



Welcome to the Winter newsletter!



As we head into the New Year and colder months, it is important that we help you stay as well as possible and find times together to laugh and smile — this year more than ever! Keep your ideas coming in on ways for us to keep you thriving not just surviving.

A new part of the newsletter is our page for 'carers to share with carers', as being able to communicate and share with each other has been an even more difficult task this year.

All my team would like to wish you a Happy Christmas and New Year. We would like to thank you for all your courage, caring — both seen and unseen — compassion, and for being a source of inspiration to us every day. You are all unsung heroes who we have the great honour of supporting now and in 2021.

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

P.S. We will be closing on 24th December and will be happy to hear from you when we open again on 4th January.

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Thanks to everyone who completed our survey.

We've now drawn the lucky voucher winners:

First Prize: Geraldine Northway

Second Prize: Rachel Reed

Third Prize: John Noble

Wisley tickets

RHS Wisley have again offered us free tickets to their stunning gardens. To apply for 2021 tickets, call 0303 040 1234 option 1; or send us an email CSAdmin@actionforcarers.org.uk



Face-to-Face Support Groups are back — please see p5.

Christmas Card Competition!

Thank you to all the carers who shared their creative talents and sent in their fantastic work.

We have two joint winners, one of whose designs you'll receive as a card. Congratulations to Huguette Ramsay and our other carer. And Happy Holidays all!



We're here for advice and support

Please give us a call on 0303 040 1234

Our Carer Information Advisors are ready to listen to you — read more about all the different ways we can help you on page 7.

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 on our website, and can register there.

You can also call to register on 0303 040 1234 option 1; or email us — CSAdmin@actionforcarers.org.uk

January, February and March

Giving Carers A Voice Consultations

Led by Maria Young (see page 4)

12 and 28 January

9 and 25 February

9 and 25 March

All sessions 7.30-8.30pm

Moving and Handling: Sit to Stand

Led by our Moving & Handling Advisors

13 January, 10.30-12 noon

10 March, 1-2.30pm

Do you have to help someone get out of bed, or up from a chair or wheelchair? Our Moving and Handling team show you how to do this safely—for you and the person you care for.

Knit and Natter



Led by Heidi and Katie

14 January, 10-11am

25 February, 10.30-11.30am

25 March, 10-11am

Relax, chat and share knitting projects. All abilities welcome.

Yoga with Saara

Led by Saara

Starting 11 January, 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. Every Monday.



Mindfulness

Tuesday sessions are led by either Diana Thornton or Claire Garthwaite. Monday sessions led by Suzette Jones.

Weekly day sessions Tuesdays at 4-4.45pm, starting 12 January.

Monthly evening sessions: 11 January, 8 February, 8 March, 7-7.45pm

Take some time for yourself. Join us for mindfulness sessions where we will practice techniques to promote wellbeing and reduce stress.



Mindful Music

Led by Helen Wallace

8 week course starting 7 January, 3.30-4.45pm

Mindful music is a short-term therapy that can help people



change how they react to stressful situations, anxiety and conflict.

Anticipatory Grief

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

19 January, 10.30-12.30pm

A session to explore how caring for someone with a long-term illness or dementia can create conflicting feelings. A chance to talk about the fatigue carers can feel and the mental, emotional and social effects of grief, both in anticipation and after a bereavement.



Photography Club

Led by Katie Davey

Fourth Friday of the month 22 January, 26 February, 26 March, 10am-12 pm

"When life gets blurry adjust your focus." This club enables you to meet fellow carers who have an interest in photography, learn new skills and to share projects. All abilities welcome.

Scavenger Hunt

Led by Carol, Armed Forces Coordinator

26 January, 10.30-11.30

Join us for some fun and laughter.

Action for Carers' Zoom Events

End of Life: Supporting you in your caring role

Led by Julie Skelton, Marie Curie

8th March 2.00-2.45pm

Find out how Marie Curie nurses support as part of end of life care and ask questions to help you feel more confident in looking after the person you love.



Moving and Handling: Car Transfers

Led by our Moving & Handling Advisors

10 February, 1-2.30pm

Tips and manoeuvres to help you getting the person you care for in and out of a car.

Building Emotional Resilience

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

10 February, 10.30-12.30pm

Learn how to build up your own resilience and be aware of things that prevent us from doing so. Understand the difference between pressure and stress and learn how to turn surviving into thriving.

Basic First Aid

Led by British Red Cross

18 February, 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.

Understanding Bereavement

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

22 March, 12.30-2.30pm

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

Healthwatch: Discharge from hospital

Led by Healthwatch Surrey

Date TBC

Healthwatch and Action for Carers would like to hear of your experiences of hospital discharge and support at home, to help improve processes. Details TBC. Call us for more information.

Moving and Handling: Falls Prevention

Led by our Moving & Handling Advisors

23 February, 10.30-12.30pm

Join us for some tips and techniques to help you prevent falls.

Autism: Supporting an Adult on the Spectrum

Led by Val Goldberg, Succeed with Autism (Four sessions.)

24 February, 4.30-6pm

An introduction to what helps and what hinders supporting a young adult with high functioning autism.

17 March, 4.30-6pm

Tips on how to communicate with others and develop friendships.

Sessions 3 & 4 in April and May.

Celebrating Life

Led by ACS Advisors

16 March 10.30am-12 pm

We would like to help carers know they are not alone and support them at this difficult time. You can meet others, share experiences and take part in an activity to remember your loved one.

Recovering a Life after Caring

Led by ACS Staff & other agencies

23 March 10.30am-12 pm

Please join us to explore recovering a life after caring, looking at many aspects including benefits, guilt and volunteering and employment opportunities.

Easter Craft Event

Led by Lynis Williams, Chair of Ashted Flower Arrangement Group

30 March, 10.30 - 11.30

Learn how to create an Easter flower arrangement.

1-2-3 Magic

Led by Jacqui Maclean and Nicole Williams

A three week programme, 15th, 22nd & 29th April, 10.3-12 noon.

1-2-3 Magic is a behavioural management programme for Parents Carers of young children. 1-2-3 Magic divides the parenting responsibilities into three straightforward tasks: controlling negative behaviour, encouraging good behaviour, and strengthening the child-parent relationship. The program seeks to encourage gentle, but firm, discipline without arguing OR yelling.

TO BOOK EVENTS AND SUPPORT GROUPS

Visit our website to book, or call us on 0303 040 1234 option 1; or simply email —

CSAdmin@actionforcarers.org.uk

Action for Carers' Support Groups

Zoom Support Groups

Join our Zoom video Support Groups with your PC, tablet or mobile. (The booking link we send you now lasts for three months.)

Following feedback, we're introducing more specialist groups as well as our general 'Coffee, Chat and Support' groups for all carers.

All Carers 'Coffee & Chat'

First Tuesday of each month, 10-11.30am This group is for all carers to attend.

Parent Carers

Second Friday of each month, 10.30am-12 noon

Are you a parent supporting your child (under 18). Join us to talk to our experienced staff, and other carers in a similar position.

Mental Health

Third Wednesday of each month, 7-8.30pm

For carers who care for an adult with a mental health problems.

Mental Health — Adolescents and Young People

Third Thursday of each month,



1.30-3pm Support for parents of a young person with mental health problems.

Eating Disorders

Fourth Wednesday of each month, 7- 8.30pm

Are you supporting someone with an eating disorder? Join our new specialist support group, to talk to other carers in a similar position, explore new ideas to recovery and have a chance to look after your own needs.

Dementia Navigator Support

Third Wednesday, 10.30-12noon (booking link is for 1 session only)

Time to ask questions and share tips around caring for someone with dementia.

Former Carers

Second Tuesday of each month, 10.30-11.30am (starts 12 Jan)

A group for carers who are experiencing loss and bereavement to

find support from others.

NAAFI Break

Every fourth Wednesday of the month, 27 January, 24 February, 24 March, 10.30-11.30am

Our Armed Forces Carers Support Coordinator is running a question and answer Zoom meeting for carers who are serving, reservist, veterans and family members. So bring a brew and a biscuit and come and join us.

NEW: 'R.A.N.T.'

15 January, 19 February, 19 March, 10.30-11.30am

Led by Stuart Woods

Your sports team not performing well? Fed up with 'expert' comments on social media? Family or neighbours not returning things they borrow? Life can be frustrating! How about setting some time aside from caring to chat about **Random And Non-care-related Topics** in our R.A.N.T Group! Other groups are for caring issues—this one is exclusively for RANT purposes!

Booking is essential SEE BELOW LEFT. Once booked, we'll send instructions and group password.

Face-to-face Support Groups are back!

The pandemic has prevented us from offering our usual Support Groups and we had to cancel the groups organised up to December due to the second lockdown.

We plan to restart these face-to-face support groups in the New Year. We will be limited in numbers due to the national regulations and depending on tier restrictions. If you are interested in attending please ring **0303 040 1234 option 1** or email **CSAdmin@actionforcarers.org.uk**

The Carer Support Advisor leading the group will be in touch to ask a few health questions, and give you the details you need.

Please do not turn up at these groups without booking in and first having a conversation so that we can carry on ensuring the safety of you, the other carers and our staff.

Face-to-face Support Groups take place...

South West: GUILDFORD, on the third Tuesday of each month, 10.30am-noon

Mid Surrey: DORKING, 19th January, 16th February, 16th March, 10.30-11.30am

North West: ADDLESTONE, 11th January, 8th February, 8th March, 1.30-2.30pm

East Surrey: REDHILL, 7th January, 11th Feb, 11th March 10.30-11.30am.

Armed Forces Carers News

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

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 on 0303 040 1234 CIC@actionforcarers.org.uk

PLUS see details of our **NAAFI Break group** on page 5.

Surrey Fire and Rescue Service Veterans Hub

Surrey Fire and Rescue Service and Surrey Civilian Military Partnership Board are launching a Zoom hub, for veterans, ex-service personnel and family members. The first online Veteran's Hub is Friday 11 December, 10.30am to noon.

Join via the Zoom link using the meeting ID: 968 3764 4057 and passcode: Veterans. Send any queries to armedforces@surreycc.gov.uk.

Veterans and Families Listen Project (V&F-LP)

V&F-LP has some great news, they are reopening on Monday 11th January at 1000 –1400 hrs. The location has moved to: High Cross Church, Knoll Road, Camberley GU15 3SY.

Due to COVID, numbers have had to be reduced to 15 at the moment. If you want to attend email V&F-LP beforehand: veteransnfamilies@yahoo.com

If you can't make this meeting V&F -LP are still running Zoom groups, the 12th January at 1900 hrs. If you wish to attend email veteransnfamilies@yahoo.com and they'll send a link.

Using Your Voice to Help Others

Our Carers' Consultations moved on line in 2020 —but we still had many of you taking part and sharing your views on caring, our service and the services of other organisations. Thanks for taking part.

Below are some key points raised, and our response.

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



YOU SAID	THIS IS WHAT WE DID
Carers wanted some transparency about what changes happen because of consultations.	Rachel Brennan (ACS Manager) to contact Home Care Service in 2021 re feedback from consultations. All consultations are fed back to appropriate services.
Action for Carers Surrey (ACS) to reach new carers and capture their views early in their caring journey.	<ul style="list-style-type: none"> ACS has initiated a forum to help identify new carers and ensure they are referred to us as soon as possible with other agencies. Regular consultations New Introduction session for new carers.
More diverse activities and focus from ACS	A wider range of events is planned capturing different cultural themes. Equality & diversity training for staff. Carers have asked for specific activities which have taken place.
To be able to download talks from guest speakers.	<ul style="list-style-type: none"> Moving & Handling team are making videos which will be shared (for all) online. Learning disability nurses have downloadable videos. ACS zoom events to be recorded in the new year.
"Instead of a letter saying we're carers can we have a lanyard instead?"	Sadly lanyards could be open to abuse and do not give enough detail that others may need. We are now being asked to support the new NHS carer identification letter (see box p7 Letter to 'Prove' You are a Carer)
"Can ACS start up some chat groups for carers?"	Carer to carer pages in the newsletter which will be letters and information between carers. A chance to share tips and ideas.
"Can ACS provide access to specialists online?"	CPAs, Dementia Navigator, Marie Curie, First Aid, are some of the specialists we have available in our online sessions.
"What's Action for Carers doing to include male carers?"	We aim to be fully inclusive — all carers are welcome to access support. To encourage more men we will be running a new support group RANT and photography. Although not exclusive to men, the topics are hoped to appeal to male carers and we will look for more similar opportunities over 2021.

We want to hear from you

Our consultations take place on Zoom, on the second Tuesday and fourth Thursday of every month, 7.30-8.30pm. Next dates:

Tuesdays 12 January, 9 February, 9 March

Thursdays 28 January, 25 February, 25 March

Book a place please call the Admin Team on 0303 040 1234, select option 1. Or email us on: CSAdmin@actionforcarers.org.uk

Using Your Voice — and Support for You

Developing a contingency planning service for carers in Surrey

Carers should not have to deal with emergencies on their own. Whilst we hope they are never needed, the reality is that having a plan for back-up support in place when you might need it is important, not least for peace of mind that the person/s you care for will be taken care of if you experience an emergency.

The local health and social care system is working to develop a contingency planning service, and are keen to work in partnership with carers to design a quality, responsive service for Surrey. Contingency planning will be the focus of discussion at one of Action for Carers' carer consultation events early in the new year – this will be a great opportunity to share your experience, and give your views on the work so far, helping to shape what happens next and ensure this service works for carers.

In addition to this, there will be an opportunity for those interested to join a working party to continue to contribute to and inform the development of this service in Surrey – lots of lively discussion, sharing ideas, and helping to put things to the test!

Carer Contingency Planning Consultation

28th January, 7 -8.30pm

29th January, 10.30am-11.30

Booking information below left.

There's many ways Action for Carers can support you as a carer, some of which you maybe didn't realise:

- Our 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 call our Carer Information Centre on 0303 040 1234.

Letter to 'Prove' You are a Carer

Sometimes you may need to 'prove' you are a carer, e.g. when attending a medical appointment with the person you care for, or for priority shopping. We have an official letter for our registered carers, authorised by Surrey County Council and the NHS in Surrey, the **NHS Carer COVID Identification Letter**.

If you'd like a letter made up for you, and your situation, please **call us on 0303 040 1234, or email CarerSupport@actionforcarers.org.uk**



Accessing Public Services Toolkit: A problem-solving approach

Following our successful Carer's Rights Week events with Professor Luke Clements, this toolkit may be very helpful. Created by Luke and the Cerebra team, this guide aims to support disabled people and carers, as well as their families and advisers, who are encountering difficulties with the statutory agencies in relation to the provision of health, social care and education support services.

The toolkit considers nine general areas where there might be disputes, suggests how these can be resolved and identifies key factors that empower people to claim their rights and challenge failures when they occur. Online search 'Cerebra Problem Solving Toolkit – Luke Clements' or ask us for a printed copy — email CSAdmin@actionforcarers.org.uk or ring 0303 040 1234 option 1.

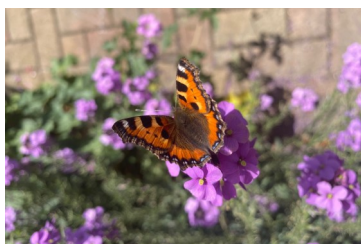
Carer to Carer

We know how important respite is for carers, but we are also aware of the limitations that COVID-19 has imposed on how carers can spend any 'free time' they may get.

As evidenced in the various Zoom support groups and craft events we host for our carers (see page 2), it is clear that you are a very supportive and multi-talented bunch. So, starting with the Spring edition, we would love to dedicate a section of our newsletter for carers to share with other carers.

You could use this as an opportunity to:

- Showcase a piece of art or craft you've created, or share a design / pattern that others could follow
- Share a recipe (noting secret ingredients for closely-guarded family recipes **MUST** be divulged 😊)



- Pen an open letter to other carers to express yourself, which could perhaps include tips on coping strategies or approaches that work for you
- Recommend scenic or calming walking routes, perhaps including your own photos of the views (or wildlife) carers can expect to see
- Recommend a book, film, podcast or binge-worthy TV show

Please email any items you wish to be included to carertocarer@actionforcarers.org.uk.

Rest assured that all items included in our newsletter will only use first name if permitted, but can of course be anonymous if you wish.

Did you know that whenever you buy anything online – from weekly groceries to Christmas presents, you could be raising free donations for us with Easy-fundraising? 4,000 shops are signed up. Go to our website and search 'Easy Fundraising' to find out more. **Thank you!**



Christmas Tips

Here's some carer tips for celebrating if you're unable to be together this Christmas.

- Have a singalong advent! Every day up till the 24th, sing a song together over the phone for five minutes. A carol, chart song or just a family favourite.
- Text a weekly festive image.
- On the day itself, catch up over meal times – if the main meal is too long, have a virtual breakfast or a cuppa together.
- Buy two of the same item (such as a party popper) and send them one. Over a video call, pull the poppers together.
- If a live call is hard, try recording short videos or sound recordings and sending them back and forth to each other.

Carer Creations

Our Knit & Natter sessions have resulted in some wonderful creations— some pictured right. Here's some quotes from participating carers:



"Thank you for setting up this group ,as it's given me something for me (whilst we are in these odd times). Wanted to say a big thank you. Given me an hour to think about something else, we have had lots of laughs and it is nice to have others that understand."

"I have finally conquered purl stich and graduated to a real pattern, a very simple one I hasten to add! I've found it very satisfying and a real sanity saver! Thank you!"



Pictured above is a '**comfort box**' created by a carer at the November session to hold all those things you need when caring becomes overwhelming. A carer says: "I was able to learn many creative craft ideas and knew that even a small cardboard box at home can be converted to something colourful and useful to use."

Meet the Hospital Carers Support Advisors



Having the person you care for in hospital can be a difficult and stressful experience.

Our Hospital Advisors are there to help. We have staff at the following hospitals: East Surrey, Epsom, the Royal Surrey County, Frimley Park and St Peter's.

Their role is to identify carers and to support you whilst your loved ones are in hospital.

They work closely with hospital staff to identify carers, and can approach them directly. Often they bridge communication gaps between the carer and the hospital, and offer advice, information, as well as emotional support. They can also signpost you and the person you care for to support from other organisations.

They can help with the discharge process, which can be especially challenging for you as carers, as well as put you in touch with ACS's Carer Support Advisors, back in the community.

If you need support whilst the person you care for is in hospital or need help with any hospital related issues then please give us a call so we can put you in touch for support, or feel free to contact them directly.

If you'd prefer to receive this newsletter electronically, please let us know. Simply email CSAdmin@actionforcarers.org.uk

East Surrey Hospital

Stuart Woods; Mondays and Tuesdays

07989 402781 Stuart.Woods@actionforcarers.org.uk



Stuart is a carer himself and has supported his parents since his mother's diagnosis of Alzheimer's several years ago. Once his mother was settled in full-time care, the various challenges and experiences Stuart encountered inspired him to change his career and work for Action for Carers, to help ensure unpaid carers recognise their roles and the support available to them, as well as helping them to access it.

Epsom General Hospital

Michele Moore; Mondays, Wednesdays, Fridays

07736 561978 Michele.Moore@actionforcarers.org.uk



Michele has been a carer herself and understands many of your challenges and worries. She has cared for her mother following cancer, and for her mother's twin. She is married with three children, one of whom has Type 1 Diabetes.

Royal Surrey County Hospital

Seema Kang

07850 515458 Seema.Kang@actionforcarers.org.uk



Seema has recently returned from maternity leave and will be looking forward to supporting carers at the Royal Surrey Hospital.

Naheeda Majid

07850 515457 Naheeda.majid@actionforcarers.org.uk



Naheeda is a carer herself and is passionate about supporting and empowering carers to get the support they need and deserve. She cares for her daughters who both have a physical disability and her eldest also has ASD and learning difficulties. Her mother was recently diagnosed with Alzheimer's and so she knows first-hand the challenges carers can face.

St Peter's Hospital & Frimley Park

Sam Caine

St Peter's Monday-Thursday; Frimley Park Fridays

07989 404764 Sam.Caine@actionforcarers.org.uk



Sam is also a carer herself, so she knows and understands the issues carers can face. She has cared for her mum following cancer, and now cares for her dad who, after a subarachnoid haemorrhage, is brain-damaged and disabled and has Vascular Dementia. Sam has a daughter with ASD and ADHD.

Activities and Classes from other Organisations

If you have enjoyed our sessions, like yoga or Tai Chi, how about these online classes to take you to the next level...

Otago Strength and Balance, Wednesdays 11.30am-12.30pm.

Pilates Wednesdays 10-11am (Intermediate / Advanced) Thursdays 9-10am (Beginners/ mixed ability.). **Further info** fromsaba@pilates4ladies.com



Mindfulness with Claire Garthwaite
Claire is a

former GP, who runs regular mindfulness courses, on line and in person. **Her website is** www.withmindfulness.co.uk

Mindfulness with Diana Thornton
Diana is a trained therapist and teaches mindfulness on line and in person. **Her website is** www.surreyhillsmindfulness.co.uk

Tai Chi with Anita Ho Anita, one of our carers is a registered Tai Chi instructor and runs classes on line. She welcomes carers to join. www.wutansurrey.com/online-classes

Yoga Flow Class via Zoom
Thursday evenings 19.30-20.45.
For further information, please email saara.vance@gmail.com

Aerolatino® combines Latin American dance rhythms such as salsa, Merengue, Cha-cha into a continuous aerobic routine. A low impact, high energy fun workout for the body and mind! Suitable for all ages and abilities. £4:50 per classes (first one free). **More info email** aerolatino.tori@gmail.com **or call** 07725178108.

Exercise classes with Suzanne
Monday Pilates 6-6.45pm
Tuesday Pilates 9-9:45am
Thursday Full Body Conditioning 9:30-10:15am
Thursday Zumba 10:20-11:00am
Thursday Pilates 6-6.45pm
£5 per class, Zumba £6.50.
Email sueiseli@yahoo.com

Mary Frances Trust: Events for 16-25 year olds

Arts Connect!

An evening arts and crafts weekly class for people aged 16-25 aimed at boosting confidence, creativity and wellbeing. Started December, but still running. 12 Jan, 6pm-7pm will focus on Zentangle, an easy-to-learn, mindful way to draw beautiful patterns. Materials can be supplied but please book early.

Being well / Doing well

Emotional wellbeing workshops for 16-25 year olds, with a different focus each time, such as mindfulness or stress. Thursdays 6.30-7.30pm.

For more information on both, please give Christine a call on 07929 024736.



Mary Frances Trust Wheel of Wellbeing Workshops



Mary Frances Trust supports adults in Surrey to improve and maintain their mental wellbeing . They are running two 'Wheel of Wellbeing' sessions.

25th January (registration deadline 15th Jan) and 15th March (registration deadline 5th March) 1pm-3.30pm.

These workshops will give an insight into ways in which we can all look after our own mental health and others around you. You will learn the six steps to wellbeing.

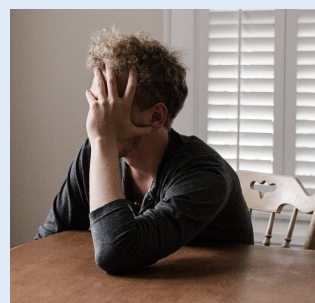
You need to register with the Trust to join <https://mft.support-me.org.uk/> www.maryfrancestrust.org.uk/

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 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 make the application for you in most cases. You may also be eligible for a GP carer break payment and we can tell you how to contact your GP about this discretionary one-off payment.

Call us on 0303 040 1234 **or email** CarerSupport@actionforcarers.org.uk.



New NHS Monitoring Service to Support People with Dementia

People who have dementia and their carers can sign up for a new NHS remote monitoring service.

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.

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.

Who can receive the Service?

Anyone with a **diagnosis of dementia who lives at home in Surrey.** Carers may apply too.

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

Wheels for All



This wonderful project aims to get families where there's someone with a disability, out cycling. Supported by Cycling Projects, there are sites in Epsom, Leatherhead and Woking. **More here: cycling.org.uk/**

Free 1:1 Virtual Budgeting Session


David Carter, Advice and Guidance Officer, Surrey Community Action is offering free sessions for budgeting support.

Virtual Drop-Ins on 28th January, 25th February and 25th March (all from 2pm); 11th February and 11th March available to book on for further budgeting sessions.

Contact David for the budgeting checklist and his newsletter: email davidcarter@surreyca.org.uk or call 07521 503696.



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.

Please call us for a copy of the Winter Pack 0303 040 1234 option 1 and we'll post it to you.

Priority Registers

For carer households, it's often vital that utilities keep going in the event of a problem with gas, electricity or water supplies. Things like keeping water running for hand washing, electricity for charging medical equipment and gas for staying warm.

Utility companies' Priority Services Registers can help you do this. If you or your cared for is vulnerable, requires additional assistance or has additional communication needs, you can sign up (free) to the Priority Services Register by contacting your utility providers (phone number on your bills).

As well as help in an emergency, benefits include advance notice of planned power cuts or interruptions to water supply, help with accessing prepayment meters, receiving bills in an alternative format and more.



TIDE – Together in Dementia Everyday

TIDE is a UK wide 'involvement network' made up of carers, former carers and health care professionals. They host a number of online events which you may find interesting and helpful.

They offer weekly coffee mornings for an informal chat and monthly focus groups on topics such as younger onset dementia, former carers, carers of people in residential care and of course, those looking after somebody at home (which they term 'Home Carers').

See their website for more information on how to get involved and attend events and groups <https://www.tide.uk.net/about/> Or call them on 0151 237 2667; email: carers@tide.uk.net

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

Surrey Carers' Strategy 2021-2024



Surrey County Council, working with Surrey Health, continues to develop its new Carer Commissioning and Development Strategy 2021-2024.

There's a FINAL call for carers to feedback their views. The survey closes on the 3rd of January.

Go to <https://www.surreysays.co.uk/> and search 'Surrey Carers Strategy'. Or call us (0303 040 1234 option 1) for a printed copy.

Hospital Discharge Process

If your loved one was in hospital during the pandemic, how was the discharge process? Action for Carers and Healthwatch Surrey want to hear YOUR experiences to help Surrey County Council and the NHS in Surrey improve their processes, to ensure carers are properly involved and get the best support.

Please get in touch to receive details of the survey. We can send you a printed copy, or Easy Read version if required. Email CSAdmin@actionforcarers.org.uk or ring 0303 040 1234 option 1.



Your views shared previously

Thanks to those of you who responded to recent surveys from Carers Trust and Carers UK — results from which are leading to them making calls on government for changes to how carers are supported. Go to our website news pages to find out more.
<https://www.actionforcarers.org.uk/afc-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

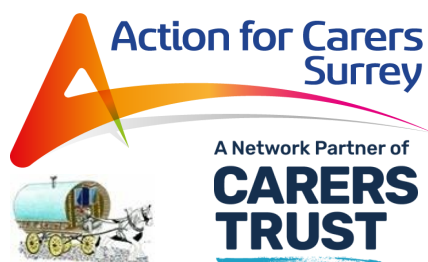
(calls do not appear on bills)

SCC Adult Social Care

0300 200 1005

Surrey SEND Information
Advice & Support Service
01737 737300

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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