



**H**appy New Year, and welcome to the latest edition of our newsletter, covering January, February and March. This year has seen a lot of change and difficult times for you all as carers. We have rolled out the new service, shared high and low moments with you, celebrated Carers Week and Carers Rights. We will continue to support you and listen to you in the coming year – 2023!

We would like to take the opportunity to thank you for all your support and thanks you have given to us throughout the year. It makes all the difference to the team.



**Our offices are shut over Christmas, re-opening on Tuesday 3rd January. Hubs/events restart from the 9th.**

With best wishes for a joyful Christmas and a peaceful New Year, *Rachel Brennan*  
**Manager Adult Carers Support, Action for Carers Surrey**

**PS** Don't forget your Flu Jab: voucher on the back page.



**Wishing all our carers a Happy Christmas and a Peaceful New Year.**

## Carer feedback — and changes made

**We get feedback from yourselves in a number of ways, including surveys, feedback boxes (in Hubs) and our Carer Parliaments.** You can see how we've responded to your feedback in the chart below. To give any comments or feedback of any kind, please email me [Rachel.Brennan@actionforcarers.org.uk](mailto:Rachel.Brennan@actionforcarers.org.uk)

You said...	We did...
<i>Some of the feedback from online support groups was that a two hour group was felt to be too long. The times of the groups in the evening were different so it was confusing.</i>	We have now changed the support groups to be one-and-a-half hours long and all of the evening groups will begin at 7pm and end at 8.30pm.
<i>Continuing Health Care is very complicated and many carers asked for a workshop or information about how to apply.</i>	We have organised Continuing Health Care workshops — see page 2
<i>Many of you are concerned support for your child as an adult when you are not able to care for them any more.</i>	Rachel has started by working with relevant services on workshops around this topic of who will support someone who does not 'engage'.
<i>You told us that it would be more helpful to have events in this newsletter listed under the relevant Hubs.</i>	Done. Please see p2-4 for Hub events, and 6-7 for online events, and let us know if this works better.
<i>Having more information in GP surgeries about help and what Action for Carers does would have helped me find you earlier.</i>	We have information in GP Surgeries but realise this needs updating so have new volunteers to help us — see more on page 8

# Action for Carers' Hub Events

We have many free events taking place each month. The following listings are for face to face events taking place at our 13 Surrey 'Hub' locations.

You'll find more details of these events [on our website](#), and you can register your interest in the event/s there.

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

**CHRISTMAS CLOSURE** Please note our offices are shut over the Christmas break, re-opening on Tuesday 3rd January at 9am. Hubs & events do not restart until week commencing 9th January.

## Face-to-face events at our Carer Hubs January, February, March

### EVENTS INFORMATION

We will repeat events at a number of our Hubs. Details about these events is below, and you'll find the location/date details under the Hub listings.

#### Create a Comfort Box

A comfort box holds items that can help calm and reassure you at times of stress. Making the comfort box encourages us to focus on learning self-soothing and distracting activities that might be useful in getting through difficult times. Bring a box and join us for a fun session decorating your box and choosing items to go in them. Materials provided. No craft skills necessary. This can be shared with anyone who needs this too. <https://www.youngminds.org.uk/young-person/blog/how-to-make-a-self-soothe-box/>

#### Being Well, Doing Well

Led by Taj Gilligan, from

2 Action for Carers Newsletter

#### Even Keel for Life

Caring can be stressful but it's so important to look after you. This session talks about approaches to help you look after yourself better, physically and especially mentally, to help you feel more in control.

#### Substance Misuse

Led by Pietro Viglienghi, CPA

Many carers are supporting someone with drugs or alcohol problems. This can be a particularly challenging caring situation. Find out more about mental health and substance misuse and the support on offer with the Substance Misuse team and other agencies for you and your loved one.

#### Tips on how to complete DLA and PIP forms

Led by Lesley Palmer. Lesley has been in practice dealing with Wills, LPA and EPA and Court of Protection work for over 20 years and was a Tribunal Judge in the 1st Tier Social Entitlement Chamber for 20 years (now retired).

She says: "Making sure that these forms are filled in correctly is really important in getting the best chance of a favorable decision at first instance. Generic phrases are best avoided and I will go through common mistakes I have seen

from my own experience

**Dates to be confirmed** — please register your interest in this event, as we hold sessions in the Hubs nearest to those carers who have registered, as well as online.

#### Continuing Health Care

Led by Lesley Palmer

Making sure the form is completed correctly is essential to giving the best chance of getting an award. Get tips and hints on how to present the facts in the best way to ensure they are looked at

**Dates to be confirmed** — please register your interest in this event, as we hold sessions in the Hubs nearest to those carers who have registered, as well as online.

#### Understanding Carers Assessments

Led by Carer Practice Advisers

Find out more about Carers' Assessments, how to prepare for them, when they need to be reviewed and how you as a carer can benefit from an assessment.

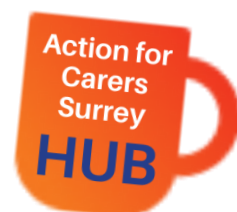
#### Safeguarding

Everyone should understand safeguarding — what to look out for to ensure an adult, or child, is not being abused. This workshop looks to explain some of the key aspects of safeguarding, who is involved and who to go to to report an abuse. There will be opportunities to ask questions.

**Dates to be confirmed** — please register your interest in this event, as we hold sessions in the Hubs nearest to those carers who have registered, as well as online.

#### Moving & Handling/ Back Care events

See details about these events on page 9.



## ADDLESTONE HUB

Addlestone Community Centre,  
Garfield Road, Addlestone  
KT15 2NJ – second and fourth  
Wednesday of each month

**All Carers Support Group**  
Second Wednesday of the month  
11 January, 8 Feb, 8 March,  
10.30am-12noon

**Parent Carers Support Group**  
Fourth Wednesday of the month  
25 Jan, 22 Feb, 22 March  
10.30am-12noon

**Create a Comfort box**  
22 March, 12.30-2pm

## BANSTEAD HUB

United Reformed Church,  
Woodmanstead Lane, Banstead,  
SM7 3EX—second and fourth  
Tuesday of each month

**All Carers Support Group**  
Fourth Tuesday of the month  
24 January, 28 Feb, 28 March  
10.30am-12noon

**Parent Carers Support Group**  
Second Tuesday of the month  
10 January, 14 Feb, 14 March  
10.30am-12noon.

**Create a Comfort Box**  
14 February 12.30-2pm

**Create a Flower Arrangement**  
28 March, 12.30–2pm

## CAMBERLEY HUB

High Cross Church, Knoll Road,  
Camberley GU15 3SY  
– every Tuesday

**All Carers Support Group**  
First Tuesday of the month  
7 Feb, 7 March, 10.30am-12noon

**Parkinson's Society**  
Alistair Jacks available for 1:1  
support, 10 January, 10am-2pm

**Understanding Carers  
Assessments**  
17 January, 10.30am-12noon

**Being Well, Doing Well workshop**



31 January, 10.30am–12noon

**Citizen Advice Bureau**  
1:1 appointments for advice  
7 February, 1-2.30pm

**Create a Comfort Box**  
21 February, 12.30-2pm

## CATERHAM HUB

Westway Community Café,  
25 Chaldon Road, Caterham CR3  
5PG – second and fourth  
Thursday of each month

**All Carers Support group**  
Second Thursday of the month  
12 January, 9 Feb, 9 March  
10.30am-12noon

**Marie Curie 1:1 support /advice**  
26 January, 12-2pm

**SES Water : 1:1 advice**  
26 January, 10am-2.30pm

**St Catherine's Hospice**  
9 Feb, 9 March, 10.30-1.30pm

**Healthwatch**  
23 March, 10.30am -12.30pm

**Meet the Dementia Navigator**  
23 March, 10am-12noon

## CRANLEIGH HUB

The Bandroom, Village Way,  
Cranleigh GU6 8AF – first and  
third Monday of each month

**All Carers Support Group**  
First Monday of the month  
6 Feb, 6 March, 10.30am-12noon

**Citizen Advice Bureau**  
1:1 appointments for advice  
20 February, 12.30-2.30pm

## EPSOM HUB

St Barnabas Church, Temple Rd,  
Epsom KT19 8HA – first and third

Tuesday of each month

**All Carers Support Group**  
First Tuesday of the month  
7 Feb, 7 March, 10.30am-12noon

**Parent Carers Support Group**  
Third Tuesday of the month  
17 Jan, 21 Feb, 21 March  
10.30am-12noon

**Being Well, Doing Well Workshop**  
21 February, 10.30am–12noon

**Looking After Your Back**  
7 March, 10.30am–12noon

## FARNHAM HUB

The Maltings, Bridge Square,  
Farnham GU9 7QR – first and  
third Friday of each month  
(NB In addition to the Hub, on the  
first Friday of the month, Farnham  
Maltings runs a coffee break with  
Action for Carers from 10am-  
12pm. More on our website.)

**All Carers Support Group**  
First Friday of the month  
3 Feb, 3 March, 10.30am-12noon

**Being Well, Doing Well Workshop**  
20 January, 10am–12.30pm

## GUILDFORD HUB

The Hive, Park Barn Drive,  
Guildford GU2 8EN  
– every Monday

**All Carers Support Group**  
Third Monday of the month  
16 January, 20 Feb, 20 March  
10.30am–12noon

**Healthwatch**  
9 January, 10.30am -12.30pm

**Meet the Carer Practice Advisor**  
16 January, 10.30-12noon

**National Autistic Society**  
1:1 support and advice  
23 January, 10am –2pm

**One Surrey Health Checks**  
13 February, 10-2pm

**Create a Comfort Box**  
13 February 12.30-2pm

**Substance Misuse workshop**  
27 February, 12noon-2pm



# Action for Carers' Hub Events (continued)

**CHRISTMAS CLOSURE** Please note our offices are shut over the Christmas break, re-opening on Tuesday 3rd January at 9am. Hubs & events do not restart until week commencing 9th January.

## HASLEMERE HUB

Wesley Room, The Methodist Church, 5-7 Junction Place, Haslemere GU27 1LE  
– second and fourth Monday of each month

### All Carers Support Group

Fourth Monday of the month  
23 January, 27 Feb, 27 March  
10.30am-12noon

### Being Well, Doing Well Workshop

9 January, 10am–12.30pm

### Meet the Carer Practice Advisor

23 January, 10am–12noon

### Meet the Hospital Adviser

27 January, 10.30am–12.30pm

### Create a Comfort Box

13 February, 12.30-2pm

### Looking After Your Back

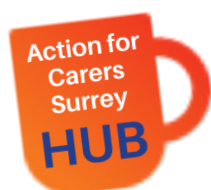
13 March, 10.30am –12noon

### Citizen Advice Bureau

1:1 appointments for advice  
13 March, 12.30-2.30pm

### Healthwatch Surrey

27 March,  
10.30am-12noon



## HERSHAM HUB

Centre for the Community, 7 Queens Road, Hersham, Walton-on-Thames KT12 5LU  
– second and fourth Thursday of each month

### All Carers Support Group

Second Thursday of the month  
12 January, 9 Feb, 9 March  
10.30am-12noon

### Parent Carers Support Group

Fourth Thurs of the month  
26 Jan, 23 Feb, 23 March  
10.30am-12noon

### Princess Alice Hospice: Q and A about hospice care

12 Jan, 10.30–12.30



"....Sometimes you feel you're the only person in the world with this problem and then you go to a support group and realise there are others like you."



### Healthwatch Surrey

9 February, 10.30am -12.30pm

## HORLEY HUB

Horley Baptist Church, 289 Court Lodge Road, Horley RH6 8RG  
– every Wednesday

### All carers Support group

First Wednesday of the month  
1 Feb, 1 March, 10.30am-12noon

### Family Information Service

Find out about available support  
11 January, 12-2pm

### Meet the Hospital Advisor

18 January, 10am-2.30pm

### Meet the Dementia Navigator

18 January, 10.30am-12.30pm

### St Catherine's Hospice

25 January, 10.30 – 1.30 pm

### Meet the Community Connector

25 January, 22 Feb, 29 March  
10.30am–1.30pm

### Marie Curie: 1:1 Advice

8 February, 12-2pm

## LEATHERHEAD HUB

Leatherhead Community Hub, Kingston Road, Leatherhead KT22 7PX – every Friday

**NB This Hub can be tricky to locate.** It is situated *on* the Kingston Road and is also accessible via the rear of the building (where you'll find parking). So if driving, turn down Aperdele Road, take first right and follow the lane all the way around the recreation ground.

## Hospital Advisors at the Hubs

Meet advisors to discuss any questions you have about the support that they and the hospitals can offer. *All available 10am–2.30pm*

- **Horley Hub** on 18 January, Katie Davey
- **Leatherhead Hub** on 10 February. Michele Moore
- **Guildford Hub** on 13 February. Naheeda Majid
- **Haslemere Hub** on 27 February, Tamzin Ede
- **Addlestone Hub** on 8 March. Seema Kang
- **Hersham Hub** on 9 March, Sam Caine

**And online** 'Learn how our Hospital Carer Advisor can support you', 1 March, 10.30-11.30am.

# Hampton Court Trips

Thanks to our friends at Historic Royal Palaces, we are once again able to offer some free tickets for carers to visit Hampton Court Palace and Gardens.



19 January, 11am-3pm  
16 February, 11am-3pm  
16 March, 11am-3pm

Visit and explore the palace for FREE and enjoy a relaxing wander around this beautiful historic site. You are welcome to stay all day.

**All Carers Support Group**  
Second Friday of the month  
13 January, 10 Feb, 10 March  
10.30am-12noon

**Parent Carer Support Group**  
Fourth Friday of the month  
27 JanUARY, 24 Feb, 24 March  
10.30am-12noon

**Meet the Dementia Navigator**  
13 January, 10.30am-12.30pm

**Meet the Hospital Advisor**  
10 February, 10am-2.30pm

**Create a Comfort Box**  
17 March, 10.30am-12noon

## SHEPPERTON HUB

**Greeno Centre, 14 Meadow View, Glebeland Gardens, Shepperton TW17 9DH – first and third Wednesday of each month**

**All Carers Support Group**  
First Wednesday of the month  
1 February, 1 March  
10.30am-12noon

**Parent Carer Support Group**  
Third Wednesday of the month  
18 January, 15 Feb, 15 March  
10.30am-12noon

**Create a Comfort Box**  
15 March, 12.30-2pm

## WOKING HUB

**The Vyne Centre, Knaphill GU21 2SP – every Monday**

**All Carers Support Group**  
Fourth Monday of the month  
23 January, 27 Feb, 27 March  
10.30am-12noon

**Parent Carer Support Group**  
Second Monday of the month  
9 January, 13 Feb, 13 March  
10.30am-12noon

**Looking After Your Back**  
6 February, 10.30am-12noon

**Create a Comfort Box**  
6 March, 10.30am-12noon

## Young Adult (18-24) Updates

### Share your views

Are you a YAC (young adult carer aged 18-24)? Do you like free food? (silly question!)

Would you like to come and meet other YACs, eat and chat about what it's like being a YAC and what support you've had from services in Surrey? (It will be more fun than it sounds!)

If you have answered YES to one or all of the above, I'd love to meet you. I'm planning to set up evening sessions to get feedback from carers like you.



Please get in touch by 6th Jan – call me, Lisa Roberts on 07961 053430 /

[lisa.roberts@healthwatchesurrey.co.uk](mailto:lisa.roberts@healthwatchesurrey.co.uk)

### WaterStreet Funding

Water Street Fund was established in 2020 as a small private charitable fund.

One of the Fund's main objectives is to help young adults who want to progress into the next stage of education or training but whose circumstances make that difficult to do.

The Fund is able to offer a limited number of small grants each year usually about £250 for fees or equipment. If you are interested and would like more information then please contact us on 0303 040 1234 .

### Thank you Nando's

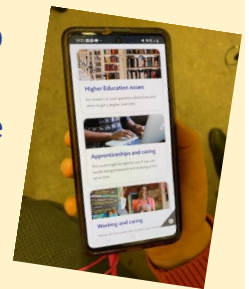
Big thanks to Nando's Guildford for their CV/Job event held in November. One young adult carer is now employed thanks to it!

### The need to know

Don't forget the 'need to know' section of our website.

There's advice, information, facts and loads of real life experiences from other young adult carers in Surrey, covering things like Housing, Returning to Learning, Higher Education, Working and Caring, Health, Apprenticeships, and more.

[www.actionforcarers.org.uk/who-we-help/young-adult-carers-18-24/what-you-need-to-know/](http://www.actionforcarers.org.uk/who-we-help/young-adult-carers-18-24/what-you-need-to-know/)



# Action for Carers' Online (Zoom) Events

We have many free events taking place each month. Below are online (Zoom) events for you.

To register call 0303 040 1234 option 1; or email [CSAdmin@actionforcarers.org.uk](mailto:CSAdmin@actionforcarers.org.uk) Closer to the event date, they will also be listed on our website, where you can also register.

## Online Events

### January, February, March



### Yoga

Led by Saara

**Mondays, 10.30-11.30am**

**9, 16, 23, 30 January**

**6, 20, 27 February**

**6, 13, 20, 27 March**

Start the week with a positive, fun yoga session to look after yourself in both body and mind.



### Mindfulness

Led by Suzette Jones

**Weekly day sessions Tuesdays at 4-4.45pm, starting 10 January.**

**PLUS monthly evening sessions: 9 January, 13 February, 13 March at 7-7.45pm**

Take some time for yourself and

join our mindfulness sessions where we'll practice techniques to promote wellbeing and reduce stress.

### Moving & Handling: Car Transfers

Led by our Moving & Handling team

**28 January, 10.30am-12pm**

**25 February, 10.30am-12pm**

**13 March, 10.30am-12pm**

When you're a carer for someone with mobility issues, it's important to know how to help them correctly – without hurting them, or yourself. The friendly, expert Advisors from our Moving and Handling team will share tips and maneuvers to help you get the person you care for in and out of a car. Plus time for questions.



### Knit and Natter

Led by Carer Support Advisers

**21 January, 25 Feb, 10-11am**

Relax, chat and share knitting projects All abilities welcome.

### Create a Comfort Box

Led by Carer Support Advisers

**7 March, 10-11.30am**

A comfort box holds items that can help calm and reassure you at times of stress. Making the comfort box encourages us to focus on learning self-soothing and distracting activities that might be useful in getting through difficult times.

### Coping with Caring: Caring for an Adult with a Mental Illness

Led by Alison Joyce, Space 2BYou

**26 January, 7-8.30pm**

Unresolved difficulties: Q&A Your chance to air difficulties, challenges or questions that are hard to ask or resolve when caring for someone with mental health problems

### Coping with Caring: Caring for an Adult with Autism

Led by Marie-Anne McKee, Space 2BYou

**23 March, 7-8.30pm**

The workshop will focus on what types of medication and when to use medication when supporting an adult with Autism.

### Learn how your Hospital Carer Advisor can Help

Led by our Hospital Carer Support Advisers

**1 March, 10.30-11.30am**

If you are caring for someone who is frequently in hospital or are expecting to have your cared for visiting hospital in the future, come along and find out how our Hospital Carer Support Advisers can help support you and what our local hospitals offer to help support carers using them.

HCSAs are also available to meet in the Hubs, see page 4 for more details.



## CHRISTMAS CLOSURE

Please note our offices are shut over the Christmas break, re-opening on Tuesday 3rd January at 9am.

Our Hubs and events, including support groups, restart the week commencing 9th January.

## Carer Feedback and Consultation Sessions

Led by Rachel Brennan

1 February, 7.30-8.30pm

3 March, 1-2pm

## Volunteering with Action for Carers

Led by Tracy S and Rachel B

26 January, 10.30am –11.30am

### Volunteers needed!

Do you have a few hours to spare? Come along and find out how you can make a real difference and support unpaid carers across Surrey.

There are lots of different ways you can help, whether it is a regular weekly commitment or a few hours here and there. Join us to find out more about how we support our volunteers and the various opportunities available.

## Co-Dependency: Finding a Healthier Relationship

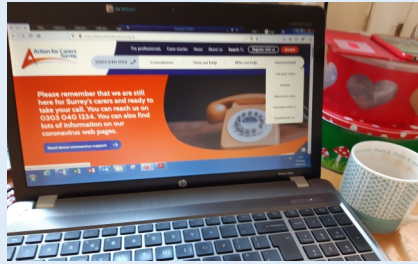
Two workshops led by Alison Joyce, Space 2BYou

9 Feb and 2 March, 7-8.30pm

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.

The first session will explore issues you as carers are facing and techniques to help you. The second session will focus on how you used the techniques and supporting you in adapting any you have tried, with problem solving tips.

# Online (Zoom) 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 others in a similar position.

### Mental Health

Third Wednesday of each month, 7-8.30pm

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

### Mental Health: Caring for Young People aged 16-25

Third Thursday of each month, 1-3pm

Support for parents of a young person with mental health problems.

### Dementia Navigator Support

Third Wednesday each month, 10.30am–12 noon (booking link for this event 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.

### Learning Disability and Autism

Fourth Tuesday of each month, 7–8.30pm

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

Register on our website, or by email [CSAdmin@actionforcarers.org.uk](mailto:CSAdmin@actionforcarers.org.uk) or give us a call on 0303 040 1234 option 1.

## Carers' Corner

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](mailto:carertocarer@actionforcarers.org.uk).**

### Yoga practice

I thought this was a useful article and have already tried a few free classes on YouTube with Yoga. I like that there are no adverts during the classes and they last from 10min to an hour. If you wanted to try different types of movement, there is a selection.

<https://www.theguardian.com/lifeandstyle/2022/nov/24/break-a-sweat-without-breaking-the-bank-26-of-the-best-free-or->

### [cheap-fitness-apps-sites-and-podcasts](#)

I am so grateful that I've have the support of Action for Carers over the last year and through you able to do yoga classes with Saara, it feels like an hour of meditation and I'm also exercising at the same time. It all helps me help my mother.

*Camilla*

*Thank you Camilla for this suggestion. For our online yoga group see page 6.*

### Spaghetti Bolognese: cheap & tasty recipe!

Serves: 4

Total cost: £3.39  
(per person: 85p)  
Priced at Tesco



#### Ingredients:

2 medium onions, peeled and chopped  
1tbsp olive oil (and salt & pepper)  
1 garlic clove, peeled and crushed  
500g lean minced beef  
1tsp dried oregano or mixed herbs  
400g can tomatoes or chopped ones  
300ml hot beef stock  
1tbsp tomato ketchup or purée  
1tbsp Worcestershire sauce  
350g spaghetti

#### Method:

Heat oil in a large pan and fry onion over fairly high heat for 3-4 mins. Add the garlic and mince and fry until both brown. Add the herbs and cook for a couple of mins. Stir in the tomatoes, beef stock, tomato ketchup/purée, Worcestershire sauce, and seasoning. Bring to the boil, reduce the heat, cover, simmer, stirring occasionally, for 30 mins. Meanwhile, cook the spaghetti in a large pan of boiling water, drain well, back in the pan add a dash of olive oil, stir in the meat sauce. Leftovers can be stored in the fridge for up to two days or freeze.

*You can also watch how to make this recipe on a video <https://www.goodto.com/recipes/spaghetti-bolognese-1>*



Crafting sessions can be therapeutic, as well as fun, sociable events. We held lots of Christmas crafting sessions this December, and will have more craft events taking place: keep an eye out!

### Busy volunteers!

We're delighted to report that we now have 12 volunteers doing a huge amount to help.

As well as helping in our Hubs, we have volunteers going to Surrey GP practices to help them ensure they've got the right information for carers in their waiting rooms, we have volunteers helping take families around Hampton Court Palace, and we also had some 'Santas' delivering Christmas gifts to some of our most in-need carer families and young carers in

particular. (You can see one of the team with her festive delivery, pictured below.)

A huge thanks to our wonderful volunteers, most of whom are carers or former carers.



We had a little get together at our office in December, to thank some of them, pictured above.

**If you would like to get involved as a volunteer, or know someone who might, please call us on 0303 040 1234, or email [volunteering@actionforcarers.org.uk](mailto:volunteering@actionforcarers.org.uk) and come and join our marvelous team!**



# Hospital Carer Advisors

It can be a particularly challenging time when your loved one is in hospital. There can be issues with communication, a lot for you to take onboard, and it's often very hard emotionally.

We have Advisors in Surrey's hospitals to help you. They can help bridge communication gaps between you and the hospital, and offer advice, information, as well as emotional support. They can speak on your behalf; and support with the discharge process, so important to get right. Feel free to contact Advisors directly: contact details below.

*They also regularly attend the Hubs. See pages 2-4 (and the box on page 4) for details of who's attending which Hub and when.*



## East Surrey

**Katie Davey**

Monday-Friday  
07989 402663

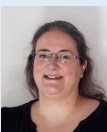
Katie.Davey@actionforcarers.org.uk

## Epsom General Hospital



**Michele Moore**

Mondays,  
Wednesdays, Fridays.  
07736 561978



Michele.Moore@  
actionforcarers.org.uk  
and

**Tamzin Ede**

**(Team manager)** Thursdays  
07736 561976 Tamzin.Ede@  
actionforcarers.org.uk

## Royal Surrey County Hospital



**Seema Kang**

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## Royal Surrey's new loo



The Royal Surrey County Hospital now has a new Changing Places fully accessible toilet.

It has a changing facility; a shower; a loo which can clean and dry an individual; a height-adjustable, wide sink; a hoist and an adult-sized changing table on which the person can lie flat. You'll find it on the main entrance level, next to the pharmacy.

## Dementia Carers Cafes

**10 January, 1.30-3.30pm**

*The Hunter Centre, Haslemere*

**7 February, 1-3pm**

*Milford Hospital*

**7 March, 1.30-3.30pm**

*The Hunter Centre, Haslemere*

Meet other people caring for loved ones with Dementia, speak to a Specialist Dementia Care Nurse and to the Hospital Carer Support Advisors – either Naheeda or Seema will be there and pleased to tell you all about the support we can offer.

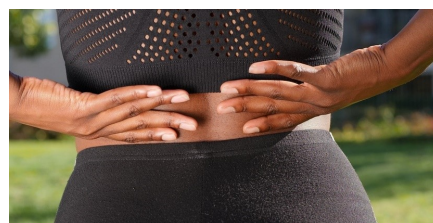
**No booking needed – just drop in.**

## Bad back? We can help!

### Do you have a bad back?

Our Moving and Handling team can help you! Yes, they provide expert advice on moving the person you care for, BUT they can also offer you back care advice even if you *don't* help your cared-for physically. Many of us get stiff backs, maybe from bad posture, or doing tasks (like washing the dishes) the wrong way.

Our back care sessions run regularly at the Hubs (see pages 2-4 for details). They are all about you and YOUR back. You'll get simple and effective tips on keeping your back strong and



avoiding pain and injury. These are fun, friendly and relaxed sessions – which can really make a difference to how you feel.

### Do you help the person you care for move about?

Our Moving & Handling team also advise on safe techniques, equipment and manoeuvres to

help you. Our upcoming online sessions are all about **car transfers**. These helpful and informative events will show you safe manoeuvres, plus tips, to help the person you care for get in and out of the car. Find the dates/times of these events for January-March on page 6.



# News and Activities from other organisations

## Carer breaks

It is never easy to take a break from caring and this has become even more difficult lately.



### Claridge House, Lingfield

Claridge House is a healing and retreat centre in Surrey. They're offering a 75% discount on respite for carers in partnership with Action for Carers under their 'Caring for Carers' package (3pm to 3pm).

Normal rate for one night is £130. The carer will be asked to pay £52 and Claridge House will use the funding they still have to subsidise the £78.

This reduced charge of £52 consists of one night away with afternoon tea on arrival and three meals (dinner, breakfast and lunch). More nights can be booked however please speak to a Carer Support Adviser about funding and applications before booking direct.

### Other break options

Please get in touch with us to find out about the various grants and break payments that may be available to help give you some precious time for yourself. Our Carer Support Advisors can even make the application for you in most cases.

You may also be eligible for a GP carer personal budget and we can give you information on how to contact your GP about this discretionary one off payment.

**To find out more please call us on 0303 040 1234 or email [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk).**

**Here is how one of our carers found his break at Claridge House.**

*"I needed some peaceful time without any stress and I found it on a mini-break provided by Action for Carers.*

*The one night at Claridge House was possible with a special carer discount at £52 including evening meal, breakfast and lunch.*

*Perhaps this is newsworthy as not everyone can take a long break away from caring. A short high-quality affordable one is a great alternative that has given me a boost of sleep and energy. It was nice to have vegetarian meals made and served for me without lifting a finger:)*

*Thank you again, I really needed a turning point after the main lockdown came to an end."*

## Social Care Committee

Many Surrey carers, with Action for Carers, contributed evidence to the House of Lords' Adult Social Care Committee.

The Committee has published its report, outlining the pressure carers, individuals and families are under. They warn that the continued invisibility of the adult social care sector is increasingly damaging to carers, and make some key recommendations.

Read more, and the report, here: [committees.parliament.uk/committee/580/adult-social-care-committee/news/174979/adult-social-care-committee-report-publication/](https://committees.parliament.uk/committee/580/adult-social-care-committee/news/174979/adult-social-care-committee-report-publication/)

## New directory and Carer Emergency Card from Crossroads Care Surrey

Surrey charity Crossroads has a new Directory for Carers, listing sources of support, information and events.

**It's here: <https://crossroadscare Surrey.org.uk/directory/>**

You'll find most Action for Carers events included, but lots of other helpful information and contacts too.

### Crossroads Emergency Carers Card



Working in partnership with Surrey County Council, Crossroads have also launched a new Carers Card.

Its main purpose is to help others know you are a carer, in case of emergencies, but it also entitles you to certain discounts.

**To apply for your FREE card call 01372 869970 or email [enquiries@crossroadscare Surrey.org.uk](mailto:enquiries@crossroadscare Surrey.org.uk)**

# News and Activities from other organisations

## New exercise videos just for carers

Carers UK has a new series of inclusive activity and wellbeing **videos** aimed at unpaid carers so that they can be active at home when it's convenient to them.

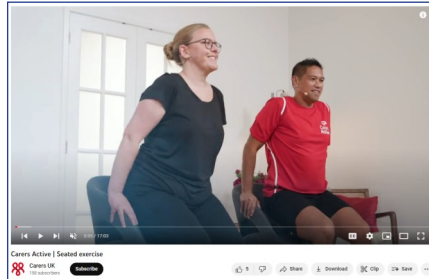
The videos each featuring carers, with professional instructors. They're designed for ALL abilities, and for those need or prefer to do exercise at home. No special equipment is needed.

There's six 15-minute sessions on functional fitness, seated exercise, dance, Pilates, mindful movement and boxing exercise. Plus twelve 30-second single exercises demonstrations, e.g. lunges and wall presses.

Find all the videos on YouTube: <https://bit.ly/3B12ab2>

Carers UK hopes that the videos will motivate carers to be active in a way that works for them, using simple, varied, and fun instructed activities that are designed to improve cardiovascular fitness, strength, balance, coordination, boost energy and reduce stress.

Bournemouth carer Claire said: *'It can be difficult to find time for yourself when you are a carer, let alone prioritising your own health and fitness and you can feel tired and unmotivated. The new activity and well-being videos feel achievable and sustainable as they're only 15 minutes long, which is easily slotted into my day. It's great that I don't have to travel, get cover for or leave the person I care for to take part, as I can do it in the comfort of my own home. I'm looking forward to making the videos a part of my regular routine and enjoy the benefits of improved strength and movement.'*



## Does your cared-for live in a care home?

**healthwatch**  
Surrey

Are you a family member or friend of someone who lives in a Surrey care home? If so, Healthwatch Surrey would like to hear from you.

As part of their work, Healthwatch Surrey visit Care Homes to gather information about services and talk to residents, their family and friends, and staff. To reach more people, they are also running a survey which is open to anyone who has a friend or family member living in a Surrey care home.

The results of the survey will be shared with service purchasers and providers to help identify and share good practices and, if required, help suggest improvements to care homes across Surrey.

Here's the survey: <https://www.healthwatchesurrey.co.uk/friends-and-family-care-home-survey/> To request a paper copy, please call Healthwatch on 0303 303 0023, text 07592 787533 or email [enquiries@healthwatchesurrey.co.uk](mailto:enquiries@healthwatchesurrey.co.uk)

## Cost of living crisis

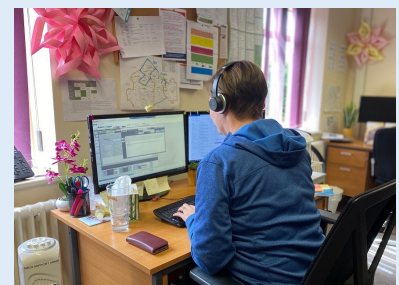
Many carers are under additional pressures because of the cost of living crisis.

Our Helpline team can give you advice, further information and sources of support, including:

- Where the Warm Hubs are
- Where to find Community Fridges
- How to access Foodbanks
- Information on Volunteer Transport schemes.

Call on 0303 040 1234. Open Monday-Friday 9am-5pm, and till 6pm Tues & Wednesdays (Closed 24 Dec until 3 January.)

And we have some more information about managing your money on our website: [www.actionforcarers.org.uk/how-we-help/money-matters/](http://www.actionforcarers.org.uk/how-we-help/money-matters/)



## Discounts for carers

Discount for Carers have a huge range of discounts, money-saving deals and vouchers that you're entitled to, including holiday deals, money off fashion brands, savings on homeware and electricals, through to deals on phones, utilities and gyms.

They feel amazing things you do every day should be rewarded.

Free to join. [https://](https://discountsforcarers.com/?)

[discountsforcarers.com/?](https://discountsforcarers.com/?)

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## Consultations & Updates

### 'In & Out' Mental Health Hospital Processes

Surrey Coalition of Disabled People have released findings from their 'In and Out' consultation, which looked at the admissions and discharge process of Surrey's mental health hospitals. You can read it here: <https://surreycoalition.org.uk/imhn/blogs/research-blogs/>

### Home to School Transport

Many parent carers will have responded to Family Voice Surrey's survey about the home to school transport service. They

presented results to SCC Children, Families Select Committee.

You can see that presentation with findings here, and FVS will update in the new year: [mycouncil.surreycc.gov.uk/mgChooseDocPack.aspx?ID=8424%C2%AO](http://mycouncil.surreycc.gov.uk/mgChooseDocPack.aspx?ID=8424%C2%AO)

### Young Carer Aged Up To 25?

Fill in Carers Trust's survey to help them influence decision-makers including government, to improve support for younger carers like you. Survey here, closes 3 January <https://forms.office.com/r/YyrPrwm1Nd>

## Carers' Rights: UN

The UN Committee on the Rights of Persons with Disabilities has made a landmark ruling, enhancing carers' rights.

Following *Maria Simona Bellini v. Italy 2022*, local authorities and Integrated Care Boards should ensure the availability of sufficient services to support carers when planning and commissioning services.

[www.lukeclements.co.uk/a-sufficiency-of-carers-support-services/](http://www.lukeclements.co.uk/a-sufficiency-of-carers-support-services/) for more information.

**Don't forget your flu jab!** Surrey carers are entitled to a free jab. Flu season runs till March, so if you haven't had yours yet, please take the voucher to your nearest participating pharmacy. More here [www.actionforcarers.org.uk/flu](http://www.actionforcarers.org.uk/flu)

## Surrey Carers Flu Jab Voucher 2022-2023

This voucher is evidence that you are an eligible carer under this scheme. It can be used at pharmacies and GP practices in Surrey to obtain a free flu vaccination.

**Having a flu vaccination helps to cut your risks of catching and spreading flu.**

0118 Surrey Heartlands 2022

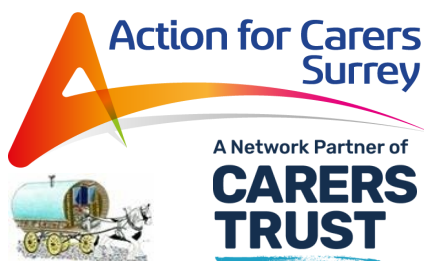
**NHS**

Search online for

Find a pharmacy that offers the NHS flu vaccine.



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](mailto:carersinfocentre@actionforcarers.org.uk) Or you can register on our website: [www.actionforcarers.org.uk/register-with-us/](http://www.actionforcarers.org.uk/register-with-us/)



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