



Welcome to the Spring newsletter!



Welcome to the Spring edition of our newsletter. Spring is a time of renewal and this is what we are all hoping for at present. We are also aware that for all of you the situation of caring in such a difficult time has not ended. We're committed to supporting you so please contact us.

There are several new services which need your involvement to ensure they reflect what carers need – especially important is the new Contingency Service which aims to support carers who are facing an emergency and are not able to carry on caring (see p6).

We look forward to celebrating Carers Week in June and hope we will be able to plan more face-to-face events! You have been sending us lovely messages thanking us for our support so now we are able to thank you the unsung heroes for all your care that you give everyday.

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

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NEW GROUPS

Photography Club

Fourth Friday of each month.
"When life gets blurry adjust your focus." See pages 3 & 8.

Caring for an adult on the Autistic Spectrum

4th Tuesday of the month,
7.30–9pm. Details page 5.

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 ways we can help you on page 7, and meet the team on page 9!

Free PPE for carers at different addresses

Do you live *apart* from the person you care for and need PPE?

Personal Protective Equipment (PPE) includes things like gloves, aprons, face masks and eye protection that help to reduce the spread of coronavirus. If you:

- support (unpaid) someone who cannot manage without you, and
- live in a different household to the person you care for

you can get free PPE to help keep you and them safe, and reduce the spread of coronavirus.

If you are a carer who lives in the *same* household as the person you care for and are concerned about coronavirus being spread you may also be able to get free PPE.

Please get in touch—call 0303 040 1234, CarersInfoCentre@actionforcarers.org.uk to find out more and make a request.

Find more here, including a link to a government PPE guide (pictured):
www.actionforcarers.org.uk/how-we-help/coronavirus-advice-for-carers/



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 you can register your interest there.

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



April, May and June

Giving Carers A Voice Consultations

Led by Maria Young (see page 4)

Every 2nd Tuesday and 4th Thursday of the month

All sessions 7.30-8.30pm

Older People's Strategy Consultation

Led by Katie Newton, Surrey County Council

22 April

Services for older people are under review. If you are aged over 65 or care for someone over 65 then please join us to share your experiences and what you need from community, hospital and care homes in the future.

Carer Experiences of Health and Social Care

Led by Sarah Browne, Healthwatch Surrey

13 April

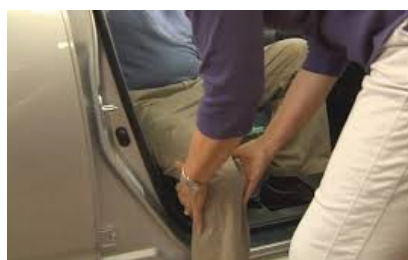
Healthwatch are keen to listen to your experiences of all NHS services including GPs, Acute hospitals, homecare providers and residential homes.

Celebrate Diversity Consultation

8 June

Please join our evening consultation to share your views as a carer from the BAME (Black

and Minority Ethnic) community on improving support.



Moving & Handling: Car Transfers

Led by our Moving & Handling Advisors

12 April, 10.30am–12 noon

3 June, 1-2.30pm

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

Active Listening

Led by Veronica Kamerling

8 April, 10am-12.30

For a person experiencing mental health problems, to know that someone will just listen, understand and empathise is reassuring and healing. Good communication is more than talking. Active listening builds strong relationships. Join us to learn some of the skills to become an 'Active Listener'.

Introduction to ACS: Session for New Carers

(and for carers simply wishing to learn more)

Led by Sally Burton and our Carer Support Advisors

7 April 10.30-11.30am

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

Create a Jar of Positivity

Led by Heidi, ACS

7, April, 7-8pm

Create your own jar which you can fill with things that make you feel good including thoughts, quotes, positive feelings, photographs, special letters or just a simple thank you note. Be inspired to create a jar of happy thoughts!



Anxiety and Loss

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

14 April, 10.30am-12.30pm

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

Stress Management Six-Week Course

Led by Centre for Psychology

Starting 17 April, 2-4pm

6 week course looking at different techniques to manage stress and anxiety.

1-2-3 Magic

Led by Jacqui Maclean and Nicole Williams, ACS

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

1-2-3 Magic is a behavioural management programme for parent carers of young children. It divides parenting responsibilities into three straightforward tasks: controlling negative behaviour, encouraging good behaviour, and strengthening child-parent



Action for Carers' Zoom Events

Jacqui MacLean, ACS

7 May, 10-11.30am

Having an emergency care plan is vital for carers. Complete our plan document, and explore what you need to consider.

Modern Dance Hall Workshop

Led by Rosie Mason, Freelance Dancer and Teacher

12 May, 4.30-5.30pm

Dancehall is an energetic dance form originating from Jamaica. We will be learning an upbeat routine to "Toast" by Koffee.

Knit and Natter

Led by Heidi and Katie

29 April 1.30-2.30pm

24 May, 7-8pm

15 June, 10.30-11.30am

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



Building Emotional Resilience

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

17 May, 7-9pm

Learn to build your 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.

Moving and Handling: Falls Prevention

Led by our Moving & Handling Advisors

18 May, 10.30-12.00pm

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

Dementia Wellbeing Maths

Led by Rita Ball, from Roots2Grow

28 May, 2-3pm

Did your loved one used to love maths puzzles or games? Maybe they had a career involving maths thinking — maybe you do?

Even if none of the above apply, Wellbeing Maths is different. Come along *with* your loved one and have a try — you might really enjoy yourselves!

Illustration Workshop

Led by James Parsons, Cartoonist and Illustrator

25 May, 10.30am-12pm

7 June, 2-3.30pm

Whether you are a beginner or a keen artist, join bestselling cartoonist, James for an awesome session to draw anime, manga, your favourite character from films etc. The only limits are the limits of your imagination.

Autism Workshop: Coping with Anxiety

Led by Dr Mark Brown

26 May, 10.30am-12 pm

Mark will explore issues relating to having additional needs and anxiety, obsessive behaviour, how it impacts on everyone in the family and interventions to reduce the consequences of anxiousness.

Mindfulness Five-Week Course

Led by Suzette Jones

Starting 26 May, 4.30-5.45pm

Improve your understanding of mindfulness and improve your mental wellbeing.

Create a Comfort Box

Led by Heidi and Laura, ACS

2 June, 10.30-11.30am

Create a colourful box which you can fill with things to comfort yourself on a difficult day.

Mindfulness and Pain Management

Led by Claire Garthwaite

28 June, 4pm-5pm Do you suffer with chronic pain? Find out how Mindfulness may help.

Co-Dependency in Mental Health: finding a healthier relationship

Two workshops led by Alison Joyce, Space 2BYou

Two workshops in June detail TBC

We'll look at what isn't working in your relationship with the person you care for, and learn techniques to make the changes from dependency to independence.



Carers Week

7-13 June

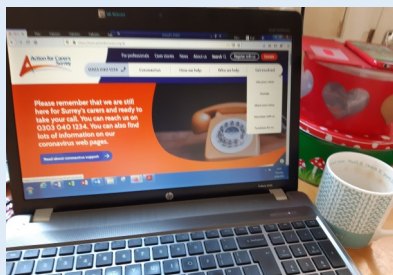
Carers Week takes place in June and we will be running a variety of events, hopefully face-to-face as well as online.

We await clarity on June's social distancing regulations, and will share our programme of events with you in a separate update as soon as we can.

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-12noon

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, 7-9pm

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

Mental Health—Caring for 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, 7–9pm

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

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

NAAFI Break

28 April, 27 May, 23 June, 10.30-11.30am

Our Armed Forces Carers Support Coordinator runs 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.

'R.A.N.T.'

Third Friday of the month 10.30–11.30am

Your sports team not performing well? Fed up with 'expert' comments on social media?

New to Zoom?

New to using Zoom or having difficulty using it?

We have created an easy read guide to help you! Our guide will help you get going with Zoom and join our events.

For a copy call 0303 040 1234 option 1; or email CSAdmin@actionforcarers.org.uk

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!

NEW GROUPS

Mental Health — Caring for a Partner

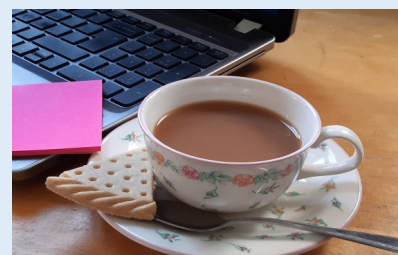
Third Tuesday of the month 7–9pm

For carers who care for a partner with a mental health problems.

Autism

Fourth Tuesday of each month 7.30-9pm

For carers who care for an adult on the Autistic Spectrum.



BOOKING IS ESSENTIAL

Visit our website to book, or call us on 0303 040 1234 option 1; or simply email — CSAdmin@actionforcarers.org.uk
Once booked , we'll send instructions and group password.

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
Carer@actionforcarers.org.uk

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

Together We CAN Make a Difference 2021

2021 is the 10th Anniversary of the Armed Forces Network, and despite COVID, the 'Together We CAN Make a Difference' event goes ahead. Normally one day, the conference is now a series of events across the year.

Tues 16 March – Criminal Justice System

Tues 20 April – Mental Health

Tues 18 May – LGBT+

Tues 15 June – Social Care and Employment

Tues 20 July – Celebrating the last 10 years and the Armed Forces Community, inc. Lord Lieutenant for East Sussex, 11th Infantry Brigade and Headquarters South East .

Tues 17 August – Physical Health

Tues 21 September – Women in the Armed Forces

Tues 19 October – Emergency Services

Tues 16 November – Carers and Families

To book visit this page <https://sussexarmedforcesnet-work.nhs.uk/events/2021-together-we-can-make-a-difference/>

Using Your Voice to Help Others

Overall our video consultations have been well attended. Carers have not allowed COVID- to get in the way of sharing their views, opinions and feedback.

I would like to say a huge thank you to all the carers that have taken part so far and please feel free to attend any future consultations. If, however the consultations via Zoom are not for you then please feel free to email your views to me at Maria.Young@actionforcarers.org.uk



Once the consultations have been completed Adult Carers Service Manager Rachel Brennan and I review the comments and action points in the upcoming newsletters.

Partnered: Contingency planning

In January Surrey carers and I met with Adam Watkins **Senior Joint Carers Lead (Carer Contingency Planning)** for Surrey Heartlands Integrated Care System, via Zoom.

Carers were asked for their views and ideas on how best to help carers when it comes to contingency planning and service design.

This is a copy of a slide from Adam's presentation. The slide highlights the time line to have the contingency plans up and running by 2022. If you would like a copy of the presentation please contact me.

If you have any comments or would like to be part of a working party that helps Adam to develop this resource, then please contact him on: adam.watkins@Sonhs.net



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 8 April, 11 May, 8 June

Thursdays 22 April, 27 May, 24 June

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

Safe ways to pay others to shop on your behalf

When others shop for you

While we still have COVID risks, you may be unwilling or unadvised to go to the shops. You may be happy shopping on-line, but you may also look to get help from a family member, neighbour, friend or other volunteer.

Keep your money protected

If you do, there are ways to do this safely and ensure your money is protected.

Money Saving Expert have an [excellent page](#) which outlines the various ways you can protect your money. **Most important is NEVER to hand over your debit or credit card and PIN to someone else.** Instead they suggest other methods, such as online bank transfer, PayPal, or the supermarket volunteer card. They also talk about *special* bank cards (see below).

Special bank cards

Some of the banks have set up special bank cards, providing another, very safe method. Lloyds, Halifax and Bank of Scotland all have cards called 'Trusted Person Cards'. And NatWest, and Royal Bank of Scotland have a 'Companion Card'.

Both cards offer a similar service – they are cards to your account, but have a different number on the front, a different PIN, and a 5-7 day limit of £100. They also can't be used to buy over the phone, online, or abroad.

Santander has a similar scheme – open to two named carers, relatives or friends.

The person you ask to shop for you can use the card as normal, in supermarkets etc. Allowing you to feel more in control and reassured around others shopping for you. If you bank with one of the above, just get in touch to find out more.



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**

Vaccination news

The COVID-19 vaccination programme continues well in Surrey. And it's great news that qualifying carers are now being called up. This means it's even more important now that your GP knows you are a carer. Make sure you are registered as a carer with your practice.

Surrey NHS has helpful vaccine [FAQs](#) and ask: **Please don't contact the NHS to seek a vaccine, you will be contacted when it's your turn.** And they urge people to attend their booked appointment.



Carer to Carer

This new section of our newsletter is for you to share with other carers updates, information and support YOU think would be helpful or fun. For example, ways to keep active – or sane! Interesting, calming hobbies, or de-stressing activities, we're keen to hear from you! Please email any items you wish to be included to carertocarer@actionforcarers.org.uk.



Free Activities

Have any paint and brushes lying around? Hundreds of episodes of timeless series 'Joy of Painting' have been added to YouTube. You can create your own masterpiece whilst listening to the soothing tones of Bob Ross!

We may not be able to travel yet, but you can still see the sites from your sofa with virtual **walking tours** on YouTube. Channels such as '4K Urban Life' (www.youtube.com/playlist?list=PL0eFt2-5YwurCWrdyEnzV6U1vSXP5T4BI) walk you through Rome, New York, St Petersburg and more!

Google's Arts Collection has virtual tours of hundreds of attractions,

including **national galleries and museums** from around the world (<https://artsandculture.google.com/partner>)

RANT Group

Having a break from caring is vital. At our R.A.N.T group we chat about **other** things in our lives and have a laugh. "I found it light-hearted & interesting it was really well guided by the facilitators to subjects that were fun and so it was a welcome distraction from being a carer & the pandemic. When's the next one?!"

Creative writing

A carer has recommended Ruth Brandt's creative writing courses: <https://www.ruthbrandt.co.uk/>

This edition's featured book recommended by a carer is: **'Small Island' by Andrea Levy.**

This story tells the tale of post war migration through four narrators: Hortense and Gilbert who migrate from Jamaica to London in 1948, and English couple, Queenie and Bernard, in whose house they find lodgings...

If you've read a really good book lately or an audible one then please let us know so we can share it!



Email **carerto** carer@actionforcarers.org.uk



Carers' Photography Club

Following the successful photography workshop with Create last year we have started our own Carer's photography club. Carers are able to share ideas, learn new skills and enjoy each others photos. They have shared a few for us to enjoy. If you are inspired then please join in.

Some carers thoughts on the club:

"Thank you for organising this group. I have never considered other 'carer' groups as I didn't feel I needed 'support' but this group enables me to take my passion and my caring responsibilities and helps me feel normal again. It's good just to relax and know that everyone there understands."

"I've been very pleased to be part of this group which has given me new aspects of photography especially using a smartphone even after 60 plus years of taking pictures, one is never too old to learn new tricks. Being given a challenge each meeting certainly sharpens the mind. Thank you for the inspiration you give."

"I loved my first meeting. I am now using the knowledge I gained when taking photos. I love the idea of framing, colour combinations."

"I've really enjoyed the sessions so far, it's been fun discovering new tips & sharing our pictures together, it's boosted my confidence no end."

Meet the Carer Information Centre Team

British First Aid FREE TRAINING SESSIONS

British First Aid online training:
www.redcross.org.uk/get-involved/teaching-resources/digital-classrooms

Free digital classes for adults (19+) and young people (aged 10-19) and are an opportunity to learn new skills and connect with others. They offer effective, easy to learn education in a relaxed and informal style that helps build confidence.

Mindfulness for Children

Many of you as parent carers have been asking us about how to support your children in helping them cope with their anxiety and emotions.

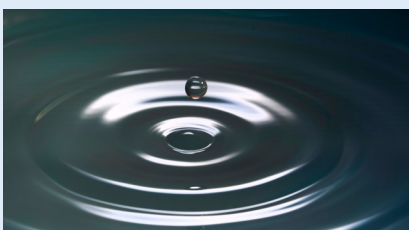
Some carers have been able to share the mindfulness exercises from the sessions on Zoom which Action for Carers run weekly, with their children.

There is an organisation 'Relax Kids' run and set up by a carer which is free. Check it out <https://www.relaxkids.com/>



Buddhify app has a great section in the app for children.
[Meditation & Mindfulness App for Kids | Buddhify](#)

Stem4 also have apps for young people and parents on their website [stem4 - supporting teenage mental health](#)



We've introduced you to some of our teams in these pages before. We think it's time to properly 'introduce' you our wonderful Carers Information Centre team. You may have spoken before, and here's a chance to see them and find out who's who!

A call from one of the CIC team is often the first contact a carer will have with Action for Carers. All carers referred to us will be contacted by one of our friendly and experienced Advisors to discuss their caring role and discover what support and help is available.

You can ring for advice on numerous issues like benefits, grants and advocacy and also for emotional support should your caring role become overwhelming. If needed, we can arrange for our local Carer Support Advisors to meet with you, our Armed Forces Advisor to source specialist support or our Moving and Handling Advisors to help with mobility issues. We can also refer on to other services for help with things like Carer's Assessments or Dementia Navigators.

Please, get in touch. We're here to support you in your caring role. Call on 0303 040 1234 email CarersInfoCentre@actionforcarers.org.uk

Here's the team! Top row, L-R: Jane (CIC Manager), Belinda and Mary. Bottom row, L-R: Anne, Catherine and Becky.



Got medical equipment you no longer need?

Do you have medical equipment that's no longer needed? Surrey's Community Equipment Service lends equipment to help people stay independent and safe at home, but many items never find their way back when no longer needed, meaning they can't be passed on.

It's items like crutches, walking frames, specialist beds, shower and bathing aids, ceiling track hoists, pressure care equipment, ramps and rails and toileting equipment. All the equipment, that a someone like a nurse, OT, or physio will have prescribed, will have a barcode sticker on it. When returned, they will be cleaned and recycled to support someone else in need.

If you have items that are no longer needed please contact Millbrook Healthcare 0330 124 1247, SurreyFeedback@millbrookhealthcare.co.uk

Activities and Groups from other Organisations

Otago Strength and Balance

Wednesdays 11.30am-12.30pm

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

Cost £6.50 per person, per class. Classes are a fusion of Pilates, strength and balance as well as guided meditation at the end. There's also a cardio workout to provide a holistic approach.

(You don't have to join the cardio workout if you don't want to.) It's all about being comfortable in what you are able to do. The exercises are designed to help you breathe better, move with better awareness and train your mind and body.

Tel: 07900934222 or email info@pilates4ladies.com



**National
Autistic
Society**

**Surrey
Branch**

The National Autistic Society Surrey Branch is a support group for parents and carers of children and adults with autism, run by volunteers

who all have an autistic family member or are themselves autistic. They have various support groups, currently meeting online via Zoom but they will also meet in person again when permitted. The support groups include:

- Parents/carers of autistic children – meets fortnightly, alternating Wednesday mornings and Monday evenings.
- Parents/carers of autistic adults – meets fortnightly, alternating Friday afternoons and Wednesday evenings.
- Parents/carers of autistic people who are housebound through anxiety – meets monthly, Tuesday evenings.
- Parents/carers of young people with Pathological Demand Avoidance – new group, details to be confirmed.

For details of all the above groups, please email NASSurreyBranch@nas.org.uk or call 07423 435413 and leave a message with your name and contact details, saying which group you are interested in.



Dementia Monitoring

The TIHM Monitoring Service is a free, NHS service to remotely monitor the health of both people with dementia and their carers.

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 available to anyone with a diagnosis of dementia living at home in Surrey and their carer.

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

Safe Havens Extended Opening Hours Trial

The Safe Haven (till 31 March) is piloting extended opening hours to increase support for adults in crisis in Surrey. It's an important alternative to A&E for people requiring mental health support who do not need immediate help for physical health concerns.

People can visit the Woking Safe Haven in person to access help 24 hours a day, 7 days a week, from one of the mental health practitioners as well as two trained Safe Haven workers, who can provide a mental health assessment, if needed, and support. Woking Safe Haven is based at York Road Project, The Prop, 30 Goldsworth Road, Woking GU21 6JT. It is one of five Safe Havens across Surrey and NE Hampshire.

To increase support for people during the Coronavirus outbreak, all five Safe Havens are offering a daily **virtual service from 6pm-11pm** so people facing a mental health crisis can receive expert help without leaving home. **For more information, please go to: www.sabp.nhs.uk/safehaven**



Synergy Dance National new online platform

The [Synergy Dance](https://inclusive-dance-yoga.teachable.com/) national online platform has gone live and offers a diverse programme of 174 free online dance and yoga classes including lessons for people with a disability and long term health conditions. (<https://inclusive-dance-yoga.teachable.com/>)

The lessons are innovative, fun and tailored accordingly, and the platform includes lessons for children, teens, adults and the elderly.

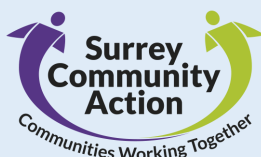


Fuel Voucher Scheme

Surrey Community Action is launching a new pilot scheme in Dorking and Guildford — to help people facing the choice of heating or eating.

The Scheme will help people struggling to pay these bills with ideas on saving energy, as well as emergency fuel vouchers to help top up their pre-payment metres in times of financial hardship.

If you, or someone you know, would benefit from this scheme, please contact David Carter on 07521 503 696 davidcarter@surreyca.org.uk



Music for Dementia — M4d Radio

Music is a wonderful connector and has the ability to bring people together in the here and now. It can enliven, stimulate and enable people living with dementia to express themselves creatively through musical engagement.

Research shows and lived experiences demonstrate that music can help reduce the often distressing symptoms of dementia, such as agitation, apathy and anxiety.

[M4d Radio](#) is part of the [Music for Dementia](#) campaign to make music available to everyone living with dementia. Their ambition is to make music freely available and a part of everyone's care plan and is a group of five themed radio stations available 24 hours a day, 365 days a year, playing music that evokes memories.



Caring to the End A new resource to support unpaid carers

Surrey County Council, the NHS and partners have created a new website for carers who are caring for someone who is reaching the end of their life.

Called 'Caring to the End', the website brings together information you may need to



know as a carer currently caring for someone with a terminal illness, from their diagnosis through to the end of their life.

Practical, legal and financial

The website offers practical, legal and financial information for those who are caring for a loved one, offers advice on coping with grief and where to go for support after caring for a loved one at end of life. There are sections offering tailored advice and guidance, including for parent carers and young carers.

SCC and the NHS worked with carers and former carers to get their input into the site.

Find it here: caringtotheend.org

Elmbridge Dementia Services

Elbridge Dementia Services help with a range of support, advice and assistance. Alongside a monthly newsletter, services include:

- COVID secure guided walks.
- Carers Support Groups, meeting online monthly
- Welfare Buddy Calls from the Dementia Services teams, to talk to carers about how they're getting on supporting their loved one.

Get in touch to find out how they can support you.

Call 01372 474 547; email: dementiaservices@elmbridge.gov.uk; or visit www.elmbridge.gov.uk/css

Consultations & Fundraising

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/>

Healthwatch Surrey Consultations



Healthwatch Surrey would like to hear from local people about their experiences of vaccinations, remote GP appointments, any change to care due to the pandemic, mental health, eating disorders and from Veterans and

serving personnel.

Get in touch with the Engagement Team to share your feedback (good or bad) on 07508 715719 or email engagement@healthwatchsurrey.co.uk.

Fundraising help

As a charity, we are fortunate to have the support of local businesses and associations, as well as individuals, who all care about Surrey's carers and help with our fundraising.

If you know of any opportunities either where you work, or related to your free time (we have many supportive Rotary Clubs for example, as well as more unusual



supporters like choirs) please get in touch. Email fundraising@actionforcarers.org.uk

And you can help too, for free! If you're a member of the Co-op, you can nominate us as your charity. And whenever you buy anything online – from weekly groceries to birthday presents, you could be raising free donations with Easyfundraising. 4,000 shops are signed up. Search 'Easy Fundraising' on our website. **Thank you!**

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

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

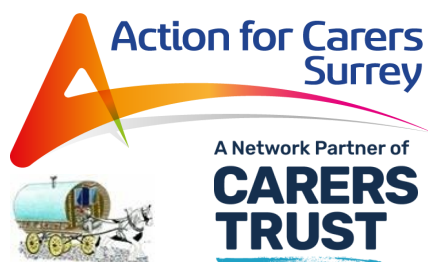
0300 200 1005

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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