#). It also contains Browsealound feature to read out the content if required.

Stay Well This Winter

NHS organisations are currently asking residents 'to help us help you before it gets worse' as part of the Surrey wide winter public awareness campaign. Communications to local people aims to reduce the number of people being admitted to hospital via A&E for serious respiratory ailments that could have been prevented with early access to effective treatment and management. This particularly affects older people, particularly those who are frail and over 70, and working age people with long-term health conditions

During December the campaign will aim to increase the utilisation of GP appointments at evenings and weekends and awareness of extended GP hours. Messaging will primarily be targeted at groups who find it harder to access GP appointments during normal appointment times and are therefore more likely to access healthcare through urgent and emergency care services.

Coping during the festive season

Christmas is a magical time of year for many but for some it can be one of the loneliest and most stressful.

Surrey and Borders Partnership NHS Foundation Trust has collated some top tips for looking after your mental health this Christmas:

1. **Connect with others** – Reaching out to others can bring you closer to the people you care about and help you form positive relationships, which are key to good mental health.
2. **Set yourself realistic expectations** – Don't feel pressured to do more than you feel able to or to get into debt that will make you feel more stressed afterwards.
3. **Eat well and exercise** – It can be difficult at this time of year but eating well and staying active can relieve stress and have a really positive impact on your mental health and wellbeing.

4. **Sleep well and get some rest** – Getting a good night’s sleep can help to relieve stress. The holiday period can give you time and space to relax and reflect on the year.
5. **Do something you enjoy** – Take time out to do something you enjoy or are good at. Your hobbies don’t have to go on hold for Christmas.
6. **Talk to someone** – It’s ok to ask for support if you’re struggling to cope. You’re not alone.

For information on Christmas and New Year opening hours for the mental health crisis helpline, Children and Young Persons’ Havens and Safe Havens for people seeking urgent help over the holiday period visit: www.sabp.nhs.uk/news-and-events

Make Every Contact Count Training

Making Every Contact Count is a new approach to behaviour change that utilises the millions of day to day interactions that organisation and people have, to encourage positive and healthy lifestyle behaviour change. These interactions, referred to as ‘health conversations’ focus upon health and mental wellbeing whilst encouraging people to talk about and reflect upon the impact of risky lifestyle behaviours.

There are a range of courses available to staff working in health and care in the Surrey Heartlands area. To book please click [here](#).

Information for young people with a disability in one place

The [Surrey Local Offer](#) lists a wide range of information and details of support services for young people up to 25 years old who have a special educational need or a disability. You can find vital information from moving on from school to college, advocacy for young people, pathways to employment supporting young people to move on from Children’s Social Care.

Changes in Farnham mental health support services

Surrey and Borders Partnership NHS Foundation Trust has taken the decision to adjust the catchment area for Community Mental Health Recovery Services in Waverley and in North East Hampshire. As a result people who live in Farnham with mental ill-health will be supported by the North East Hampshire team instead of the Waverley team, from 26 November 2018.

The reason for this change is so the trust can ensure that people referred to the service are assessed and treated as quickly as possible and that ongoing treatment and support is provided in a timely way. The demand on the Waverley Community Mental Health Recovery Service is significant, and recruiting clinical staff in this area is more challenging than other areas. By adjusting the pathway for people living in Farnham this will help alleviate these issues in Waverley.

People living in Farnham already receiving support from the Waverley team will gradually be introduced to their new care co-ordinator from January 2019 onwards, once all of the new staff are in place. The trust will be discussing the impact of these changes with the people

affected, and their families, during forthcoming appointments and will notify them in writing once their new care co-ordinator has been appointed.

The trust is planning to continue to provide clinics at Farnham Hospital for those who want to have appointments in their local area. However, people will be asked to attend the assessment clinic at the Aldershot Centre for Health, which is the base for the NE Hampshire Community Mental Health Recovery Service, for their initial assessment appointment instead of Berkeley House in Godalming. There is a positive impact on travel with this change as Aldershot is more accessible both by public transport and car than Godalming for residents of Farnham. Social care support for people in Farnham will continue to be provided by the Surrey County Council social care team based in Waverley for both new referrals and those already receiving support from SABP.

Community Cash Fund Launching January 2019!

Healthwatch Surrey is pleased to announce the return of the Community Cash Fund for the fourth year. The aim of this fund is to help small groups start projects which improve health and wellbeing in their local community and offers up to £1,500 per successful applicant. You can sign up to get an alert when the community cash fund applications open in January, by emailing sarah.browne@healthwatchesurrey.co.uk. Or you can call enquiries on 0303 303 0023, text 07592 787533.

If you or anyone you know needs funding for a community project then please spread the word.

Surrey and Sussex Healthcare seeks views on draft mental health strategy

Surrey and Sussex Healthcare NHS Trust is seeking views on their [draft Mental Health Strategy](#). This consultation is open until 31st December 2018.

Current open Surrey County Council consultations

Please click [here](#) for more information.