



Welcome — from Rachel Brennan



Welcome to the Autumn newsletter!

We're going to continue with the online Zoom events as many of you have let us know that this is easier for you to 'attend' as you do not need to travel or leave the person you care for. We also have planned more evening events.

We are aware that there are others of you who are not as IT friendly and still would like to meet face-to-face. In line with Government regulations we are currently working on reintroducing face-to-face events and support groups. It is also at this point in the year when we will be celebrating Black History Month, Remembrance Day, Carers' Rights and of course Christmas. Please join us...

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

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Key upcoming events:

Celebrating Black History Month: Drumming workshops
12th and 13th October
Led by Bruce Ncube

To celebrate October's Black History Month join us at one of the 3 workshops to experience the powerful rhythms of Africa.

If you are interested in attending the face-to-face events call 0303 0401234 opt 1 or email admin@actionforcarers.org.uk

What it Means to be Black and a Carer

Creative writing workshop on Zoom led by Miss Yankey (see page 3 for more information).

Carers' Rights

Luke Clements will update us on Carer Assessments and social care funding (see page 3).

Surrey Carer Strategy The 2nd draft of Surrey's Carer Strategy is available - please see page 5 about how to have YOUR say.

Face-to-Face Support Groups

Following new social distancing regulations we have set up face-to-face support groups to be run by each of the area CSA teams. They will be open to small numbers of carers to attend. To find out more, please contact us to be put in touch with the Carer Support Advisor running the group - 0303 040 1234 option 1, or email admin@actionforcarers.org.uk.

If you need advice or support, we're here



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

Our Carer Information Advisors are ready to listen to you — read more about all the ways we can help on page 5.

Christmas Card Competition!

We'd love to send out a Christmas card designed by one of you to organisations who have supported us through this difficult year. Email your design to CSAdmin@actionforcarers.org.uk or post: Astolat, Coniers Way, Burpham GU4 7HL. **Deadline 1st November.** (No larger than A4.)



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

October, November, and December

Moving and Handling: Sit to Stand

Led by our Moving & Handling Advisors

4 November, 10.30-12 noon

10 December, 10.30-12. This workshop is suitable for any one caring for someone who struggles to get up from a bed, chair or wheelchair.



Knit and Natter

Led by Heidi and Katie

14th October, 2nd December, 7-8pm

4th November, 1-2pm

17th December, 10-11am

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

Yoga with Saara

Led by Saara

From 20th October, 7.30-8.30pm

From 5th October, 10.30-11.30am

Join us in starting the week with a positive, fun yoga session to look after yourself in both body and mind. Both sessions are 6 week courses.

Understanding Positive Risk Taking

Led by Anna Preston,

Consultant Psychologist, SABP

5th and 12th October,

9th November, 2.30-3.30pm

This 3 week course aims to assist carers understand the meaning, benefit and challenges of 'Positive Risk Taking', both within mental health services but also in their day-to-day life.

Mindfulness

Tuesdays at 4-4.45pm

6th, 13th, 20th, 27th October

3rd, 10th, 17th, 24th November

1st, 8th, 15th, 22nd December

5 week course starting 7th October

4.30-5.45pm

Monthly evening sessions:

2nd Monday of the month 7-7.45pm

12th Oct, 9th Nov, 14th Dec

Laughter Yoga

Led by Odette Kurland

5th November, 10.30-11.15am

Lift yourself with this fun and light hearted laughter experience.

GCAV Consultation

Led by Maria Young (see page 4)

13th and 22nd October

10th and 26th November

8th December

All sessions 7.30-8.30pm

Moving and Handling: Bed mobility

Moving & Handling Advisors

8 October, 1-2.30pm and

2 December, 1-2.30pm

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

Otago

Led by Saba Raza

From 29th October, 1.30-2.30pm

A 6 week course which helps prevent falls by improving muscle strength and balance through exercise.

Tai Chi

Led by Kai

13th October, 1.30 –2.30

6 week course for beginners.

Introduction to ACS:

Session for new carers (and carers simply wishing to learn more)

Led by Rachel Brennan and our Carer Support Advisors

7th October, 10.30-11.30am

9th December, 10.30-11.30am

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

Understanding Personality Disorder

Led by Rachel Brennan, ACS

24th November, 10.30-12 noon

Learn about the different types of disorders, treatments and strategies.



Autism: Coping with Challenging Behaviour

Led by Mark Brown

23rd October, 10.30-12 noon

Join Mark to look at issues around challenging behaviour and practical tips for managing as a carer.

Anxiety and Loss

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

20th October, 10.30-12.30

This workshop will help you gain an understanding of anxiety and loss, looking at symptoms and strategies.

Understanding Bereavement

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

17th November, 10.30-12.30

This workshop will explore how bereavement affects us physically, mentally, emotionally and socially and how we can cope.

Eating Disorders and Co-dependency

Led by Veronica Kamerling

8th October, 10-11.00am

This workshop covers co-dependency and coping strategies.

Healthwatch

Led by Sarah Browne, Healthwatch

14th October 10.30 –12 noon

Healthwatch would like you to share your experiences of how the

Action for Carers' Zoom Events

pandemic and the easing of lockdown has affected you as a carer.

Scam Awareness

Led by Tom Dent, Trading Standards Scam Champion Volunteer

15th October, 10.30-11.30am

Find out more about scams which are affecting us at present, what to do and who to contact.

Basic First Aid

Led by British Red Cross

16th November, 10.30 –12 noon

Learn about everyday first aid. Build your confidence to be able to help someone in a first aid emergency using objects around you.

Diabetes

Led by Diabetes UK

20th November, 10.30-11.30am

11th December, 2-3pm

Support to manage diabetes through healthy eating and exercise.

Budgeting

Led by David Carter from Surrey Community Action

18 Nov 1.30 -3pm

As winter approaches you might be worrying about fuel bills, how much the holidays might cost, and 'will I

have enough money to see me to the end of the month?' FREE information to help you save money this winter.

Xmas Comfort Box

30th November, 1–2.30pm

Stressed? Need something to help you through the holidays? A comfort box can be used to collect items that will help you deal with stress and difficult emotions.

Moving and Handling: Falls Prevention

Led by our Moving & Handling Advisors

21 October, 1-2.30pm

Building Emotional Resilience

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

11th November 1-3pm

Black History Month Workshop: 'What it means to be black and a carer'

Led by Miss Yankey, Poetry Prescribed

16th October 10.30am –12 noon

Acknowledging Black History Month and BLM, this workshop is for carers

to share their experiences and explore what it means to be black, and a carer. There will be powerful spoken word poetry, vital conversation, and creative writing challenges suitable for all regardless of experience.

Remembrance Day

11th November (page 4 for details)

Carers Rights: Carer Assessment and Social Care

Led by Luke Clements, Leeds Uni

Carers of adults, 26th November 1.30–3pm

Parent carers, 23rd November, 10.30-12 noon

Sessions on this emotive issue for all carers to learn from Luke Clements.

Christmas Motivational Jar

7th December, 7 –8pm.



Decorate a festive Christmas jar to contain all your motivational thoughts, compliments and affirmations. Keep for yourself or use as Christmas gifts.

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.

'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.)

EVERY 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 (booking link is for 1 session only)

NEW Former carer support group

2nd Tuesday, 10.30-11.30am Starts 13th October

A group for carers who are experiencing loss and bereavement to find support from others.

Support group for Eating Disorders

Fourth Wednesday, 7– 8.30pm Support for carers supporting someone with an eating disorder.

Meet the Armed Forces Coordinator (see page 4)

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 instructions, Zoom guide, and a password for your Group.

Armed Forces carers news

- Are you caring for someone in the Armed Forces or a member of their family?
- Are you a veteran or are you caring for a veteran?

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

Remembrance Day event Wednesday 11th November, 1030-1130hrs



Get a Poppy, a cup of tea, and a biscuit and join us for Remembrance Day, including the two minutes silence.

We'd like to see your Poppies, whether painted, made from wood or metal, knitted or carved from soap. Come along and share as we **Remember the Fallen.**

NAAFI Break

The Armed Forces Carers Support Coordinator is running a question and answer Zoom meeting for any carers who are serving, reservist, veterans and family members.

So bring a brew and a biscuit, a bacon butty or an egg banjo and anything that you might like to ask or get cleared up and join us.

These will start on the 28th October at 1030 -1130 and will be held every 4th week of the month from then on.



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 frank 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

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| 'Dementia groups so we can share the load, I drive about getting more and more anxious.' Action for Carers (ACS) to work closer with Alzheimer's Society. | New Zoom group with Alzheimer's UK Dementia Navigators running every third Wednesday of the month. |
| 'Wider community aren't helpful.' ACS to raise the profile of carers. | Carers Week publicity and poster. Articles and interviews on Surrey Radio and Newspapers. |
| ACS to help with carer agencies. 'We went through 3 agencies and the whole experience was hell.' | Use of Carer Seekers and sign-posting to local care information by CIC and Carer Support Advisors. |
| 'Publicity needs to get carers to appreciate that they could benefit from attending a carers group.' | Promotion of groups via posters, media work, website and social media. Use of carers' stories. |
| 'Bereaved carers want to help, we can volunteer to give back. When your loved one dies, it's like, oh my gosh, what do I do now?' | New former carer support sessions Developing volunteering opportunities — currently on hold due to COVID. |
| 'Other services contact bereaved carers to ask how the carer is doing? This is a lovely personal touch. (Something ACS could do?)' | Keep-in-touch calls to carers during lockdown which will continue. Carer Support Advisors call carers we know have been bereaved. To work on database system to be able to do this follow up call. |

Carers' Parliament 8th October, 7.30-8.30pm

This Carers' Parliament will be an opportunity for carers to review the Carers' Strategy from Surrey County Council and contribute to shaping the future of care support services in Surrey. Your comments will be shared with Surrey's services commissioners. The Parliament will be held via Zoom. Carers can also email in their feedback.

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:

Tuesdays 13th October, 8th December 7.30-8.30pm

Thursdays 22nd October, 26th November 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

Action for Carers' Carer Information Centre – HERE TO HELP

"I try to make most of today but there are times I feel like I'm swallowing a huge emotional lump and I'm choking."

"Everyone thinks caring is easy because I am capable but they don't see the tears, exhaustion and despair I feel at times. I cry with rage sometimes."

"I work full time, if I am then tired at home caring I feel guilty."

"No matter what friends etc. I have, at the end of the day I am always alone."

These are some of the comments we get from carers who either call us or we have called following a referral to our service. If this sounds like you or someone you know please call us on: **0303 040 1234**.

Our Carer Information Advisors will listen to you and can provide support and advice on all sorts of topics including benefits, grants, carer break payments and bereavement (see right). If your mental health and wellbeing are suffering we can provide emotional support too. We can also refer you on to one of our Carer Support Advisors working in the community, or other organisations, if additional support is needed.

"Feel better having spoken."

"The cared for get the attention but the carer has all the strain and picks up all the pieces, carries on unnoticed. So nice to get a call from Action for Carers, someone to talk too. I will definitely reach out to you. Thank you."

"Thank you for still being there and supporting us all, I really appreciate it"

Support at Action for Carers

We offer support to you in many ways which some of you may or may not realise. These are some of the ways in which we can support you as a carer:

- Carer Information Centre
- Support with a Carer Support Advisor by phone, Zoom or face to face in a garden or open space
- Filling in forms e.g. Blue Badge, Council tax
- Benefits advice and completing PIP, DLA, Attendance Allowance forms and Carer Allowance
- Advocacy and support in meetings
- Support from our Hospital Carer Support Advisors when the person you care for is in hospital
- Wellbeing and Training events on Zoom and in open spaces
- Support groups both online and face to face
- Break payments for time away from caring

If you need support then calls us now!

"ACS is amazing. I had put off getting my child DLA for years as I found the form daunting and was not sure I would receive anything. A lady came from Action for Carers and filled it in for me. She asked me questions and wrote it all down. She was there three hours and didn't even accept a cup of tea. We now have mid-rate DLA and that really helps with all those extra expenses. Three hours of her time to make such a difference. Thank you!!! The newsletter of events is brilliant and I have attended some very informative talks. Love this service."

Surrey Carers' Strategy 2021-2024

Surrey County Council, working with Surrey Health, continues to develop its new Carer Commissioning and Development Strategy 2021-2024; they have a new draft and seek YOUR 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 2nd draft strategy has been developed and is available for your comments. If you would like a printed or email copy then please ring on 0303 040 1234 or email CarerSupport@actionforcarers.org.uk. The final document will have 'Easy Read' and translated versions. You can also read more on our website: <https://www.actionforcarers.org.uk/get-involved/use-your-voice/surrey-carers-strategy-consultation/>

We need to hear your views — so please send us any comments by email or through the website. We also will have a special Carer Parliament to focus on the strategy (page4 for details).



Free flu jobs for carers — claim yours now



Winter flu season is fast approaching and this year – more than ever – Surrey’s carers are being encouraged to get their flu jab. These are free, and protect you as well as the person you care for.

You are more likely to get flu than COVID-19 and, together with good hygiene, the flu vaccine is one of the best ways you can stay healthy.

Whilst the vaccine can’t protect against COVID-19, if enough carers have the free flu jab this autumn, it is thought that this will help the NHS cope better through the winter months – especially if there is another spike in COVID-19 cases. People at high risk from COVID-19 are also most at risk from flu. By getting a flu jab you will help to save lives.

The flu season generally lasts from October to March and the jabs should be available in pharmacies now. All carers in Surrey are encouraged to get one as soon as possible.

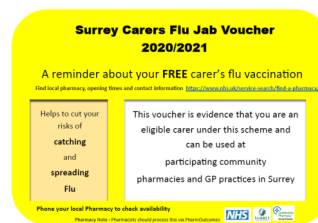
Please find your flu jab voucher in with this edition of the newsletter.

You can ask for a flu jab at your GP practice, or take your Surrey Carers’ Flu Jab Voucher to your nearest participating community pharmacy, there will be no charge.

The Voucher ‘proves’ you are a carer, and you are therefore entitled to a free vaccination.

Most, but not all pharmacists are signed up to the flu vaccination programme so give them a call to check availability.

“Its really important that carers look after themselves and take advantage of the free flu jab. I want to encourage all our Surrey Carers to protect themselves and those they care for” Vicky Stobbart
Surrey Heartlands Executive Lead for Carers



Do you need a break? You may be entitled to help...

It is never easy to take a break from caring and this has become even more complex and difficult during the pandemic. Please get in touch to find out about the various grants and break payments that may be available to help give you some precious time for yourself. Our Carer Support Advisors can even make the application for you in most cases. You may also be eligible for a GP carer break payment and we can give you information on how to contact your GP about this discretionary one off payment.

If you would like to find out more please call us on 0303 040 1234 or email CarerSupport@actionforcarers.org.uk.

Bruce Boats ‘Caring for Carers!’



You’re invited to join Bruce Boats for a FREE DAY OUT including lunch for yourself and one of your family members ,or someone you care for. Find more details here: www.bruceboats.katrust.org.uk

Trips will begin as soon as government restrictions allow, and their own risk assessments allow safe travel. **For more information, please contact Patrick Pease at ppease@hotmail.co.uk**

Want to go digital? If you’d like to receive an emailed (rather than print) copy of this newsletter, please let us know — it saves time and money!



Claridge House, Lingfield, Surrey

Claridge House is a retreat centre offering discount over night respite break for carers:

- Supported package of £127 which includes replacement Crossroads care worker, three meals and tea on arrival
- Independent package of £52 (no replacement care worker)

For more information ring 0303 040 1234 or email CarerSupport@actionforcarers.org.uk

New NHS remote monitoring service to support people with dementia

People who have dementia and their carers can sign up for a new NHS remote monitoring service offering increased support during the COVID outbreak.

The TIHM Monitoring Service is a new, free, NHS service to remotely monitor the health of both people with dementia and their carers. It is available to 1,000 homes across Surrey.

Based on an award-winning system, the Service combines easy to use remote monitoring devices, installed at home, with a clinically-led Monitoring Team to reassure people about their health, alert them to potential health issues and, where necessary, ensure they receive prompt treatment and support. The team is available daily, 8am-8pm.

The Service is provided by Surrey and Borders Partnership NHS Trust, smart home provider Howz, Surrey CC and Surrey Heartlands Health and Care Partnership. More at: www.sabp.nhs.uk/tihm

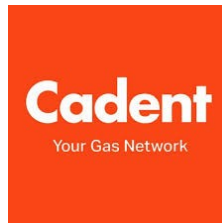
Who can receive the Service? Anyone with a diagnosis of dementia who lives at home in Surrey. If the person with dementia has a regular carer, they can apply for the Service too. (It's not available to people living in care homes.)

For more information or to be referred please call us 0303 040 1234, carersupport@actionforcarers.org.uk

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

Be Winter ready

Cadent Gas and Carers Trust are putting together a 'Be Winter Ready' campaign and a large focus for this is trying to reach customers who may not have online access to their resources, and would appreciate printed materials on how to keep safe, warm and connected this winter.



As part of the campaign, Cadent Gas will be creating a Winter Ready Pack including top 10 tips leaflet, posters, magnets attached to post-cards with top 5 tips to stay gas safe. **Request your pack from Action for Carers: please call 0303 040 1234 and we will post you one.**

Face coverings exemption cards

If you or the person you care for are unable to wear masks then you can print out an exemption card, from the Government website: www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own



MACMILLAN CANCER SUPPORT

Innovative Surrey Heath / Macmillan cancer service

"Whatever cancer throws your way, we're right there with you."

The Macmillan Community Cancer Navigator can help you find the right practical, financial and emotional support. The free service can signpost anyone, whose life is touched by cancer, to resources to empower them to find the personalised help they need.

To get in touch, please email Shcp.cancernavigator@nhs.net or call 07880 502267.

What is NHS Continuing Healthcare?

"NHS Continuing Health care is the name given to a package of care that is arranged and funded solely by the NHS for individuals who are not in hospital, and have been assessed as having a 'primary health need'" NHS ENGLAND.



If you think that the person you care for may be eligible for Continuing Healthcare (CHC) funding then **we can help you with applying.** We have a booklet for carers which will explain the CHC process in more detail.

To request a booklet please call us on 0303 040 1234 or send us an email at CarerSupport@actionforcarers.org.uk

Consultation Opportunities

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: www.actionforcarers.org.uk/get-involved/use-your-voice/

SABP Carer Advisory Group (CAG)



Surrey and Borders Partnership NHS Foundation Trust

The CAG is a forum where staff from SABP, ACS and carers are able to review services and how the Triangle of Care is being implemented. If you care for someone with a mental health problem, dementia or Learning Disability and would like to attend a CAG meeting which at present is online via zoom, then please email carers@sabp.nhs.uk or SMS text 07786202545.

All-age Autism Consultation

Surrey County Council have

launched a public all-age Autism strategy consultation <https://www.surreysays.co.uk/csf/autismstrategy/>

It spans Education, Care and Health services in Surrey. And it's aimed at children and adults with Autism, their parent/carers and those who support them, asking them about their experiences to inform a draft strategy. This consultation stage closes 21st Sept.

Please send any feedback and/or comments to Stephanie. Isherwood@sabp.nhs.uk

End of Life — dementia, lung cancer, pulmonary fibrosis

Researchers at Imperial College want to understand how and why certain decisions are made about end of life care. They are looking to interview people who have cared for someone in their last year of life who had dementia, lung cancer or pulmonary fibrosis. Interviews will last 60 minutes. For more info, please email Cat—cat@helixcentre.com

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

Can you refer a friend?

Do you know a carer—a friend, neighbour or other family member in a caring role, who's not yet signed up with Action for Carers? Could you let them know what's available? From help with things like benefits and blue badges, to our huge range of Zoom events, we're sure we'll have something of interest! Ask them to call us for a chat, 0303 040 1234, or they can simply register on our website.

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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