



Welcome to your latest newsletter



Welcome to the latest edition of our newsletter, covering October, November and December. This edition sees us celebrating Black History Month and Carers' Rights Week in November with Carers Fairs across Surrey and time to listen to Luke Clements online.

This is the time of year when we encourage you all to book a flu jab and have enclosed your carer flu voucher with this newsletter. Keeping you well is so important to us especially when getting to see a doctor is very difficult so we are also promoting a chance to have a health check by phone.

We will be wishing you all a very Merry Christmas and a Happy New Year so please keep in touch as we are always here to support you.

Rachel Brennan

Manager Adult Carers Support, Action for Carers Surrey

Our Carer Information Centre has now got a new title – the Action for Carers Helpline. The support from our expert and friendly Advisors remains the same, but we hope the new name better explains what we do! Please get in touch for any support needs.

Carer Health Checks

From 11th October we will be able to refer you for a **Carer Health Check** with a qualified health practitioner. These health checks will be carried out over the phone so you do not need to travel to an appointment.

If you are interested in being referred then please get in touch.

If you already have a named ACS Carer Support Advisors (CSA), who may be supporting you either 1-to-1 or in a group, simply ask them to refer you. Or you can call our Helpline on 0303 040 1234 or email carersupport@actionforcarers.org.uk



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NEW

Look out for these new initiatives and activities:

Health checks **p1**

Black History Month **p4**

Carers' Rights Week **p4**

Carer Checklist booklet **p6**

Flu Jab Voucher **p11**

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 6.

Action for Carers' Zoom Online Events

Wherever you live, these Action for Carers events are open to you. They take place online 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



Coping with Caring: caring for an adult with Autism

Two workshops led by Marie-Anne McKee, Space 2BYou

12 October, 7-8.30pm

7 December, 7-8.30pm

Both sessions will focus on Autism and anxiety and consider useful strategies and skills and how to use them.



African-themed craft workshop

Led by Adel Kaseke-Mapfumo

13 October, 10.30am-1.30pm

Join in a fun session to create an African necklace, earrings and headwrap to celebrate Black History Month. All materials free.

EHCP Post 19

Led by SOS!SEN

14 October, 12.30-2.30pm

For carers for someone aged 19-25 who may still require an EHCP and specialist placements.

Introduction to ACS: Session for new carers

(and for carers simply wishing to learn more)

Led by our Carer Support Advisors

28 October, 10.30-11.30am

Find out about all the services

October to December

Giving Carers a Voice Consultations

Led by Maria Young

First Wednesday of the month

7.30-8.30pm

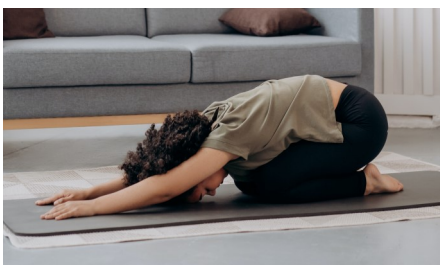
First Friday of the month, 1-2pm

See page 6 for more details.

6 October NHS Digital Navigator Project consultation

Led by Andrew Smart, Surrey Heartlands

The NHS in Surrey is looking at ways it can help patients, carers, GPs and clinicians better communicate with each other about care needs.



Yoga

Led by Saara

A three week course, starting 4 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. Every Monday.

Knit and Natter

Led by Heidi and Katie

6 October, 1-2pm

17 November, 12.30 –1.30pm

16 December, 10 –11am

Relax, chat and share knitting projects All abilities welcome.

Coping with Caring: caring for an adult with a mental illness

Led by Alison Joyce, Space 2BYou

7 October, 7-8.30pm

Unhelpful strategies: Self harm and suicidal thoughts

4 November, 7-8.30pm

Communication strategies

Workshops looking at skills and techniques to improve how we manage issues including communication.

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 5 October

Monthly evening sessions:

11 October, 8 November, 13 December, 7-7.45pm

Take some time for yourself.

Join us for mindfulness sessions where we'll practice techniques to pro-mote wellbeing and reduce stress.

Action for Carers' Zoom Online Events



offered by Action for Carers and how we can support you.

Stress Management six-week course

Led by the Centre for Psychology

Starting 20 October, 2-4pm

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

Anticipatory Grief – Understanding Bereavement

Led by Angela Higgins, Bereavement Co-ordinator, Bereavement Centre

1 November, 7-9pm

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. Explore how bereavement affects us emotionally, physically, mentally, and socially and how we can cope.

Meet the Hospital Carer Support Advisors

Led by our Hospital Carer Support Advisors

3 November, 10.30am–12.30pm

Is the person you care for in and out of hospital? We have Hospital Carer Advisors in Surrey's main hospitals. Join us to find out how we can help you when the person you care for is in hospital.

Emergency Care Plan

Led by Rachel and Sally, ACS

10 November, 10-11.30am

Having an emergency care plan is vital for carers. Complete our plan

document, and explore what you need to consider.

ADHD: Medication

Led by Angela Hraib, Specialist Nurse SABP

Medication session

11 November, 12.30-2.30pm

Behaviour Management session

2 December, 1-2.30pm

Angela will be discussing medication and its role in ADHD. She will also be looking at behaviour management and strategies. The session is suitable for carers of children and young people up to 18 years of age.



Emotional Freedom Technique: TAP Therapy

Led by Aga Kehinde

29 November, 7-8.30pm

Emotional Freedom Technique (EFT), often referred to as EFT tapping, is an alternative therapy for anxiety, post-traumatic stress disorder and many other conditions. This self-help therapy involves acupuncture points on the hands and face, allowing the body to calm down even when the mind is overwhelmed.

Creating a Memory Book

Led by Sarah Lott, writer and reminiscence practitioner

30 November, 10.30am-12 noon

When we lose loved ones we can lose their precious family stories which we need to celebrate and preserve. This session will give you ideas and ways to get started.

Mental Health and Wellbeing

Led by Angela Higgins, Bereavement Centre

1 December, 10.30am –12.30pm

Develop confidence and skills in addressing mental health and wellbeing issues in daily life.



Make-Up Tutorial

Led by Sam Caine,, HCSA , ACS

8 December, 10.30am-12.00noon

Sam is sharing her knowledge and make-up skills from her career in cosmetics with this 'How to workshop'. Tips on skin care, prep, fashion trends and how to do a great 'day look' and glamorous 'evening look'. Free cosmetic products provided.

Christmas Wreath Workshop

Led by Lynis Williams, Ashstead Flower Arrangement Group

15 December, 1-3pm

Join us to enjoy making a festive wreath for a front door or table using foliage from the garden.



Action for Carers' Face to Face Events

Visit to Painshill Park

Led by Action for Carer Advisors

4th October, 11.30am – 2pm

Join us for a relaxing visit to Painshill Park. Bring your lunch, walk in the beautiful grounds or find a quiet place to relax.

Tai Chi in the Park

Led by Anita Ho, Tai Chi Instructor

Nonsuch Park, Sutton

2 November, 2-3pm

Join us to enjoy Tai Chi in a beautiful outdoor setting. All abilities welcome. Carers are free to enjoy the park afterwards.

Hampton Court Visits

7 October, 11am-3pm

3 November, 11am-3pm

9 December, 11am-3pm

We're delighted to announce that Hampton Court Palace's 'Community Access Scheme' has restarted, so we can take groups of 25 carers to Hampton Court, for free. Carers then receive two passes to Hampton Court or Kensington Palace, or the Tower of London – for only £1 each!

Dementia Workshop

*Led by Charlotte Drew,
Independent Dementia Care
Adviser and Trainer*

Carer's Rights Week

We're holding Carer Fairs across Surrey:

Leatherhead – 24 November

Redhill – 25 November

Woking – 26 November

Guildford – 27 November

Luke Clements on Zoom

23 November, 10.30am-12

and 25 November, 7-8.30pm

**Watch out for our Carer's Rights
Week Newsletter with all the
details.**

21 October, 10am-1pm

This will cover information on types of dementia, medication, challenging behaviour, communication issues, and an opportunity to ask questions and learn from other carers. This workshop will be repeated across Surrey next year.

Christmas Wreath – Making Workshop

*Led by Lynis Williams, Ashstead
Flower Arrangement Group*

St. Martin's Community Hall,

Horsley, 8 December, 1-3pm

Join us to enjoy making a festive wreath for a front door or table using foliage from the garden.

FACE-TO-FACE Support Groups

**All groups are open to ALL
carers and will run monthly
from September**

The Spike, Guildford

Third Tuesday 10:30am-12
noon

High Cross Church, Camberley

First Wednesday 10.30am-12
noon

Baptist Church, Cranleigh

First Wednesday 10.30am-12
noon

Methodist Church, Haslemere

Third Wednesday 1.30-3pm

The Vyne, Woking

First Monday 10am–11.30am

Addlestone Community

Centre Third Tues 1-2.30pm

Kings Fairway, Ashford

Second Tuesday 1-2.30pm

St. Barnabas Church, Epsom

First Tuesday 9.30-11:00am

Leatherhead Theatre

Third Tuesday 10am-11.30am

**Squire's Garden Centre,
Elmbridge**

First Thursday 10am-11.30am

Methodist Church, Redhill

Fourth Monday 11am-1pm

Baptist Church, Horley

First Thursday 10am-12 noon

Caterham

Third Tuesday 1-2.30pm

Oxted, The Library

Second Thursday 10.30am-12
noon

Former Carers

Parkview, Sheerwater

First Wednesday 10-11.30am

Celebrating Caring and Diversity

*Led by Miss Yankey,
Poetry Prescribed*

1 October 10.30am – 12 noon

Redhill Methodist Church

25th October 2-3.30pm

The Vyne, Knaphill, Woking

Join us for a creative writing workshop with fabulous performance poet, Miss Yankey from Poetry Prescribed, celebrating Black History Month. Everyone's welcome, whatever your background or heritage! Come along for a fun and inspiring morning playing with words.

Create African themed Crafts *See page 2*

**BLACK
HISTORY
MONTH**

Action for Carers' Zoom Online Support Groups

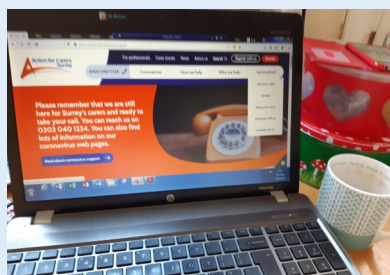
HOW TO BOOK ON OUR EVENTS AND SUPPORT GROUPS

Booking is essential.

You can book in 3 ways:

- Visit our website events section
- Call us on 0303 040 1234 option 1
- Or email
CSAdmin@
actionforcarers.org.uk

Once booked, we'll send instructions.



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, 1-3pm

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 for recovery and have a chance to look after your own needs.

Dementia Navigator Support

Third Wednesday, 10.30am-12noon

New to Zoom?

New to using Zoom or having difficulty using it?

We have 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
Of find it on the website.

(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 experiencing loss and bereavement to find support from others.

NAAFI Break

Fourth Wednesday 10.30-11.30am

Hosted by our Armed Forces Carers Support Coordinator. Bring a brew and a bacon buttie 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? 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!

Mental Health: Caring for a Partner

Third Tuesday of the month 7-9pm

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

Autism

Fourth Tuesday of each month 7.30-9pm

For carers who care for an adult on the Autistic spectrum over 17 years old.

ONLINE Zoom Support Groups

Join our Zoom video Support Groups with your PC, tablet or mobile. (The booking link we send you 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.

Can you help train Surrey's professionals?

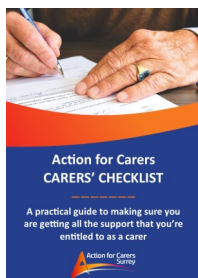
As a part of our Giving Carers a Voice Service, we run two professional Carer Awareness training sessions, 'Because Carers Count' and 'Think Family, Think Carer'.

Part of the workshops feature carers who courageously share their experiences which are a very important and powerful way for professionals to learn about how to support carers. We are looking for new carers to join this small team. **If you're interested, please email debbie@oncourse-training.co.uk**

****NEW**** **Carers' Checklist**

We have a new booklet, a *Carers' Checklist*, to help you understand what's available for you as a carer. It covers all sorts of matters, health, legal, social services, etc, for you to check you are getting all that you should in terms of support in Surrey.

Call us for a copy: 303 040 1234, press option 1, or CSAdmin@actionforcarers.org.uk



Do you know all the ways ACS can support you?

- Our Helpline
- Support from a Carer Support Advisor by phone, Zoom or face to face
- Support with form filling
- Support from our Hospital Carer Support Advisors
- Wellbeing & Training events and Support groups
- Break payments for time away from caring

For support, please call the Helpline on: 0303 040 1234.

Using Your Voice to Help Others

Many of you have kindly taken part in our Carers' Consultations. 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**

GENERAL FEEDBACK If you have any feedback, observations, improvements or comments to make about our services at ACS please feel free to email me, Maria.Young@actionforcarers.org.uk

YOU SAID...

Could Hospital Carer Support Advisors have a slot in the newsletter as many of us don't know what they offer, where they are or how can they help?

Can we have staff pictures with names and background in the newsletter again please?

Can we have more fitness sessions?

Can we have more evening sessions?

ACS to provide something every day for carers to access?

WE DID...

We started the online 'Meet the HCSAs' sessions, and you'll find information about the HCSAs in this edition of the newsletter (page 7).

We have featured some of the Adult Service staff. There are quite a few of us so we will in future editions introduce a couple of teams at a time.

We're continuing with Yoga and also have Tai Chi in the Park up to November. We also have been running Otago (strength and balance classes). We will look to have some exercise in the events diary.

We have booked some of the more popular events online in the evening, including Luke Clements, Mindfulness, Tap and Coping with Caring.

We have planned both online and in person events for carers and also publicise other organisations' activities. Our helpline is open all week.

We want to hear from you

Our consultations take place on Zoom, on the first Wednesday and Friday of the month. Next dates are:

Wednesdays 7.30-8.30pm: 6th October, 3rd Nov, 1 December
Fridays 1-2pm: 1st October, 5th November, 3rd December

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

Armed Forces carers support

Armed Forces Carers

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. Call 0303 040 1234, email CarerSupport@actionforcarers.org.uk

Veterans Hubs & Breakfast Clubs

These are starting to open again so feel welcome to try one near you.

Veterans & Families Listen Project.

High Cross Church, Camberley GU15 3SY
Second Monday of the month 1000-1400Hrs.

Cranleigh Breakfast club. The Three Compasses,
Dunsfold Road, Alford GU6 8HY
Third Sunday of the Month 1000-1300Hrs

Veterans Support Association.

West Molesey & Esher. All Day Drop-in, every
Monday at 3rd Molesey Scout Hut, St Peter's Road,
West Molesey KT8 2QE, 1000-1600Hrs.

Remembrance Day

This Remembrance Day we would like to invite you to make a poppy which you can place on your local Memorial. The poppy can be any size and made from any materials. Please take a photo of you laying the poppy on your local Memorial. Then email the photo to Carol.Owttrim@actionforcarers.org.uk. We'd be delighted to see them and will share them digitally.



Samaritans Veterans App Pilot

The Samaritans have launched a new app for the UK Military Service Leaver and Veterans. You can download it on a PC or a smartphone. Go to the Samaritans webpage or scan the QR codes below.



Support for carers at Surrey's hospitals

Surrey Hospitals: Carer Passports

In 2014, a man named John Gerrard was admitted to hospital in Manchester, for treatment of leg ulcers and he also had dementia. On his discharge, his daughter said "My father went into hospital articulate and able: he emerged a broken man". John's campaign was born, a campaign to give carers an identity and practical support while their loved ones are in hospital.

The Carers passport is a simple but effective tool that first allows carers to identify themselves to the hospital staff caring for their loved one and secondly to get practical assistance during the hospital stay. This may include open visiting times (so they may be present during ward rounds), reduced parking if they drive and a meal with the patient on the ward.

Contact the HCSA who works in a hospital near you (*see opposite*) to find out more about the Carer Passport offered in that hospital.

Meet the Hospital Advisors

East Surrey Hospital

Stuart Woods Mondays and Tuesdays
07989 402781
Stuart.Woods@actionforcarers.org.uk



Epsom General Hospital

Michele Moore Mondays, Weds, Fridays
07736 561978
Michele.Moore@actionforcarers.org.uk



Royal Surrey County Hospital

Seema Kang 07850 515458
Seema.Kang@actionforcarers.org.uk



Naheeda Majid 07850 515457

Naheeda.majid@actionforcarers.org.uk



St Peter's Hospital & Frimley Park

Sam Caine St Peter's Monday-Thursday;
Frimley Park Fridays 07989 404764
Sam.Caine@actionforcarers.org.uk



EVENT: Meet the Hospital Carer Support Advisors, 3 November, 10.30-12.30pm – see page 3

Carer to Carer

This 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.



Destress with Zentangles

Zentangles is an easy-to-learn, relaxing, and fun way to create beautiful images by drawing structured patterns.

The patterns are called tangles. You create tangles with combinations of dots, lines, simple curves, S-curves and orbs. These simple shapes are the 'Elemental Strokes' in all Zentangle art. These patterns are drawn on small pieces of paper called 'tiles'.

It is a very easy as you only

need a black pen and a small square piece of white paper.

It allows us to be creative and distract ourselves to relax. It can be 5 minutes or longer – it is up to you. You do not have to be artistic to enjoy it!

There are lots of ideas on the internet and it's great for children and also people of all ages who are very anxious or worried by upsetting thoughts. Drawing the tangles helps distract yourself away from the unhelpful thoughts so the smaller the tangle the more you have to concentrate and focus.

Have a go! I use mine to make cards and gift tags.

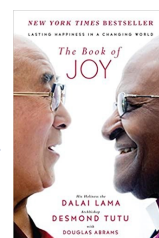


This edition's carer-recommended book is 'The Book of Joy' by His Holiness the Dalai Lama & Archbishop Desmond Tutu

Nobel Peace Prize Laureates His Holiness the Dalai Lama and Archbishop Desmond Tutu survived more than 50 years of exile and the soul-crushing violence of oppression. Despite their hardships – or, as they would say, because of them – they became two of the most joyful people on the planet.

This book captures their week together, and their sharing of confronting the obstacles of joy (grief, stress, anger, illness). The Archbishop never claimed sainthood, and the Dalai Lama considers himself a simple monk. In this unique collaboration, they offer us the reflection of real lives filled with pain and turmoil in the midst of which they have been able to discover a level of peace, of courage, and of joy.

Do you have a book to share? Please email your suggestion to: carertocarer@actionforcarers.org.uk



Knit & Natter – a carer tells her story

While in my two caring roles, I never had time for the pleasures in life, but wish I made time, one being knitting and crocheting. I wasn't over keen to join the Knit & Natter group, but was in need of meeting and speaking to new/different people.

I was made to feel welcome straight away and so did the other ladies in the group, each showing how we were getting on with our projects.

I was pleasantly surprised with all abilities and levels, of knitting or crocheting.



I started off knitting just squares for a blanket and the other ladies gave me advice on where I could get wool.

Everyone was so helpful and helping one another, with just about everything! I'm so looking forward to the next session...

Ever considered becoming a ACS Trustee?

Action for Carers is led by a team of volunteer Trustees – all either carers, former carers, or professionals with a special interest in caring. The Trustees share ultimate responsibility for ACS as a charity. They direct how it's managed and run – and ensure it does what it was set up to do.

Being a Trustee is a really rewarding and interesting role. We have a great team of Trustees currently, but would be interested in new approaches from people with direct experience of caring for a family member or friend (within the last five years).

You can find out more here www.actionforcarers.org.uk/about-us/our-team/our-trustees/become-an-ac-s-trustee/ If you're interested, please get in touch.



Our National Trust pilot scheme has been well received and all the free tickets are being used for a well-deserved break from caring.

The pilot ends at the beginning of November. We will then send out a short evaluation form which we would appreciate you completing. Your feedback as to how beneficial this has been will help us discuss with the NT the possibility of more properties joining the scheme and maybe nationwide! Keep visiting and enjoying!

LARGE PRINT

If you would like a larger print version of this newsletter, please let us know. Just 0303 040 1234 option 1; or email CSAdmin@actionforcarers.org.uk

Activities at Hampton Court

Sensory Palaces sessions at Kew Palace and Hampton Court Palace

The wellbeing programme for people living with dementia and their carers has now reopened. Each session provides a chance to explore stories from the palace, participate in fun activities and build social connections.



Sessions are designed to enhance mental health and wellbeing, encouraging new learning opportunities in a safe and welcoming environment. Sessions are free for participants. They are delivered by expert freelancers, skilled in supporting people living with dementia.

Silver Sunday, Hampton Court

Sunday 3 October, 10.30-12.30 and 2-4pm

Join artist Alex Hirtzel for a special creative session inspired by the palace and gardens. This event is in celebration of Silver Sunday as we support our visitors to meet new people, visit new places, try new activities and connect with their local community.

Chocolate Court, Hampton Court

Thursday 11 November, 10.30-12.30 and 2-4pm

Creative practitioner, Janine Marsh, will lead you on a special sensory tour of the historic Chocolate Kitchens. Learn all about the court chocolatiers and warm up by sampling some Georgian hot chocolate.

Christmas at the Palace, Hampton Court

Thursday 16 December, 10.30-12.30 and 2-4pm

Celebrate the festive season in this interactive workshop. Discover how Christmas has been celebrated at throughout the ages and experience the sights and sounds of Christmas at court.

All sessions have ground floor access. For more information or to book a session please contact Sarah Fairbairn at sarah.fairbairn@hrp.org.uk

What do you think of our events?

After an online event we have been sending out a link to a survey monkey feedback form. We appreciate this is asking you to spend a little of your precious time filling it in, however it is a very important way we find out from you what is working well and what we can improve on.

We received many requests from you to continue Zoom sessions which we are doing and holding events both in person and online. In the future we hope to be able to provide remote access to live events.

Activities and Groups from other Organisations

Dementia support

The Carer Information and Support Programme (CrISP) provides information on dementia, managing changes as dementia progresses, resources, shared experiences as carers and support. There's two courses:

Course 1 for those caring for someone newly diagnosed with dementia and **Course 2** for those caring for someone who has been living with dementia for some time

Contact us to be referred: 0303 040 1234 or email carersupport@actionforcarers.org.uk



actionforcarers.org.uk

Guildford area – facing a difficult Christmas?

You can sign up to request a free Christmas Lunch with the kind folks from Gaskins. **Email info@freechristmaslunch.com, or call Marta on 07855 846957.**



Dementia Monitoring

The TIHM Monitoring Service is a free NHS service to remotely monitor the health of both people with dementia/mild cognitive impairment or diagnosed anxiety/depression 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.

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

Managing Emotions Programme: courses for carers

Surrey and Borders NHS are offering a short, easy to access course that is designed to help carers across who are supporting a person who is experiencing difficulties in managing and controlling complex emotions. The person they are supporting may have a diagnosis of personality disorder or they may be experiencing some of the traits that can be related to this condition.

The course, Supporting a Person with Emotional Regulation Difficulties, describes the difficulties experienced by a person who can find it hard to manage or regulate their emotions. They may, for example, react disproportionately to a situation, engage in risk-taking behaviour, or find it difficult to adopt positive coping strategies to manage intense emotional triggers.

The purpose of this course is to increase carers' understanding and knowledge of emotional dysregulation and to help them develop coping strategies that they can use to support themselves and the person they are caring for.

To refer yourself, visit <https://www.sabp.nhs.uk/our-services/mental-health/Complex-Emotional-needs-and-personality-disorder/managing-emotions-programme-MEP>



Surrey and Borders Partnership
NHS Foundation Trust



Reach Out Counselling

This is a 12-week, free counselling course. It's for people concerned about their drug or alcohol use, or individuals affected by someone else's use, who are 18+ and registered with a Surrey GP. For info, call 01483 590150; text 07909 631 623 or email reachout@catalystsupport.org.uk



New Art Group for people with disabilities /illnesses and their carers

Charity Conquest Art has a new group taking place in Guildford, happening on the first and third Wednesday of each month. It's for people with disabilities, or long-term conditions, and their carers to discover their creativity and build confidence through art. No materials needed. First session free. Joining fee of £10, then £2 per session.

Call 020 3044 2731 or email enquiries@conquestart.org

Mental Health Delivery Board – hearing the carer's voice

Each month the Independent Mental Health Network (IMHN) submits a service user video about their experiences of using Surrey's mental health services to the Mental Health Delivery Board, so they hear directly from people's experience and understand how the system could work better. Action for Carers is now working alongside the IMHN and able to include carers' experiences of the mental health services to improve the system at this critical point when there is a transformation programme being piloted in Surrey. **If you would be interested in sharing your experiences and recording a short video, please contact Rachel.Brennan@actionforcarers.org.uk or ring us on 0303 040 1234 .**



SURREY
FIRE & RESCUE SERVICE

Do you care for a family member who may be vulnerable in the event of a fire due to a sight, hearing, mobility, or mental health difficulty?

A recent fires report showed that the majority of people killed by fires in Surrey had some form of disability, mobility or mental health issue which meant that they did not realise there was a fire, or weren't able to alert the fire services or escape from the building.

Help is at hand

There are resources and services available to help keep you and them safe. These include free smoke alarms and alarms for people with hearing difficulties. You can also request a free 'Safe and Well' Visit. This incorporates fire safety checks and information to help them live safer and more independent lives.

To book a visit, please call 0800 085 076, text 07527 182861 or email surreyfire.safeguarding@surreycc.gov.uk

Flu jabs

Flu season will soon be with us and carers are being encouraged to get their flu jab. These are free, and protect you as well as the person you care for. The flu vaccine is a safe and effective vaccine. It's offered every year on the NHS to help protect people at risk of getting seriously ill from flu as it's the best protection against flu and its complications.



The flu season generally lasts from October to March, and the best time to have the flu vaccine is in the autumn or early winter before flu starts spreading.

Your Flu Jab Voucher is enclosed – a printed copy if you receive a posted newsletter, or as a link if you've been emailed.

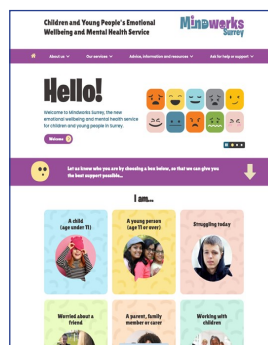
You can ask for a flu jab at your GP practice, or take your Voucher to your nearest participating community pharmacy, there will be no charge. The Voucher 'proves' you are a carer, and are therefore entitled to a free vaccination.

New Autism Strategy

Surrey's All-Age Autism Strategy has been published.

The strategy has encompassed the consultation feedback and has been co-designed with autistic people and their families.

Here is the link to the strategy along with a short video:
<https://news.surreycc.gov.uk/2021/09/10/surrey-county-council-launches-new-strategy-to-improve-the-lives-of-autistic-people/>



Mindworks Surrey is the new name for Surrey's emotional wellbeing and mental health service for children and young people.

The alliance of organisations working together to deliver the new emotional wellbeing and mental health service for children and young people in Surrey, has announced its new name, Mindworks Surrey.

The service also has a new website, **www.mindworks-surrey.org** providing children, young people, families and carers with information about services, advice and resources. It is a source of essential information, including how to ask for help in a crisis via the 24/7 Crisis Line.

Consultations

There are always consultations going on, wanting to hear from you – either about carers' issues, or the conditions and issues of your loved ones. Please visit our website to find a full list:

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

Surrey Joint Carers Programme – Lay Chair

The Surrey Carers Partnership Board are seeking a Carers Lay Chair. The role will act as co-chair (with another carer) of the Carers Partnership Board and will support work focused on making a real difference to carers in Surrey, including helping to make sure that the values and priorities set out in the Surrey Carers Strategy 2021-24 become a reality. The role is both strategic and impartial, providing an independent view, and ensuring the strategy is progressed effectively and in the best interest of carers. The person will bring their experience, insight and skills to this key role. **More here** <https://www.surreyheartlandscg.nhs.uk/news/latest-news/surrey-carers-lay-chair-opportunity>

To apply, send a brief overview listing experience, skills etc and why you are interested. to Irene.Eldridge@surreycc.gov.uk by 11 October.

Communication in the NHS (see also Consultations p2)

The NHS in Surrey is looking at ways in which it can help patients and their clinicians – GPs and consultants as well as physios, nursing staff, etc better communicate with each other.

We all want to manage our health better and get quality care. And it should be easy to talk to your health professionals about your needs as well as look at your records, or make or change an appointment. But that's not always easy. It can be hard to keep track of appointments and very frustrating having to re-tell your condition. We're all busy and no one wants a long wait for results, travel across town for an appointment, or have a long wait just to make or change an appointment.

Their Digital Navigator project is looking at how digital technologies might better support patients and those who care for them. **They are keen to talk to carers to truly understand how digital technologies might support your health needs. If you'd like to get involved and make your voice heard, please contact Andrew on Andrew.smart8@nhs.net**

Carers Trust want your views

The Carers Trust want to make sure they are involving carers in their work meaningfully, to ensure they do reflect what carers need. They are running online sessions in October to hear your views. **Interested? Please completed this form** <https://forms.office.com/r/GcB1TLihui>

Useful numbers

Action for Carers

0303 040 1234

Our Helpline for carers is open 9am-5pm, Monday, Thursday and Friday, and 9am-6pm on Tuesdays and Wednesdays.



Alzheimer's UK

0333 150 3456

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

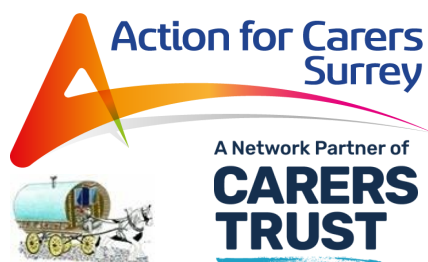
0300 200 1005

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: www.actionforcarers.org.uk/register-with-us/



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