



Happy New Year and welcome to the latest edition of our newsletter, covering January, February and March. This edition is full of ideas to kick off the new year with good intentions to help you stay well. Please contact us to take advantage of our new Carer Health Checks (see below) at a time when getting out to see a GP is very hard and still risky for you as carers.

We are continuing our visits to Hampton Court and also have new events alongside established ones

which you have let us know you value. This year is also one which will see the new Carer Strategy being implemented with a retender of carer support services in Surrey.

In the meantime my team and I would like to wish you all a very Happy New Year, and we look forward to supporting you again in 2022.

Rachel Brennan

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

Carers' Health Checks

When you're a carer, it's easy to neglect your own needs – including your health and wellbeing. But it's so important to look after YOU.

Of course, it can be tricky to find the time. That's why we've paired up with One You Surrey, to offer carers a free, 30-minute phone appointment with a professional health care practitioner, to discuss your own health and wellbeing needs.

These advisors understand carers' challenges, and with a whole half hour, that's plenty of time for you to discuss any issues troubling you.

Full health 'MOT' by phone

During the phone call, the health practitioner will run through a number of things with you, like your diet, weight, how much activity you do, as well as your mental wellbeing.

You can raise any concerns, and it will be a chance for you to reflect on all areas of how you are feeling. At the end of the appointment, the practitioner will signpost you to relevant local services and sources of support.

Carers' Health Checks face-to-face

As well as the phone appointments, from January we will be offering the same service, but in person, at multiple locations across Surrey.

Addlestone Community Centre	Mon 17 January
North Holmwood Village Hall, Dorking	Mon 24 Jan
St Mary's Hall, Reigate	Wed 26 January
Masonic Hall, Godalming	Mon 31 January
Leatherhead Institute	Wed 2 February
Soper Hall, Caterham	Mon 21 February
The Maybury Centre, Woking	Tues 22 February
Astolat, Guildford	Thurs 24 February
Ashford Community Centre	Mon 28 February
Hersham Day Centre, Elmbridge	Mon 7 March
St Mary's, Camberley	Mon 14 March
Horley Baptist Church	Mon 14 March

The face-to-face appointments are open to you if you are:

- Aged between 40 and 74 years old
- Not had a health check in the last five years or being supported by a GP for ongoing physical health issues
- Not on medication for a long term health issues e.g. stroke, diabetes, high BP, kidney disease

It's time to look after you. Please get in touch today to book your appointment: 0303 040 1234, CarerSupport@actionforcarers.org.uk

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



January, February and March

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

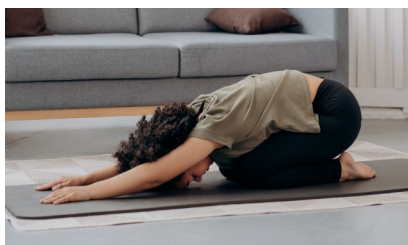
See page 6 for more details.

Autism and Eating Disorders consultation

Led by ACS

2nd February, 7.30-8.30pm and
4th February, 1-2pm

Do you support someone who has autism or ARFID and not been able to access support for an eating disorder? Join us to share your experiences with Tom Moore, Commissioner for Autism.



Yoga

Led by Saara

starting 10 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 4 January

Monthly evening sessions:

10 January, 14 February,
14 March, 7-7.45pm

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



Illustration Workshop

Led by James Parsons

12 January, 12-1.30pm

Join professional illustrator James to learn to draw whatever you would like using professional skills and techniques.

Whether you are a keen beginner or a more accomplished artist, here is a chance to use your imagination and create.

Knit and Natter

Led by Heidi and Katie

20 January, 10.30-11.30am

14 February, 1-2pm

30 March, 7-8pm

Relax, chat and share knitting projects All abilities welcome.

Understanding Loss and Building Emotional Resilience

Led by Angela Higgins,
Bereavement Coordinator,
Bereavement Centre

25 January, 10.30am-12.00pm

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.

Introduction to Mind Works Surrey

Led by Ruth Lever-Lewis CAMHS
Acting Deputy Manager and
Sharon Allan, CAMHS Practitioner

25 January, 1-3pm

Mind Works is the new wellbeing and mental health service for children and young people in Surrey. An introduction to the new service and time for carers to ask questions.

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

Led by Alison Joyce, Space 2BYou

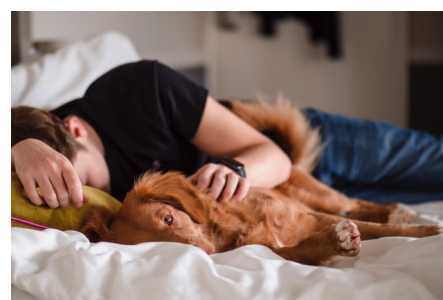
3 February, 7-8.30pm

Crisis management

10 March, 7-8.30pm

Long-term impact of caring

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



Action for Carers' Zoom Online Events

Coping with Caring: caring for an adult with Autism

Led by Marie-Anne McKee,
Space 2BYou

9 February, 7-8.30pm

The workshop will be on autism and tools for carers.



Zine Making

Led by Heidi and Barbara, ACS

10 February, 7-9pm

Join us for a taster session to explore your creativity using writing and collage to create your own Zine (DIY magazine).

Next Steps and Transition

Led by Lisa Woodruff-Truscott, Carer Practice Adviser and Louise Hayes, Senior Operations Manager, Surrey Choices

24 February, 10am –12pm

Find out how the Transition team at Surrey County Council can support young people aged 14-25 with disabilities and their families on their journey into adulthood. Surrey Choices will also be joining us to share how they support young people after education and into employment.

Autism: Support with Teenage Relationships

23 March, 12.30-2pm

Led by Dr. Mark Brown, Special Needs Consultant, Special Help 4

Special Needs

Join Mark to look at issues around teenage relationships, including family, peers and teachers and practical tips for managing this difficult issue.

This workshop is suitable for parent carers of teenagers on the autistic spectrum.

Dementia Bus Experience

Friday 18
March,
10am-4pm



**Astolat, Coniers Way,
Burpham, Guildford,
Surrey GU4 7HL**

Come and walk in the shoes of someone with dementia – experience for a few minutes what dementia might be like. Use your experience to improve your understanding and how you care for someone with dementia.

Join us for a discussion and support afterwards, light refreshments, arts & crafts, and add your own promise to our 'Pledge Tree' for dementia.

Dementia navigators from Alzheimer's UK and Action for Carers staff will be on hand for you to talk to and share your experience.



Home Fire Safety Checks Feedback

Carer Deborah, wrote to us...

You mention in your newsletter about Free Safety Checks from the Fire and Rescue Service. I contacted them recently as I am deaf and had slept through a fire alarm going off in the middle of the night and having to be roused by a family member. Fortunately, there was no fire.

I contacted them, and within days they responded and I had a thorough Fire Check in the home. I was given the pulsating alarm which is placed under my pillow, additional fire alarms and a carbon dioxide monitor. I did say I don't need your other pieces of equipment as I did not want to take them for the sake of taking, but it was pointed out to me that it was for compatibility purposes with the pulsating alarm.

It's an excellent unknown service. I am now sleeping more soundly in bed knowing that I am safe. Thank you for bringing it to other people's attention.

**Call Surrey Fire & Rescue
on 0800 085 0767.**



**SURREY
FIRE & RESCUE SERVICE**

**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' Face to Face Events

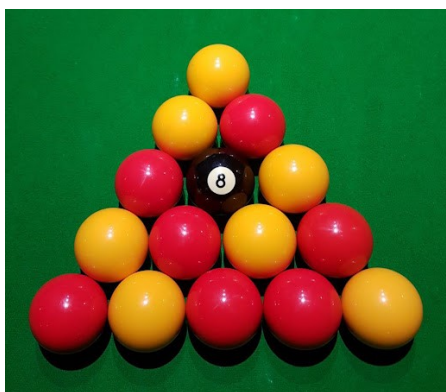
'Let's pool together' and make more of a 'Fuß' about carers

**First Thursday of the month,
Horley Baptist Church**

Is the thought of attending a support group unappealing? How about the opportunity for some sociable respite from your caring role, with others who may relate to your situation, whilst playing pool or table football in a relaxed environment instead?

Come along to our session at Horley Baptist Church on the first Thursday of every month, where you will have the opportunity for all of those things and we will also be on hand to discuss anything you wish.

We are initially trialing this in Horley, but if it's something that you would be interested in attending if it was nearer to you in Surrey then please let us know. Email Stuart.Woods@Actionforcarers.org.uk



Scam Awareness Talk

**Tuesday 15 February, 10am
Leatherhead Theatre**

Organised by Mole Valley Support Group, and led by ACS's Amanda Liddicott, a Trading Standards trained 'Scam Champion'.

Scams and fraud are on the rise, sadly. This session is to help raise awareness of current scams, and

Being Well, Doing Well: workshop for 18-24 year-old carers

**Saturday 5 March, 10am-2pm
Polsden Lacy**

Are you between 18 and 24 years old and looking to keep yourself well and doing well? Being Well, Doing Well gives you the tools to help you to recognise and address issues that arise because of your caring role. You will understand the importance of giving yourself time out, while increasing your confidence and self-esteem. And also have time to relax and explore the grounds and gardens at beautiful Polsden Lacy.



the tricks fraudsters can try, with tips and advice to help you stay safe.



Aldershot Military Museum

See page 7 for details.

Hampton Court

**26 January, 11am-3pm
23 February, 11am-3pm
17 March, 11am-3pm**

Visit and explore the palace for FREE and enjoy a relaxing wander around this beautiful historic site. Action for Carers staff will be on hand from 11am-3pm. You are welcome to stay all day.



Mindfulness Workshop at Polsden Lacy

Led by Claire and Diane
Saturday 12 March, 10-12 noon

Join us for a restful and relaxing workshop in the beautiful setting of the National Trust property of Polsden Lacy. Enjoy the gardens after the workshop for free.

Tai Chi in the Park

Led by Anita Ho, Tai Chi Instructor
**22 March, 10.30-11.30am,
Sunbury Walled Garden,
Sunbury Park**

Join us to enjoy Tai Chi in a beautiful outdoor setting.

How to book on to our groups and events

***Booking is essential.
You can:***

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

Once booked, we'll send instructions.

Action for Carers' Support Groups

ONLINE Zoom Support Groups

Join our Zoom video Support Groups with your PC, tablet or mobile. (Your booking link will last for three months.)

We have some specialist groups as well as our general 'Coffee & Chat' 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.

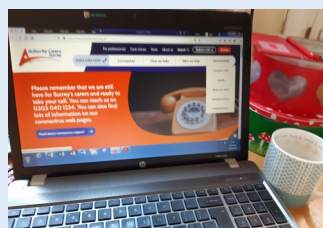
Mental Health: Caring for Young People
Third Thursday of each month, 1-3pm

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 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 each month, 10.30am-12 noon (booking link is for one 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.

'Mental Health: Caring for a Partner

Third Thursday of the month 7-9pm

For those caring for a partner with a mental health problem.

Learning Disability and Autism

Fourth Tuesday of each month 7.30-9pm

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

New to Zoom?

New to using Zoom or having difficulty using it?

We have an easy read guide to help you get going with Zoom and join our groups and events. To request a copy call 0303 040 1234 option 1; or email CSAdmin@actionforcarers.org.uk or find it on our website.

FACE-TO-FACE Support Groups

All groups are open to ALL carers and run monthly. To book, call 0303 040 1234, option 1 or email CSAdmin@actionforcarers.org.uk

The Spike, Guildford

Third Tue, 10:30am-12 noon

High Cross Church, Camberley

First Wednesday, 10.30am-12

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

Caterham
Third Tuesday, 1-2.30pm

Oxted, The Library
Second Thurs 10.30am-12 noon

Farnham Maltings—in partnership with The Maltings
First Friday, 10-12 noon

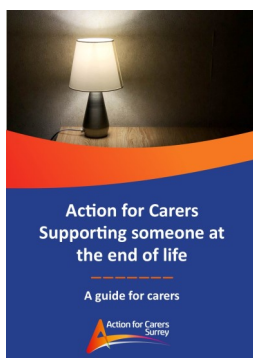
NEW

Baptist Church, Horley
First Thursday, 10am-12 noon

****New booklet****

Supporting someone at the end of life

This new Action for Carers' booklet is written to advise and support people whose loved one is nearing the end of their life. The information is wide-ranging—practical, legal, emotional—and is in a checklist form, helping carers work through and consider all the issues they may face. You can order a copy from us, just call 0303 040 1234, option 1 CSAdmin@actionforcarers.org.uk



Download free

You can also download a PDF, from our website <https://www.actionforcarers.org.uk/how-we-help/information-booklets/> or just search 'information booklets' on the home page.

You'll find other useful items there too, like our *Carers' Checklist* and *Emergency Planning Guide*.

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...

Carers requested more evening sessions.

Carers in consultations wanted more exercise sessions.

Carers requested more Dr Mark Brown sessions and workshops for adults with autism.

Carers requested more Professor Luke Clements sessions.

Carers asked for more help to understand all the support around the hospital discharge process and end of life care.

WE DID...

We have planned mindfulness, support groups and some workshops in evenings. In March we have two Saturday events.

We have run yoga, tai chi and Otago with Active Surrey. These are online and when possible, also in person.

We are working in partnership with Space 2BYou to provide regular quarterly workshops for carers supporting an adult or young person with autism. We continue to work with Dr Mark Brown.

This year for Carers' Rights Day we had two online sessions with Luke Clements and provided a special Carers' Rights Week newsletter which highlighted these events more clearly.

We have created, with carer input a new end of life booklet, *Supporting Someone at the End of Life* (see above left) and are working on a discharge from hospital checklist.

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 – 5 January, 2 February, 2 March, 7.30-8.30pm
- Fridays – 7 January, 5 February, 5 March, 1-2pm

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

Aldershot Military Museum Visit

Thursday 17 February

Aldershot Military Museum tells the story of daily life for both soldier and civilian in the town since 1854. The story of Aldershot Military Town is told by its vibrant collections, housed within the fascinating, original buildings.

Explore the site, admire the tanks and vehicles, join in with the hands-on activities. Bring your own cup and get 30p off your hot drink in the museum café.

Veterans and Families' Hubs across Surrey

Epsom and Ewell Veterans Community First Tuesday of the month, 1030 hrs, Hub, the Army Reserve Centre, Welbeck Close, Ewell KT17 2BG	Veterans Support Association Every Monday 1000-1600 hrs, 3rd Molesey Scout Hut, St Peters Road, West Molesey KT8 2QE	Veterans Hub Fordbridge Fourth Tuesday of the month 1100 - 1300 hrs, Fire Station, Staines Road West, Shepperton, TW15 3SB. <i>Please approach along the A308 westbound carriageway from Sunbury, Surrey</i>
Mole Valley Veterans Hub Ashted. First Monday of the month 1030 hrs, Leg of Mutton and Cauliflower Pub, 48 The Street, Ashted, Surrey KT21 1AZ	Veterans & Families L-P Second Monday 1000 hrs, High Cross Church, Knoll Road, Camberley GU15 3SY	Guildford Veterans Drop-in Last Thursday 1030 hrs, Fire Station, Ladymead, Guildford GU1 1DL
Shots Foundation Veterans Hub First Wednesday of the month, 1030 hrs, EBB Stadium, High Street, Aldershot, Hants GU11 1TW	Chertsey Veterans Hub Thursday 1400-1600 hrs, Gogmore Youth and Community Centre, Gogmore Farm Car Park, Curfew Bell Road, KT16 9BB	Woking Veterans Hub Third Wednesday of the month, 1100 hrs, Fire Station, 40 Goldsworth Road, Woking GU21 6LE

Hospital news – and our Hospital Carer Advisors

Epsom and St Helier Trust Carers' Forum

The Trust are seeking two unpaid carers to work with them to help create a carer-friendly organisation. All this work is overseen by a Carers' Steering Group and a Carers' Forum.

The Forum is a group of current and former carers who provide information and share their experiences and ideas. The Forum also works with the Trust to help improve the services provided. The Forum meets quarterly. Its work feeds into the work of the Carers' Steering Group.

If you'd like to find out more, please contact: John Needham, Patient Experience Officer. Mobile: 07342 075870; Tel: 020 8296 4326, email esth.patientexperienceteam@nhs.net



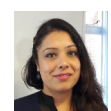
East Surrey Hospital

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 402764
am.Caine@actionforcarers.org.uk

News and activities from other organisations

Young Adult Safe Haven Guildford

There's a new pilot service in Guildford to support 18-25 year olds with their mental health and wellbeing. The Young Adult Safe Haven is open 5-9pm, 365 days a year. It's at 101 Walnut Tree Close, Guildford GU1 4UQ, next door to the existing adult Safe Haven (provided by Surrey and Borders Partnership NHS Foundation Trust, Catalyst and Oakleaf). It's drop in, no appointment needed. It doesn't support people in crisis, although it can signpost a person for help.



Bereavement programme

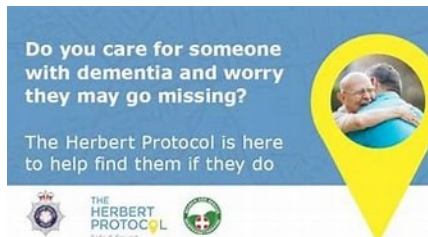
The Brigitte Trust is running free structured 8-week bereavement programmes run by a professional facilitator for anyone in Surrey struggling with their own grief and bereavement.

Oxted starts 5 January 1.45-45pm

Godalming starts 10 Jan, 10-12

Camberley starts 14 January 10-12

For more information or to book a place contact Sarah Pattenden on 07469 932192 or email sarah.pattenden@brigitte-trust.com



Locating people with dementia who go missing

The Herbert Protocol is a simple risk reduction tool to help the police in their search for people with dementia who go missing. It encourages carers or family members of adults with dementia to collate information on those who are vulnerable on to the Herbert Protocol form, which can be given to the police if they go missing.

The initiative is named after George Herbert, a war veteran of the Normandy landings. He died whilst 'missing', trying to find his childhood home. If you believe a person has gone missing and concerned for their safety, call the police on 999 and tell the police operator that you have a Herbert Protocol.



The form contains key information to help the police, including medication required, places previously located, and a recent photograph.

Visit www.surrey.police.uk/ and search 'Herbert Protocol' or ask us for a copy.

Police Pegasus scheme

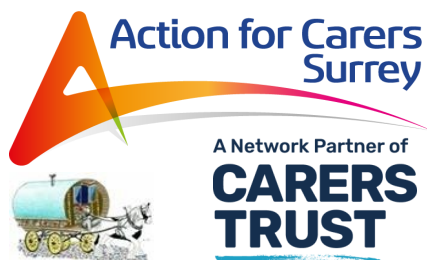
The Pegasus scheme is for people who find hard to communicate – the police keep your pre-registered information safe on and can access it quickly if you have to call, meaning people don't have to repeat their details.

Anyone who has a disability or illness that may make it hard to communicate with the police in an emergency or difficult situation can register. Registration is free.

You'll be issued with a card and a personal identification number (PIN). If you need to call, you simply say 'Pegasus' and give the pin, and they will access your details immediately. You can also show your card to a police officer, or other emergency services staff if you need assistance in person and they'll know you may need extra help and support.

If you agree, they will share your Pegasus information with other participating emergency services (fire, ambulance) and local authorities.

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 carersinfo@actionforcarers.org.uk Or you can register on our website: www.actionforcarers.org.uk/register-with-us/



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