



**A**s a charity commissioned by Surrey to provide Carer Services, it's vital that we hear from you how we are doing. Is our support what you need? Does it deliver what you want? What are we doing well? What could we do better?

If you could please spare five minutes of your precious time to complete our annual survey, that would be so helpful. If you receive the newsletter by post, your copy is included, and you can also fill it out online, here: <https://www.surveymonkey.co.uk/r/AdultCarerSurvey23>

In the rest of this newsletter, you'll find events for October, November and December, taking place across Surrey and online. And a reminder that we are once again running our Carer Information Fairs this November, around Carers Rights Day (Thursday 23rd). Please see the locations and dates in the column to the right, and we'll send more detailed information in November.



Finally, don't forget to get your flu jab – the voucher and details of how to use it are on the back page.

With best wishes  
*Rachel Brennan*

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

Please see your personal free **FLU VOUCHER** on the back page.

## MFT Wellbeing course at West Horsley Place

Charity Mary Frances Trust is once again running its fantastic outdoor wellbeing course at beautiful West Horsley Place. They have **TEN** places for our registered carers.

Life can feel overwhelming at times. The aim of the course is to enjoy peace in nature and improve your wellbeing. It's a six-week course, running on Thursdays 1.30-3.30pm, starting 2nd November.

If you'd like to apply for one of the 10 free places, email [Christine@maryfrancestrust.org.uk](mailto:Christine@maryfrancestrust.org.uk) or call her on 07929 024 736. **Places issued on a first come, first served basis.**



## IMPORTANT UPDATES!

### NT passes & Ham House

If you have one of our 2023-24 NT Carer Passes you are now able to visit Richmond's 17th century Ham House and Garden, recently added to our list of properties!

### Carers' Rights Fairs

We are once again running our Carer Information Fairs this November, marking Carers' Rights Day. There will be a focus on rights and what you're entitled to, but there will also be information on other practical matters relevant to caring and numerous other charities and organisations attending too.

**The Fairs are all 'drop-in' at our Hubs, between 11am-2pm:**

Monday 20th November:  
**Woking and Cranleigh**

Tuesday 21st November:  
**Camberley and Epsom**

Wednesday 22nd November:  
**Horley and Addlestone**

Thursday 23rd November:  
**Caterham**

Friday 24th November:  
**Leatherhead**

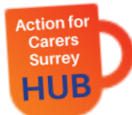
Saturday 25th Nov: **Guildford**

# Action for Carers' Hub Events

We have many free events taking place each month. The following listings are for face-to-face .

To register please 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.



## Face-to-face events at our Hubs

October, November and December

### EVENTS INFORMATION

We will repeat events at different Hubs. Event details below, and you'll find the location/date details under the Hub listings.

NB no Hubs on 21 and 22nd Dec. We reopen on 8th January 2024.

### Continuing Health Care

Led by Lesley Palmer

Making sure the Continuing Health Care 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.

### Lasting Powers of Attorney and mental capacity

Led by Lesley Palmer

Dealing with the legal side of being a carer is easier with the right paperwork. This session looks at the basics of what needs to be in place and how mental capacity issues are looked at. You will understand how to make sure documents are both correct and not open to challenge.

### Create a Jar of Positivity

Create your own jar which you can

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

### Create a Music Playlist

Music has many benefits for our health and wellbeing. Come and learn how to create a music playlist which can soothe you or the person you care for.

### Moving & Handling: Looking after your back

See details p9 'Have a bad back?'

## PARKINSON'S<sup>UK</sup>

CHANGE ATTITUDES. FIND A CURE. JOIN US.

### Parkinson's Workshop

Led by Parkinson's UK and ACS

These workshops focus on understanding the condition, tips to manage the different behaviors and further help for carers. Our team will also deliver a moving and handling session on supporting safe movement.

### Meet the Continence Nurse

Led by Ceris Steel, Continence Nurse

Issues with continence are linked with many conditions. Find out



more about managing continence and help that is available

### Healthwatch

Come and share your views and experiences as a carer of social care and NHS services.

### ACS Carer Feedback

Share your experiences of our services, and say how you think we could develop to meet needs.

### Mental Health Workshop

Led by Julia Longrigg, CPA and Rachel Brennan ACS

Explore the issues of caring for a person with a mental illness, helpful skills and look at how a carer can be involved in care planning including crisis plans.

### Being Well, Doing Well

Led by Taj Gilligan, from 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 mentally, to help you feel more in control.

### Christmas in the Hubs

Join us in the Hubs with Christmas crafts, mince pies and celebrations. Find out what is going on near you!

### First Aid Workshops

We're delighted to announce that we will be running Basic First Aid workshops at our Hubs from January, led by the British Red Cross.



## 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 October, 8 November,  
13 December, 10.30am-12 noon

### Parent Carers Support Group

Fourth Wednesday of the month  
25 October, 22 November,  
10.30am-12 noon

### Meet the Moving and Handling Advisers for advice

11 October, 10.30-12.30pm

### Meet the Social Prescriber

11 October, 10.30-12.30pm

### Meet Family Voice Surrey

25 October, 10.30-12 noon

### Meet the Continence Nurse

8 November, 10.30-12 noon



## 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 October, 28 November  
10.30am-12 noon

### Parent Carers Support Group

Second Tuesday of the month  
10 October, 14 November, 12  
December, 10.30am-12 noon.

### Create a Music Playlist

28 November, 12.30-2pm

### Decorate a Festive Jar for Christmas

12 December, 12.30-2pm

## CAMBERLEY HUB

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

### All Carers Support Group

First Tuesday of the month  
3 October, 7 November,  
5 December, 10.30am-12 noon

### Create a Jar of Positivity

24 October, 10.30-12 noon

### Parkinson's Workshop

14 November, 10.30-12.30pm

### Christmas Crafts

12 December, 10.30-12 noon

## 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 October, 9 November,  
14 December, 10.30am-12 noon

### St Catherine's Hospice

12 October, 9 November,  
14 December, 10.30-1.00pm

### Meet the Carer Practice Advisor

26 October, 14 November  
10.30am-12.30pm

### Meet Family Voice Surrey

26 October, 10.30-12 noon

### Understanding Continuing Healthcare

9 November, 12.30-2pm

### Meet the Dementia Navigator

12 October, 1-2.30pm

### Make Christmas Cards and Sock Snowmen

14 December, 12.30-2pm

## Get more events info – via email

When you registered with us  
you may have said 'no' to email  
contact. But do you know we  
send an Events Update email  
newsletter every three weeks?  
To request it, please call us on  
0303 040 1234, press option 1.



## 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  
2 October, 6 November,  
4 December, 10.30am-12 noon

### Make a Sock Snowman

18 December,  
10.30-12.30pm



## EPSOM HUB

St Barnabas Church, Temple  
Road, Epsom KT19 8HA – first  
and third Tuesday of each month

### All Carers Support Group

First Tuesday of the month  
3 October, 7 November,  
5 December, 10.30am-12 noon

### Parent Carers Support Group

Third Tuesday of the month  
17 October, 21 November,  
19 December, 10.30am-12 noon

### LPAs and Mental Capacity

17 October, 1-2.30pm

### Parkinson's Workshop

7 November, 1-2.30pm

## FARNHAM HUB

The Maltings, Bridge Square,  
Farnham GU9 7QR – first and  
third Friday of each month

**NB Hub is closed on 17 November**

*(In addition to the Hub,  
on the first Friday of the month,  
Farnham Maltings runs a coffee  
break with Action for Carers.  
More on our website.)*

### All Carers Support Group

First Friday of the month

# Action for Carers' Hub Events (continued)

6 October, 3  
November,  
1 December,  
10.30am-12 noon

## Create a Jar of Positivity

20 October, 10.30-12 noon

## Meet the Carer Practice Adviser

20 October, 10.30am-1pm

## Meet the Carer Commissioners & Feedback on Local NHS Services

3 November, 12-2pm

## Christmas Crafts

1 December, 10.30-12 noon

## LPAs and Mental Capacity

15 December, 10.30-12noon



– second and fourth Monday  
of each month

## All Carers Support Group

Fourth Monday of the month  
23 October, 27 November,  
10.30am-12 noon

## Meet the Carer Practice Adviser

9 October, 10am-12pm

## Meet the CAB

13 November, 11.30-1pm

## Understanding Continuing Health Care

27 November, 12.30-2pm

## Make Christmas cards and festive fun!

11 December, 10.30-2pm

4 October, 1 November,  
6 December 10.30am-12 noon

## LPAs and Mental Capacity

11th October, 10.30-12noon

## Make Christmas Cards and Sock Snowmen

15 November, 12.30-2pm

## ACS Carer feedback with Rachel

29 November, 10.30-12noon



## GUILDFORD HUB

The Hive, Park Barn Drive,  
Guildford GU2 8EN – every  
Monday. **NB Due to  
refurbishment from 23 October  
the Hub will be open 11.30am-  
2.30pm and be upstairs.**

## All Carers Support Group

Third Monday of the month  
16 Oct, 13 Nov, 18 December  
12-1.30 (Sandwiches provided at  
the 13 & 18 events)

## Create a Jar of Positivity

9 October, 12-1.30pm  
(Sandwiches provided)

## LPAs and Mental Capacity

20 November, 12-1.30pm  
(Sandwiches provided)

## Parkinson's Workshop

27 November, 12-2pm  
(Sandwiches provided)

## Mental Health Workshop

4 December, 12-2pm  
(Sandwiches provided)

## Make a Christmas Cracker

11 December, 12-1.30pm

## HASLEMERE HUB

Wesley Room, The Methodist  
Church, 5-7 Junction Place,  
Haslemere GU27 1LE



## 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 October, 9 November,  
14 December 10.30am-12 noon

## Parent Carers Support Group

Fourth Thursday of the month  
26 October, 23 November,  
10.30am-12 noon

## Healthwatch

9 November, 10am-12 noon

## HORLEY HUB

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

## All Carers Support Group

First Wednesday of the month

## LEATHERHEAD HUB

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

**NB This Hub can be tricky to  
locate. It's 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.**

## All Carers Support Group

Second Friday of the month  
13 October, 10 November,  
8 December, 10.30am-12 noon

## Parent Carer Support Group

Fourth Friday of the month  
27 October, 24 November,  
10.30am-12noon

## Looking After Your Back

20 October, 10.30-12noon

## SHEPPERTON HUB

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

**NB Hub is closed 20th December**

## Being Well, Doing Well

Saturday 18 November, 10-12.30pm,  
Polesden Lacey

Looking to keep yourself well and doing well? Being Well, Doing Well gives you the tools to recognise and address issues that arise because of your caring role especially leading up to Christmas.

You will understand the importance of giving yourself time out, learn some de-stressing techniques to increase your confidence and self-esteem.

There's also time afterwards to relax and explore the beautiful grounds, plus a free guided tour of part of the house at 12.30pm.



### All Carers Support Group

First Wednesday of the month  
4 October, 1 November,  
6 December, 10.30am-12 noon

### Parent Carer Support Group

Third Wednesday of the month  
18 October, 15 November,  
10.30am-12 noon

### Meet the Dementia Navigator

4 October, 10.30am-12 noon

### Meet Family Voice Surrey

18 October, 10.30-12 noon

### Meet the Stroke Association

1 November, 10.30-12noon

### Christmas Crafts and Celebration

6 December, 10.30am-12.30pm

## WOKING HUB

The Vyne Centre, Knaphill  
GU21 2SP – every Monday

### All Carers Support Group

Fourth Monday of the month  
23 October, 27 November

10.30am-12 noon

### Parent Carer Support Group

Second Monday of the month  
9 October, 13 November, 11  
December 10.30am-12 noon

### Meet the Dementia Navigator

30 October, 21 November,  
18 December, 10.30Am – 2pm

### Meet the Carer Practice Adviser

2 October, 10.30am-2pm

### Understanding Safeguarding

16 October, 10.30am-12 noon

### ACS Carer Feedback with Rachel

6 November, 10.30-12noon

### Being Well, Doing Well

30 October, 10.30-12.30pm

### Christmas Crafts and Celebrations!

4 December, 10.30am-2pm

### Looking After Your Back

11 December, 10.30-12noon

## Hampton Court Visits

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

- 20 October 11am-3pm
- 10 November 11am-3pm
- 7 December 11am-3pm

Visit and explore the palace for FREE. Start with a free coffee or tea meeting other carers, and then enjoy a relaxing wander around this beautiful site. You are welcome to stay all day.



## Are you registered with your GP?



It is important to let your surgery know you are a carer.

Ask at the surgery for a GP Carer Registration form (from Surrey NHS), or you can download a copy from our website (search 'register with your GP') or register on your GP surgery's website. There's also a form for young carers.

Simply fill in the form and hand it to the receptionist, and you will be recorded as a carer on your notes.

This is important, as GPs need to understand the impact of caring on your own health and how they can support you with flexible appointments and possibly a personal health budget for a break away from caring.



## Could you go digital?

It's much cheaper for us to email this newsletter, rather than print and post it.

If you're happy to receive it digitally, please email [CSAdmin@actionforcarsers.org.uk](mailto:CSAdmin@actionforcarsers.org.uk) to say so. **THANK YOU!**

# Action for Carers' Online (Zoom) Events

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

To register please 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 October, November and December

### Yoga

Led by Saara

**Mondays, 10.30-11.30**

**2, 9, 16 October**

**(No classes 23 October-3 Nov)**

**6, 13, 20, 27 November**

**4, 11, 18 December**

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**

**4-4.45pm, starting 3 October**

**PLUS monthly evening sessions:**

**9 October, 13 November,**

**11 December, 7-7.45pm**

Take time for yourself in our mindfulness sessions where we'll practice techniques to promote wellbeing and reduce stress.



### Relaxation

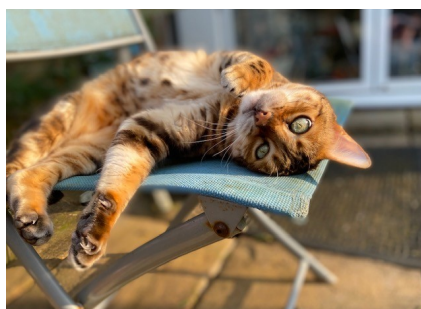
Led by Rachel Brennan

**Third Saturday of the month**

**21 October, 18 November,**

**16 December, 10-10.45am**

6 Action for Carers Newsletter



Start your weekend with some easy relaxation exercises which you can use daily to manage stress.

### Volunteering with Action for Carers

Led by Ami

**19 October, 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

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

Led by Alison Joyce, Space 2BYou

**9 November, 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

**26 October,**

**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 Autism.



### Anticipatory Grief and Loss

Led by Angela Higgins,

Bereavement Coordinator,

Bereavement Centre

**5 October, 10.30-12 noon**

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

### Building Emotional Resilience

Led by Angela Higgins,

Bereavement Coordinator,

Bereavement Centre

**2 November, 10.30-12 noon**

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

### Understanding PDA

Led by Sian, Space2B You

**21 November, 7-8.30pm**

This workshop looks at issues such as self esteem, communicating in overwhelm,

energy accounting and collaboration. Issues apply to all ages and a booklet is available to accompany the workshop.

## Carer Feedback and Consultation Sessions

Led by Rachel Brennan

**4 October 7.30-8.30pm**

**1 November 7.30-8.30pm**

**6 December 7.30-8.30pm**

Please join us to share your views on ACS's support and services.

*There will be opportunities to meet with Rachel in the Hubs to give feedback starting in October.*

## Make Up Tutorial

Led by Sam Caine

**6 December, 1-2.30pm**

Have fun on this 'how to' workshop learning how to get the most out of your makeup brushes and latest tips. FREE products posted out for those who attend!



## Basic First Aid Workshop

Led by British Red Cross

**25 October, 10-11.30am**

Learn basic first aid skills to develop your confidence if ever faced with an emergency.

## Hospital Carer Support Adviser Session

**8 November, 10.30-12noon**

If you are not able to go to a Hub session, then please join the Advisers online to ask questions and find out about support.

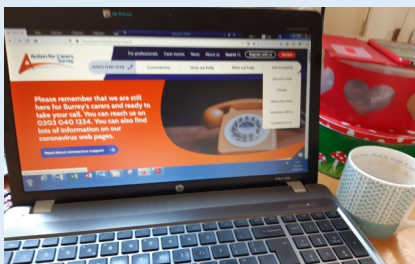
## Scam Awareness

Led by ACS's Barbara and Jacqui

**17 November, 10-11.30am**

Find out more about how to protect you and the person you care for and receive a free scam awareness pack.

# 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, 1-2.30 pm**

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 page is for you! 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!

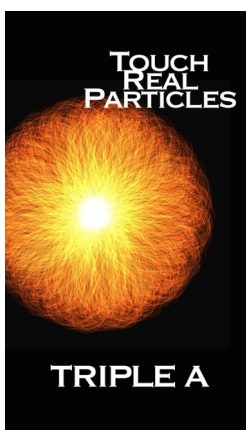
Please email [carertocarer@actionforcarers.org.uk](mailto:carertocarer@actionforcarers.org.uk).

## Helpful ideas for ways to destress

### Triple A – Touch Visualizer

This app is available on iPhone or laptop and is really relaxing.

There are a few settings and it can be used by anyone of any age. It is interactive and easy to use. It is absorbing and will keep your attention and most importantly help you destress, manage anxiety and relax.



### Feelsy – Anxiety Relief

Feelsy: Anxiety Relief and Fluid Simulation can also help calm your brain and relieve stress in a gentle easy way.

Feelsy has 30 or so relaxing textures to interact with so you can find the colour, shape and flow which soothes and suits you for how you are feeling at that moment.



Do you know a carer? A neighbour, friend, relative, colleague? Could you tell them about us?



**Do you have friends, colleagues or neighbours who have a caring role?**

**Could they benefit from our support?**

Why not encourage them to contact us? We'd be happy to have a chat and see if we can support them either now or in the future.

**They can self-refer on our website or simply call us on 0303 040 1234.**

## Your feedback on our support

You kindly feedback to us via email, chats, surveys and our Hub feedback boxes. You can see our recent responses below. To give feedback of any kind, please email me [Rachel.Brennan@actionforcarers.org.uk](mailto:Rachel.Brennan@actionforcarers.org.uk)

You said...	We did...
<i>I miss not having a dedicated CSA who knows me and can support me. Since the retender I have had to get to know a new CSA and it might not be the same one due to less staff now. This means I have to retell my story. Could we have a Carer Passport which we fill in with all the information about our caring role and the CSA reads before calling us?</i>	<p>We have always tried to prevent carers from having to tell their story more than once and we would be interested in looking at this idea of a Carer Passport which you as a carer can use to let us know all about your caring role and the issues you face, support you need.</p> <p>I would be interested to hear from other carers what their views are about this idea.</p>
<i>When can we have a Hub in Dorking as none of the Hubs are near me and Dorking is the nearest town to where I live.</i>	<p>At present we are reviewing all the Hub venues to ensure they are accessible and have the correct space we need. We were hoping from the start of the new tender, to open a Hub in Dorking however were not able to find a venue which was available at that time. We are now looking to open a Hub in Dorking in the new year.</p>



## NHS Urgent Community Response service

A service called the 2-Hour Urgent Community Response service aims to help if the person you care for has a crisis of some kind, by providing support at home, thus avoiding the need to go to hospital.

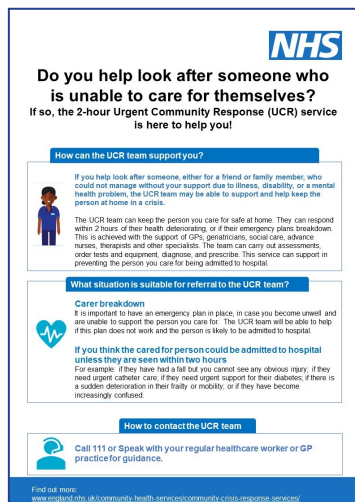
The team (supported by GPs, social care, nurses etc) can carry out assessments, order tests/equipment, diagnose and prescribe. They will work together to keep the person you care for safe at home.

### What situations apply?

Ideally, you have a plan in place for emergencies already, but if it looks like this plan is not going to work, and looks likely that the person you care for will be admitted to hospital, unless they are seen within two hours, then call 111 or your GP in order to get the Urgent Community Response service.

Example situations are things like: if the person you care for needs urgent catheter care, or urgent support for diabetes, or if there's a sudden deterioration in their frailty or mobility, or if they have become increasingly confused.

Find out more here <https://tinyurl.com/mr2t5ajm>



**NHS**

**Do you help look after someone who is unable to care for themselves?**  
If so, the 2-hour Urgent Community Response (UCR) service is here to help you!

**How can the UCR team support you?**

If you help look after someone, either for a friend or family member, who could not manage without your support due to illness, disability, or a mental health problem, the UCR team may be able to support and help keep the person safe at home in a crisis.

The UCR team can keep the person you care for safe at home. They can respond within 2 hours of their health deteriorating, or if their emergency plans breakdown. This is achieved with the support of GPs, generalists, social care, advance nurses, therapists and other specialists. The team can carry out assessments, order tests and equipment, diagnose, and prescribe. This service can support in preventing the person you care for being admitted to hospital.

**What situation is suitable for referral to the UCR team?**

**Carer breakdown**  
It is important to have an emergency plan in place, in case you become unwell and are unable to support the person you care for. The UCR team will be able to help if this plan does not work and the person is likely to be admitted to hospital.

If you think the cared for person could be admitted to hospital unless they are seen within two hours  
For example: if they have had a fall but you cannot see any obvious injury, if they need urgent catheter care, if they need urgent support for their diabetes, if there is a sudden deterioration in their frailty or mobility, or if they have become increasingly confused.

**How to contact the UCR team**

Call 111 or Speak with your regular healthcare worker or GP practice for guidance.

Find out more: [www.england.nhs.uk/community-health-services/community-crisis-response-services/](http://www.england.nhs.uk/community-health-services/community-crisis-response-services/)

## Have a bad back?

Our Moving and Handling team provide expert advice on helping the person you care for move about, but can also offer you back care advice even if you *don't* help your cared-for physically.

Our 'Looking after your back' sessions run at the Hubs give simple and effective tips on keeping your back strong and avoiding pain and injury.

*Details of sessions on pages 2-4.*

**To get a referral to our service, please call us 0303 040 123.**



## Benefit Adviser

ACS are now able to offer you support with completing the following forms:

- Disability Living Allowance (DLA)
- Personal Independence Payment (PIP)
- Attendance Allowance
- Carer Allowance
- ESA capability for work if needed

**CAB are still commissioned to support with Universal Credit.**

If you need support then please contact our Helpline who will ask a CSA to make contact with you to find out more about the help you need and then arrange for our Benefits Advisor Amanda to meet with you.

*After any support we will ask for feedback, as this evidence will help us make the case for more provision of benefits help.*

## Our Hospital Carer Advisors can help you when your loved one is in hospital.

They can bridge communication gaps and offer advice, information and emotional support, as well as help with discharge.



### East Surrey Hospital

**Katie Davey** Monday-Friday 07989 402663

[Katie.Davey@actionforcarers.org.uk](mailto:Katie.Davey@actionforcarers.org.uk)



### Epsom General Hospital

**Michele Moore**

Mondays, Wednesdays, Fridays 07736 561978

[Michele.Moore@actionforcarers.org.uk](mailto:Michele.Moore@actionforcarers.org.uk) and

**Tamzin Ede (Team manager)** Thursdays

07736 561976 [Tamzin.Ede@actionforcarers.org.uk](mailto:Tamzin.Ede@actionforcarers.org.uk)



### Royal Surrey County Hospital

**Naheeda Majid** Monday-Friday 07850 515457

[Naheeda.Majid@actionforcarers.org.uk](mailto:Naheeda.Majid@actionforcarers.org.uk)



### Ashford and St Peter's Hospital

**Sam Caine** Monday-Friday 07989 402764

[Sam.Caine@actionforcarers.org.uk](mailto:Sam.Caine@actionforcarers.org.uk)

# News and activities from other organisations



Stem4 is a charity that promotes positive mental health in teenagers and those who support them including their families carers, and education professionals, through the provision of mental health education, resilience strategies and early intervention. They mainly provide this help digitally through their innovative education programme and pioneering mental health apps.

They have a wide range of apps, including: for helping manage anxiety; about eating; on self-harm; managing low mood; and also one for carers/families.

**Find the apps, and more, on their helpful website**  
<https://stem4.org.uk/>



COMBINED MINDS



## Home Equipment Finder



If the person you care for struggles with daily tasks like remembering to take medication, preparing a meal or moving around at home, you can use SCC's Home Equipment Finder to buy things to help them stay well and independent at home.

There are suggestions of items you can find from local retailers, or specialists. Surrey County Council provide the links for information and don't endorse the products; they advise you to do your own research before buying.

[www.surreycc.gov.uk/adults/care-and-support/equipment-and-technology/equipment](http://www.surreycc.gov.uk/adults/care-and-support/equipment-and-technology/equipment)

## Disability Equipment Service



**Do you know about the Disability Equipment Service?**

This is a website that gives you access to free, or very cheap, second hand equipment, and also allows you to sell, or donate, items simply.

Donated items' proceeds go to running the service, with 25% being donated to Support Dogs.

[www.disabilityequipmentservice.co.uk](http://www.disabilityequipmentservice.co.uk)

**For more info call/text 07845 041678 or email [team@disabilityequipmentservice.co.uk](mailto:team@disabilityequipmentservice.co.uk)**

## Surrey Support After Suicide Service

This service, from Rethink, offers support for adults who are bereaved by suicide, and those exposed to suicide. This includes family, friends, witnesses, and health and social care professionals.

It includes one-to-one emotional and practical support to cope with all aspects of grief, plus bereavement peer support groups.

**You can refer yourself, or someone else, by emailing [surreysupportaftersuicide@rethink.org](mailto:surreysupportaftersuicide@rethink.org) or call 07483 301214.**

**More here [www.rethink.org/surreysupportaftersuicide](http://www.rethink.org/surreysupportaftersuicide)**

## NHS Frimley at the Farnham Hub

**NHS Frimley is responsible for planning and delivering health and care services, and they want to hear from local carers about what works and what could be improved.**

Nancy and Charlotte from the Trust will join us at our Farnham Hub, at Farnham Maltings on Friday 3rd November, between 12 noon and 2pm.

They are aware that there's been lots of changes over the last few years and want to find out from

you what extra support or small changes would help you to access services for yourself and the person you care for.

They say: "We acknowledge the contribution carers make in health and social care and understand the challenges you face on a day-to-day basis. This is why carers are a priority for us in NHS Frimley."

### Crucial conversations

The conversations had at the Hub and the insight gained, will help



## Frimley Health NHS Foundation Trust

the Trust plan future activities to provide additional support for carers and better meet your needs.

**If you are unable to attend the group, please share your views using this form:**

[forms.office.com/e/epbTnJ8dQH](https://forms.office.com/e/epbTnJ8dQH)

# News and activities from other organisations

## Diamond anniversary for Age UK

Age UK Surrey is celebrating 60 years of supporting older people this year. The charity is dedicated to helping everyone in Surrey make the most of later life, encouraging people to remain active, get involved in their community, and providing support and advice.



They have several big events taking place to mark the anniversary, including a vintage fashion show on October 7<sup>th</sup> in Milford; and 'Swinging 60s' Tea Parties in Oxted and Lingfield.

More here <https://www.ageuk.org.uk/surrey/about-us/newsletter/>

## Mary Seacole Unit

The Alex Frailty Unit and New Epsom and Ewell Community Hospital (NEECH), part of Surrey Downs Health and Care, have moved from Wells Wing and the West Park site in Ewell respectively, to a newly refurbished 38-bed unit, called the Mary Seacole Unit, on the first floor of Langley Wing at Epsom Hospital.

The main number for the new unit is 01372 735331.

The new Mary Seacole Unit will operate as one fully integrated unit, providing inpatient frailty and rehabilitation services providing joined-up care.

## Support for the whole family

You probably know, but just in case you don't, Action for Carers Surrey is here to support the *whole* family where there's caring roles going on.

Many families will have more than one person caring, and these can be adults or children.

If there's a child in your household who's also caring, please let them know about our support for THEM.

We have a specific service 'Surrey Young Carers' offering information, tailored support, help at school and events.

To find out more visit [www.actionforcarers.org.uk/SYC](http://www.actionforcarers.org.uk/SYC) or call us on 030 040 1234.

## Crossroads' Carer Cards

Crossroads have two cards for carers. Have you requested yours?

Firstly, you can register with Crossroads Care Surrey for its Emergency Service. This will give you a special card to let others know you are a carer in case of emergencies. If you haven't ask your ACS Hospital Carer Advisor, or call our Helpline, about getting a referral.



You can also request a Carers Card, which lets others know that you're a carer, and provides some discounts. To order, email [enquiries@crossroadscaresurrey.org.uk](mailto:enquiries@crossroadscaresurrey.org.uk) or call 01372 869970.

## Hourglass – fighting elder abuse

Hourglass is a charity focused on the abuse and neglect of older people, aiming to end the harm, abuse and exploitation of older people in the UK.

Previously known as Action on Elder Abuse, it works to identify and stop abuse happening – whether that's physical, psychological, financial, sexual or neglect. One in six older people are victims of abuse – that's over 16% of our mothers, fathers, uncles, aunts, grandparents, friends and neighbours.

People experiencing this sort of abuse sometimes don't realise – or want to realise what's happening – and are fearful of reporting their own family.

The Hourglass Helpline is open 24/7 to speak to people

themselves – or anyone who is worried about an older person and thinks abuse might be happening.

You can call on 24/7 Helpline 0808 808 8141, and text free on 07860 052906. More info at [www.wearehourglass.org](http://www.wearehourglass.org)



## Consultations & updates

### Sharing your views Many consultations and studies want to hear from carers.

Find consultations here [www.actionforcarers.org.uk/get-involved/use-your-voice/consultations/](http://www.actionforcarers.org.uk/get-involved/use-your-voice/consultations/)

#### Long-term Conditions and Health Technology

Surrey and Borders Partnership (SABP) are exploring how people with long-term conditions can be better supported through the use of health monitoring technology.

They carers' views on how you think things like smart watches, health apps and health rate monitors can help. If you care for someone with a

long-term condition such as heart disease, lung disease, diabetes, stroke, or dementia, please complete the survey: <http://bit.ly/resilient-research-survey>

#### Crossroads' Carer Breaks

Luminus (Healthwatch Surrey and Giving Carers a Voice) want your views on Surrey's Carers Replacement Breaks, which provides carers with short term

breaks delivered by Crossroads Surrey. They want to hear carers experiences of the service and help provide solutions for anything that isn't working well

Survey [www.smartsurvey.co.uk/s/surrey\\_carers\\_replacement\\_breaks/](http://www.smartsurvey.co.uk/s/surrey_carers_replacement_breaks/)

If you'd rather speak directly, call Steve on 07593 452242 or email [steve@steveinettconsultancy.co.uk](mailto:steve@steveinettconsultancy.co.uk)  
Deadline 16th October.

## Flu season is here, and as a Surrey carer, you're entitled to a free flu jab

Simply cut out the voucher below, and you can present it to the pharmacy or your GP to show you are eligible for a free vaccination. Most pharmacies are giving NHS jabs, but check first.

Getting your flu and Covid vaccines are two of the most important things you can do to keep yourself and others around you safe this winter.

- The best time to have the flu vaccine is in the autumn or early winter before flu starts spreading. The flu season generally lasts from October to March.
- Many places will be able to offer COVID vaccinations at the same time – check here <https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/>
- Flu can make you take to your bed for several days, and can strike without warning – causing difficult situations for carers and those they care for.

More on our website

[www.actionforcarers.org.uk/flu](http://www.actionforcarers.org.uk/flu)

### Surrey Carers Flu Jab Voucher 2023-2024

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.

**NHS**

Search online for  
Find a pharmacy  
that offers the  
NHS flu vaccine.



0118 Surrey Heartlands 2023

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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