



Welcome — from Rachel Brennan



Welcome to the Summer newsletter which sees us back to our usual quarterly cycle and looking to the next three months. Carers Week this year was a virtual celebration which many of you made very special with your contributions to the art and poster. You'll see some of your creations in this edition.

We continue with our Zoom sessions which help us to come together to support and encourage each other. Many of you have let us know how much you value this support and how easy it is for you to attend from home —when leaving to get to a place is more complicated now than ever before. As the nation starts to find a 'new normal' this will not be the case for many of you as carers, so going forward we will be continuing our Zoom sessions alongside any face- to-face events we organise.

Surrey's Carer Strategy for 2021– 2024 is currently being developed and this will form the basis of the retender of the carer support services in Surrey next year. We need your input into this strategy to ensure that it focuses on the issues close to carers' hearts and needs.

We also look forward to hearing from you about these and other important issues at our consultation sessions and Carers' Parliament. Please be involved as your views count!

Rachel Brennan,
Manager, Adult Carers Support, Action for Carers Surrey

- P2-3** ACS Events for you
- p4** Armed Forces and Giving Carers a Voice
- P5** Carer Strategy and Carers Week
- P6** Digital Technology
- P7** Local Resources
- p8** Consultations and News

Surrey Carer Strategy

There is a new strategy being developed for carers in Surrey. This will be the basis for the re-tender of carer support services in 2021. We need your views on this strategy and carers' needs in Surrey — more information and how to obtain a copy on p5.

Hospital Carer Support

If your loved one is in hospital, don't forget we have Advisors working in Surrey's five main hospitals to support you. [Visit www.actionforcarers.org.uk/how-we-help/practical-support/hospital-carer-advisors/](http://www.actionforcarers.org.uk/how-we-help/practical-support/hospital-carer-advisors/)

NEW Support Groups

Dementia Navigator Support:
Third Wednesday, 10.30–12

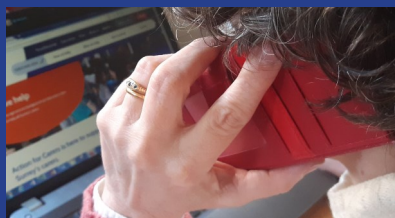
New Support group for Eating Disorders (starts 26th August)

We are here, waiting to hear from you!

If it matters to you, it matters to us. Please call us: 0303 040 1234.

From July our Carer Information Centre will be able to answer your calls more immediately.

If all the Carer Information Advisers are busy on calls then please leave a message - we will ring you back.



Action for Carers Zoom Events

Wherever you live, these Action for Carers events are open to you. They take place by Zoom video—we'll send simple instructions when you register. **You'll find more details of these events and more on our website, and can register there.** You can also call to register on 0303 040 1234 option 1; or email us on CSAdmin@actionforcarers.org.uk

July, August, Sept

Moving and Handling: Sit to Stand

1st July, 1-2.30pm—Led by our Moving & Handling Advisors

This workshop is suitable for any one caring for someone who struggles to get up from a bed, chair, toilet or wheelchair.



Knit and Natter

**2nd July, 7 –8pm
30th July, 10.30 –11.30am
18th August, 10.30-11.30am
2nd September, 7 –8pm
24th September, 10.30 –11.30am**

Led by Heidi and Katie

A chance to meet fellow carers, relax, chat and share knitting projects. All abilities welcome.

Yoga with Abra

6th, 13th, 20th, 27th July

3rd August

10.30-12 noon

Led by Abra Willis

Join us in starting the week with a positive, fun yoga session to look after yourself in both body and mind. This is a 6 week course.

Sibs Workshop: Parents

7th July, 1.30 –2.30pm

Led by Sibs, the UK charity for brothers and sisters caring for a child or adult with a disability. A workshop for parents who would

like to know more about supporting siblings and their needs.

Mindfulness

7th, 4th, 21st, 28th July 4-4.45pm

4th, 11th, 18th, 25th August

Led by Suzette Jones in July

Led by Rachel Brennan in August

Laughter Yoga

8th July, 10.30-11.15

Led by Odette Kurland

Lift yourself with this fun and light hearted laughter experience.



Coping with Isolation and Feeling Low

9th July, 2-3pm

**Led by Amber Ford, Psychologist,
Centre for Psychology**

This workshop looks at how isolation and loneliness affects our mood. How to recognise we feel low and strategies to help.

GCAV Consultation

14th and 23rd July

11th and 27th August

8th and 24th September

All sessions 7.30 – 8.30pm

Led by Maria Young (see page 4)

Moving and Handling: Bed mobility

16th July, 10 –11.30am

Led by our Moving and Handling Advisors

Workshop for anyone caring for someone who struggles to get in or out of, or move around in bed.

Eating Disorders and Co-dependency

22 July, 10-11 am

Led by Veronica Kamerling

This workshop will look at co-dependency and why someone might be co-dependent.

Pilates with Marie

23rd, 30th July

6th, 13th, 21st, 27th August

3rd September

Led by Marie Benedict

A 6 week course. 1.30-2.30pm

Eating Disorders and Self Harm in Adolescence

27th July, 2-3.30pm

Led by Dr Nihara Krause

Dr Krause will focus on understanding eating disorders and strategies for both carers and the person experiencing the disorder.

Introduction to PDA

29th July, 10.30–11.30am

13th August, 7–8 pm

Led by Claire Truman

Join in to find out more about Persistent Demand Avoidance and strategies to manage behaviours on a daily basis.

Sibs Workshop: for Adult Siblings

5th August, 10.30-11.30am

Led by Sibs, the UK charity for brothers and sisters caring for a child or adult with a disability.

An interactive support session for adult siblings caring for a brother or sister. Do you struggle to make

Action for Carers Zoom Events

time for your own emotional and physical wellbeing? Share your experiences and tips with support.

Makaton and PECS

10th August, 10 –11.30am
Led by Jacqui MacLean and Sarah Trice, ACS

Increase your confidence and knowledge about Makaton sign language and PECS.

Education Health Care Plans

11th August, 10.30 –12 noon
Led by Paul Baker, Transition Service Development Manager

Learn about EHCPs, what to include in them, and the process.

Introduction to Action for Carers: Session for new carers

12th August, 10.30-11.30am
Led by Rachel Brennan and our Carer Support Advisers

Find out about all the services offered by Action for Carers (ACS) and how we can support you.

Emotional Freedom Technique

17th August, 7–8 pm

With Aga Kehinde EFT TAP therapist, Royal Surrey Hospital

Coping with Stress and Anxiety – practical tools. Emotional Freedom Technique often called EFT tapping, is an alternative therapy for anxiety, post-traumatic stress disorder and many conditions.



Mental Health: Crisis and Contingency plans

25th August, 10-11.30am
Led by Rachel Brennan, ACS

Learn about crisis and contingency plans in the mental health service and how carers can be involved.

Autism: Sleep Workshop

2nd September, 10.30-12 noon
Led by Mark Brown

Join Mark to look at issues around

sleep and practical tips for managing this difficult issue.

End of Life Care: Marie Curie

14th September, time TBC
Led by Manager of Information and Support Service

Find out more about the support for carers from Marie Curie and ask questions.

Autism: Puberty and Relationships

17th September, 3.30-5pm
Led by Mark Brown.

Join Mark to look at issues around puberty and relationships for someone with ASD, and practical tips for managing this difficult issue.

Continuing Health Care

24th August, 10.30 –11.30am
Led by Millie Maseya, CHC Clinical Manager

Do you have questions about Continuing Health Care / funding? Do you need to know more about the process and if this could be of support in your caring role?

Support groups by Zoom — for all Surrey's carers

We're currently running our support groups by Zoom video. Join with your PC, tablet or mobile.

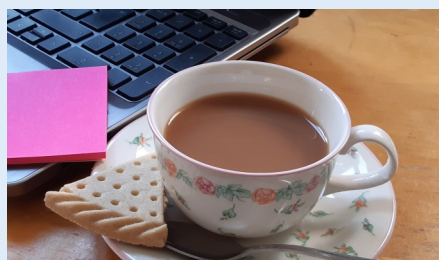
Our **'Coffee, Chat and Support' groups** are held monthly. They're all open to all carers — just choose the time that suits you best. (The booking link we send you now lasts for three months.)

Each month:

First Tuesday 10-11.30am

Fourth Wednesday 1-2.30pm

Third Wednesday 7-8.30pm



Third Thursday 1.30-3pm

Second Friday 10.30am-12 noon

Dementia Navigator Support:

Third Wednesday, 10.30 –12noon

New Support group for Eating Disorders: (starts 26th August)

Fourth Wednesday, 7– 8.30pm

Booking is essential but simply leave a voicemail on **0303 040 1234 option 1** or email CSadmin@actionforcarers.org.uk or go to our website to register your interest: www.actionforcarers.org.uk/events. Once we've booked you in, we'll send out joining instructions, a guide to using Zoom, and a password for your Group.

IMPORTANT: If you need help to get online (advice, or equipment), please call us, because there are lots of ways to help.

Armed forces carer news

- Are you a carer who is caring for someone in the Armed Forces or work for the Armed Forces yourself?
- Are you a veteran or are you caring for a veteran?

Action for Carers has an Armed Forces Co-ordinator and Armed Forces champions in each area team. We are here to support you. We would like to hear from you about support that you feel would help you in your caring role. Call us on 0303 040 1234 or CIC@actionforcarers.org.uk



Farewell Dame Vera

What a stalwart for the Armed Forces and Veterans.

Dame Vera Lynn, the Forces' Sweetheart, was popular for her World War Two songs "We'll Meet Again", "The White Cliffs of Dover", and "There'll Always Be an England". Vera joined the Entertainment National Service Association (ENSA) touring many different countries giving outdoor concerts for the British troops, including Egypt and India.

Vera also performed for the British guerrilla units known as the forgotten army, fighting in Burma, earning the Burma Star.

Dame Vera has always been a Forces' favourite and popular with veterans, not only because of her music but for the time, energy and dedication she gave to ex-servicemen charities.

Vera Lynn, Forces' Sweetheart, 1917 – 2020.

Using Your Voice to Help Others



**YOU
SAID,
WE
DID**

Many of you have kindly taken part in our Carers' Consultations which took place over the second half of 2019 and beginning of 2020, across Surrey. You gave your views and experiences on a wide range of topics related to caring, including our services and others', and we thank you for your honest feedback.

Below are some of your responses and questions given at consultations, and our planned activities. If you haven't been able to and would like to have your say, please get in touch for a one-to-one consultation.

Email me at Maria.Young@actionforcarers.org.uk

Worries about funding for care homes the process of funding a care home place — ACS to work more closely with the Alzheimer's Society. We will be holding sessions with Continuing Health Care managers so carers can ask questions. We are also able to refer you to a Navigator.

Help with caring for someone with Dementia at home. We are holding monthly Zoom sessions with an Alzheimer's 'Dementia Navigator' so carers can share their worries and find support. We will continue to support carers individually and refer them to further help. There will be more sessions about caring for someone with dementia.

Help carers with the discharge from hospital process, including how the financial means is calculated. We're developing packs so Hospital Carer Advisors can support carers at this difficult time with information about care homes, financial assessments etc., as required.

New Action for Carers members should attend an Introduction/Welcome Meeting because we don't

know what help is out there or what we need. Also, once we've met someone were more likely to ask for support when we need it.

We're holding monthly Welcome to ACS events for new carers (first one 12th August). Our aim is to give carers a good understanding of all the support we offer.

Action for Carers to consider the needs of siblings more when working with families. ('whole family approach') - and all staff to know the impacts of caring on family and friends.

As well as our own services, [Surrey Young Carers](#) and our [Young Adult Carer team](#), we are working with national charity SIBS who support brothers and sisters caring for someone with a disability, with two Zoom sessions booked already.

I am not able to get out to attend events as I am not able to leave the person I care for. We will continue to use Zoom and also develop remote access to most of our events. We continue to support carers finding funding for breaks.

We want to hear from you

Our consultations with carers are still going on. We know how important it is to find out about carers' experiences, so we can work towards changes to improve the lives of all carers. We have online video events planned for the second Tuesday and fourth Thursday of every month. Next consultations are:

Tuesday 14th July, 11th August, 8th September 7.30-8.30pm

Thursday 30th July, 27th August, 24th September 7.30-8.30pm

Book a place Please call the Admin Team on 0303 040 1234 x815 or email us on: CSAdmin@actionforcarers.org.uk

Surrey Carers' Strategy 2021-2024

Surrey County Council, working with Surrey Health, is developing the new **Carer Commissioning and Development Strategy 2021-2024**, and they have a first draft for **YOUR consultation and views**.

This plan is a local framework for partnership work (such as Action for Carers) to support all carers in Surrey — regardless of the condition or impairment of the person the carer looks after. The draft strategy has been developed in line with 'Together for Carers'. It includes plans for:

- A carer-friendly NHS and carer-friendly communities
- Ensuring the rights of adult carers and young carers are effectively implemented
- Promoting whole family approaches in health and social care
- Early intervention and prevention services
- Accessible information and advice for all carers
- Personalised support for carers of all ages
- Links to other strategies to promote the whole family approach.

The final draft will be available from early August. If you would like a copy either by post or email, please let us know and we will get a copy to you.

We need to hear your views — so please send us any comments by email or post. We will be feeding all your comments back to SCC and the NHS in September.



Open University Carer's Scholarships Fund

As a carer, you may have seen impacts on your school progress, on your ability to stick to a timetable, and may even find you need to change career to find employment that works around your caring responsibilities.



Open University is making 50 scholarships available in the 2020/2021 academic year, with 15 reserved for young carers between 18–25.

As a result of the Coronavirus outbreak, it will also be possible for successful applicants to re-serve their scholarship until the 2021/2022 academic year, if needed. For more information:

<http://www.open.ac.uk/courses/fees-and-funding/carers-scholarship-fund>



Future Learn offer free online short courses with flexible learning.

There is a huge selection of courses which may help you in your caring role or start a new interest away from caring. <https://www.futurelearn.com/>

Carers' Week 2020

This year's theme was 'Making caring visible'.

We created a poster and a video of carers sharing their stories—on our [YouTube page](#).



You also joined us in being creative to help you in your caring role with making a comfort box and jar of positivity. Take a look at some of the amazing creations!

Our events were very diverse—from informative to social and fun. Here's some feedback from carers:

Thank you for inviting me to the

Singalong. I had such a lovely time even though I can't sing very well. I smiled all though the Zoom

'I attended the 'Knit and Natter' group during Carers Week. The group taught me how to knit! I'd never done it before. I'm now knitting all the time and think it really helps me as a kind of therapy and respite – not just outside my caring role, but while I'm caring too. Thank you.'

'Thank for you for organising this session (mindfulness) I found it was just what I needed at the end of a very busy day.'

Digital Technology of Help to Carers

Jointly App by Carers UK

Jointly combines group messaging and to-do lists with other useful features, including medication lists, calendar and more. Jointly makes communication and co-ordination between those who share the care as easy as a text message.

<https://www.jointlyapp.com>

Stay Alive App

The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. It has local crisis services listed in Surrey. Download via Google Play or App Store.



Pharmacy2u

Take care of your NHS repeat prescriptions with easy online ordering, free flexible delivery and reminders to re-order. Check first if your surgery sends electronic

prescriptions to Pharmacy2u. It's free on Google Play and the App store.



www.pharmacy2u.co.uk/

Livi

(See a GP by video in minutes)

This is a free NHS service operating in many of Surrey's GP services. It allows you to get video appointments from home, work, or on the go. www.livi.co.uk/

Other wellbeing apps:

Calm

Help with sleep and meditation
www.calm.com

Headspace

Mindfulness and meditation for stress, anger and anxiety.
www.headspace.com

ibreathe

iBreathe is a simple and easy to use app that helps you to relax, calm down and meditate.

<https://apps.apple.com/us/app/ibreathe-relax-and-breathe/id1079952011>

Combined Minds

Combined Minds helps families and friends support young people with their mental health. It uses a 'strengths-based' approach, focusing on the person's positive attributes, building resourcefulness and resilience.

<https://combinedminds.co.uk/>

Calm Harm:

A free app (from stem4) to help teenagers (or anyone) manage or resist the urge to self-harm.

Clear Fear

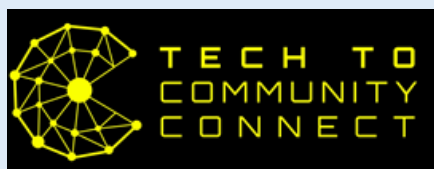
A free app (also from stem4) to help teenagers and young people manage the symptoms of anxiety.
<https://stem4.org.uk/>

Getting you online

IMPORTANT: If you need help with funding a device then ring us on 0303 040 1234 and ask about help. Our Advisors may be able to help by applying to one of the COVID Emergency funds set up to keep carers linked to support. We can also give advice on training and support.

Support with Getting Online — Get Connected!

Stay connected with friends, family and the community: get online!



Tech to Community Connect

could lend you a device and give you the training and support you need to get started. If you are interested or know someone who may benefit please contact the team: getconnected@surreycoalition.org.uk
Phone: 01483 456 558

SMS text: 07563 997 932

Surrey County Council Library Digital Buddy Service

The Library is offering a Digital Buddy service to help people to use their computers or smartphones. It could be really helpful at this time of virtual communications.

For this free service contact the **Surrey CC Helpline: 0300 200 1008** or ask at your **nearest library** where you can make an appointment with a volunteer Digital Buddy who'll give 1-1 support.

An initial session lasts half an hour and further appointments can be made as needed.

Age UK Digital Online Help

Age UK Computer Drop-in Volunteers are offering a free telephone service at a time that suits you. Whatever your question, they will have a volunteer who can help.

Call 01483 503414

Enquiries@ageuksurrey.org.uk



Events and Resources from other Organisations

Headway Surrey Virtual NEW Carers Group

Headway are launching a new monthly virtual carers group for carers, families and friends of those who have suffered an acquired brain injury.

The group will be informal and provide an opportunity to meet others and Headway staff to share information and advice.

The first group will be held via Zoom on: Wednesday 24th June, 3-4pm. To join please contact Chloe Bunce, Services Coordinator chloe@headwaysurrey.org and she will send you an email with a simple clickable link.

SEN Parent Carers

QWELL is an online support service for parents and carers who care for a child with Special Educational Needs (SEN).

It's primarily a free online counselling service for parents (aged 18+) with an SEN child.

Online counsellors are available midday to 10pm Monday to Friday and 6pm to 10pm at weekends and bank holidays. Everything is confidential and anonymous.

They also have forums where parents can get advice from peers; magazine-style articles and a section called Linking In which signposts to other organisations.

Qwell is commissioned by SCC and started on 1 June for a 12 month pilot. **For more information visit:** www.qwell.io

WEA (East Surrey) FREE online courses

The WEA is running a series of **FREE** online courses (via Zoom) in partnership with East Surrey College for East Surrey residents (Mole Valley, Reigate & Banstead, Tandridge and Epsom and Ewell.)

There are a range of courses to choose from including supporting your child, finding employment, and supporting someone with Dementia, supporting someone with autism. To enrol, visit www.wea.org.uk quoting the course reference or code or phone **0300 303 3464**.



i-GROW— Personal Development for younger people

2-23 July

Find your direction in life and develop confidence and assertiveness through an interactive, 4-week Zoom course.

Designed for school leavers looking for work or moving on to college, it will give you an introduction to the 'i-GROW' confidence model, and help you to move forward in life.

More here www.workstressolutions.org.uk, or call 07759 303 225 to find out more.



Historic Royal Palaces' Update

You may recall that Action for Carers was working closely with Historic Royal Palaces, until lockdown, with many visits to Hampton Court as part of their Community Access Scheme. We're delighted to say that the Palaces are planning a gradual reopening over the coming months, working to latest Government advice.

The gardens at Hampton Court Palace are open, and in July they hope to re-open some interiors followed, in time, by cafes and shops. Naturally there will be new measures in place, including limits on visitor numbers. Everyone wishing to visit must pre-book tickets via hrp.org.uk.

Many of you will have tickets allowing £1 admission following our recent visits, but for the moment, these cannot be used, nor our group leader cards. This is because they do not have the systems to process these cards with pre-booking. Don't worry if your £1 ticket's expiry date is approaching; Hampton Court will be happy to accept them after that date, in due course.

Want to go digital?

If you'd like to receive a digital (rather than print) copy of this newsletter, please let us know. It saves us time and money!

Events and resources from others

Safe Havens launch virtual mental health crisis service

People facing a mental health crisis can now attend one Surrey's Safe Havens **virtually**. Safe Havens (in Epsom, Guildford, Redhill, Woking and Aldershot) are staffed by mental health nurses and practitioners. They provide adults in crisis with expert advice and support in the evenings and at weekends. They are continuing to see people in person seven days a week from 6pm-11pm.

But, in addition, they are also now offering a virtual service during the same hours, so you can access the Safe Haven service without leaving home www.sabp.nhs.uk/safehaven.

White Lodge's Support



White Lodge (disability support charity) continue to offer a reduced service to those most in need: www.whitelodgecentre.co.uk/about-us/news

Useful numbers

Action for Carers

0303 040 1234

Our Carer Information Centre is open 9am-5pm, Monday, Thursday and Friday, and 9am-6pm on Tuesdays and Wednesdays.



ALZHEIMER'S UK

0300 222 11 22

Age UK Surrey

01483 503 414

Children's Social Care

0300 470 9100

Citizens Advice Centres

03444 111 444

Crossroads Care Surrey

01372 869970

National Autistic Society

0808 800 4104

NHS 111 Service 111

Samaritans 116123

(calls do not appear on bills)

SCC Adult Social Care

0300 200 1005

Surrey SEND Information

Advice & Support Service

01737 737300

Consultations

There are always consultations going on, wanting to hear from you—either about carers' issues, or the conditions and issues of your loved ones. Please visit our website to find out more: <https://www.actionforcarers.org.uk/get-involved/use-your-voice/>

IMPORTANT Home Carer Services consultation

Do you receive home carer services? The contracts SCC and the NHS have with home care providers end in September 2021, and so SCC and the NHS want to know what you think of the services you've received. How well do you think they are delivered, and what changes do you think would improve the service? (Feeding back on general themes, not individual issues.)

Please let us know if you are willing to join in an online session or send us in your views which we will pass on.

Do you have any friends, neighbours or other family members who are in a caring role? Could they benefit from our support? If so, why not encourage them to contact us? We'd be happy to have a chat and see if we can sup-

port them either now or in the future. They may at least like to receive our newsletter so please pass on our contact details and we can take it from there. They can [self-refer through our website](#) or call us on **0303 040 1234**.

Action for Carers is here for you. If you haven't yet registered with us, please do. We offer a whole range of advice, support, information and events. Call **0303 040 1234** or email carersinfocentre@actionforcarers.org.uk Or you can register on our website: <https://www.actionforcarers.org.uk/register-with-us/>



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