



I cannot believe that I find myself wishing you all a Happy Christmas! We have had the privilege and joy to meet with so many of you this year through Hubs, Fairs and online. Please do remember that we are just a call or email away and would love to hear from you.

We have also been looking at all the feedback you have sent us especially around increased support for mental health carers. We are now working with Surrey and Borders with a new pilot service, HomeFirst and will be able to share more around this and other new services in the next newsletter.



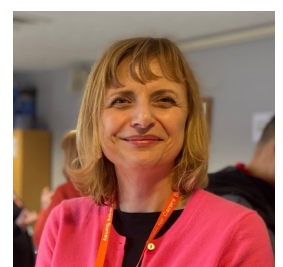
We have said 'goodbye' to Jamie Gault as our Chief Executive and now 'welcome' to our new Chief Executive, Tim Bevans who joined in November — more about him on the news pages of our website. Finally a warm welcome to new members of staff who have recently joined our team. Victoria Millar joining the HomeFirst service and Jo Purdey, in the Surrey Downs Hub team, all pictured right.



Wishing you all the best for a peaceful Christmas and new year, and I look forward to catching up with many of you in 2024.

With best wishes  
**Rachel Brennan**

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



## SCC budget review

Surrey want people's views on their plans for their 2024 budget, which of course includes spending on Adult Social Care and Children's Services.

Please tell them if they have got their priorities right as they work to balance their figures. Are the priorities what carers need?

[www.actionforcarers.org.uk/news/surrey-county-council-budget-consultation/](http://www.actionforcarers.org.uk/news/surrey-county-council-budget-consultation/)



## Get in touch!

**Don't forget that you can contact us for ANYTHING at all.** There's quite a few carers that we don't hear from but would like to know that you are alright, so please contact us.

Or if you are not sure what our new service offer is, then join us for our online session, Introduction to ACS.

**Find out more on page 6.**

# Action for Carers' Hub Events

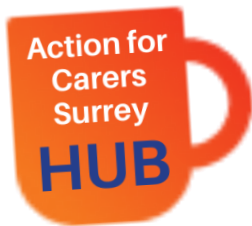
We have many free events taking place each month. The following listings are for face-to-face .

To register for an event 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

January, February and March



### Moving & Handling: Looking after your back

See details on page 9 under 'Have a bad back?'

### Basic First Aid course

Led by the British Red Cross  
Learn basic first aid skills to develop your confidence if ever faced with an emergency. A free mini first aid kit for all attenders.

### 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.

### 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 Power 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.

## A New Year's Resolution?

We would like to support you with a New Year's resolution as a carer to look after yourself.

We have many events and activities to help you do that, from wellbeing sessions, help on looking after your back, to trips out, like Hampton Court.

It's so important to look after YOU.

*"Caring for myself is not self-indulgence. It is self preservation."* Audre Lorde

## 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  
10 January, 14 February,  
13 March, 10.30am-12 noon

### Parent Carers Support Group

Fourth Wednesday of the month  
24 January, 28 February,  
27 March, 10.30am-12 noon

### Meet the Community Connector

10 January, 12.30-2pm

### Meet the Hospital Carer Adviser

14 February, 11 am-1pm

### Looking After Your Back

13 March, 11.30-1pm

### Easter Crafts

27 March, 10.30-2pm

Need a helping hand while your loved one is attending hospital? Meet our friendly Hospital Carer Advisors!





## 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  
23 January, 27 February,  
26 March, 10.30am-12 noon

**Parent Carers Support Group**  
Second Tuesday of the month  
9 January, 13 February, 13 March  
10.30am-12 noon.

**Looking After Your Back**  
23 January, 10.30-12 noon

**Meet the Hospital Carer Adviser**  
27 February, 10.30-12 noon

## CAMBERLEY HUB



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

**All Carers Support Group**  
First Tuesday of the month  
6 February, 5 March  
10.30am-12 noon

**Meet the Carer Practice Advisor  
(Mental Health)**  
16 January, 19 March, 11am-1pm

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

**Wellbeing Crafts and  
Mindful Colouring**  
23 January, 10.30-12 noon

**Basic First Aid Course**  
20 February, 1.30– 3pm

**Meet the Moving and  
Handling Advisor**  
26 March,  
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  
11 January, 8 February, 14 March,  
10.30am-12 noon

**St Catherine's Hospice**  
11 January, 8 February, 14 March,  
10.30-1pm

**Meet the Carer Practice Advisor**  
25 January, 28 March  
10.30am-12.30pm

**Meet the Hospital Carer Adviser**  
22 February, 10.30-12.30pm

**Easter crafts**  
14 March, 12.30-2pm



## 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  
5 February, 4 March  
10.30am-12 noon

**Mindful colouring**  
15 January, 10.30-12 noon

**Meet the Carer Practice Adviser**  
19 February, 1 March  
10am-12 noon

### 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.

**Scam Awareness**  
4 March, 12 –1.30pm  
(sandwiches provided)

**Basic First Aid Course**  
18 March, 10.30-12 noon



## 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  
6 February, 5 March  
10.30am-12 noon

**Parent Carers Support Group**  
Third Tuesday of the month  
16 January, 20 February, 19 March  
10.30am-12 noon

**Basic First Aid Course**  
5 March, 1.30– 3pm

## FARNHAM HUB

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

**NB** Farnham Hub will be closing  
early on 15th March, at 2pm.

*(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  
2 February, 1 March  
10.30am-12 noon

**Meet the Carer Practice Adviser**  
19 January, 1 March  
10.30am-1pm

**Meet the Hospital Carer Adviser**  
19 January, 10.30-1pm

# Action for Carers' Hub Events (continued)

## CAB drop in 1:1 sessions

2 February, 10.30–2pm

## Frimley Healthcare Consultation:

Share your views on services

2 February, 12-- 2pm

## Basic First Aid Course

16 February, 12.30– 2pm



## Looking After Your Back

1 March, 12.30-2 pm

## Wellbeing crafts and Mindful Colouring

15 March, 10.30-12.30pm

## GUILDFORD HUB

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

### All Carers Support Group

Third Monday of the month  
15 January, 19 February, 18 March  
12-1.30 (Sandwiches provided)

### Winter Health Information

15 January, 10.30-12noon

### Meet the Family Voice Coordinator

22 January, 10am-1.30pm

### Meet the Carer Practice Advisor

29 January, 10am-12pm

### Healthwatch

26 February, 10am-12 noon

### Basic First Aid Course

11 March, 12 –1.30pm  
(sandwiches provided)

### LPAs and Mental Capacity

18 March, 12 –2pm

## 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  
22 January, 26 February,  
25 March, 10.30am-12 noon

### Meet the Hospital Carer Adviser

22 January, 11-1pm

### Basic First Aid Course

12 February, 10.30-12 noon

### ACS Carer Feedback session

26 February, 12 –2pm  
(sandwiches provided)

### Healthwatch

11 March, 10.30 -12 noon



## HERSHAM HUB

### NB: NEW VENUE FOR 2024

7 Queens Road, Hersham,  
KT12 5LU

– Second and fourth Thursday  
of each month

### All Carers Support Group

10.30am-12 noon  
Second Thursday of the month  
11 January, 8 February, 14 March

### Parent Carers Support Group

10.30am-12 noon  
Fourth Thursday of the month  
25 January, 22 February, 28  
March

### Understanding Continuing Health Care

28 March, 1–2.30pm



## HORLEY HUB

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

### All Carers Support Group

First Wednesday of the month  
7 February, 6 March  
10.30am-12 noon

### Basic First Aid Course

31 January, 12.30-2pm

### Meet the Moving and Handling Adviser

21 February, 10.30-12.30pm

### Meet the Carer Practice Adviser

28 February, 10.30-12.30pm

### Easter Crafts

20 March, 11am –12.30pm



## 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.



## 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.

- 25 January, 11am-3pm
- 23 February, 11am-3pm
- 20 March, 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!**



### All Carers Support Group

Second Friday of the month  
12 January, 9 February, 8 March  
10.30am-12 noon

### Parent Carer Support Group

Fourth Friday of the month  
26 January, 23 February, 22 March  
10.30am-12 noon

## 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  
7 February, 6 March  
10.30am-12 noon

### Parent Carer Support Group

Third Wednesday of the month  
17 January, 21 February, 20 March  
10.30am-12 noon

### Meet Family Information Service for 1:1

17 January, 12.30-2pm

### Meet the NHS Cancer Unit and Support group

7 February, 12.30-2pm

### Basic First Aid Course

6 March, 11.30-1pm

### Easter Crafts

20 March, 10.30 – 2pm

## WOKING HUB

The Vyne Centre, Knaphill GU21 2SP – every Monday

### All Carers Support Group

Fourth Monday of the month  
22 January, 26 February, 25 March, 10.30am-12 noon

### Parent Carer Support Group

Second Monday of the month  
8 January, 12 February, 11 March  
10.30am-12 noon

### Meet the District Nurse

15 January, 10.30am – 12.30pm

### Basic First Aid Course

5 February, 11.30-1pm

### Being Well, Doing Well

26 February, 10.30-12.30pm

### Mental Health Workshop

4 March, 10.30-12.30pm



## 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@actionforcarers.org.uk](mailto:CSAdmin@actionforcarers.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 for an event, 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

**January,  
February and  
March**

### Yoga

*Led by Saara*

**Mondays, 10.30-11.30**

**8, 15, 22, 29 January**

**5, 19, 26 February**

**4, 11, 18, 25 March**

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



### Mindfulness

*Led by Suzette Jones*

**Daytime sessions each week on**

**Tuesdays 4-4.45pm**

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

**6, 13, 20, 27 February**

**5, 12, 19, 26 March**

**PLUS**

**Monthly evening sessions**

**Mondays 7-7.45pm**

**8 January, 12 February, 11 March**

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**

**20 January, 17 February,**

**16 March, 10-10.45am**

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

### Introduction to Action for Carers

*Led by Rachel Brennan and our Carer Support Advisers*

**31 January, 10.30-11.30am**

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



### Volunteering with Action for Carers

*Led by Ami*

**7 March 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, Space2BYou*

**22 February,**

**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*

**14 March, 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.

### Building Emotional Resilience

*Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre*

**8 February 10 -11.30am**

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

**13 February, 6.30 -8.30pm**

This Pathological Demand Avoidance (PDA) workshop looks at general issues such as self esteem, communicating when feeling overwhelmed, energy accounting and collaboration. Issues apply to all ages.

## Understanding PDA: Schooling session

Led by Sian, Space2BYou

**29 February, 6.30-8.30pm**

This Pathological Demand Avoidance (PDA) workshop looks at school issues, including attendance, school refusal and staying in school.

## Carer Feedback and Consultation Sessions

Led by Rachel Brennan

**17.30-8.30pm**

**7 February, 6 March 7.30-8.30pm**

Please join me to share your views on ACS's support and how we might improve the services.

*There will also be opportunities to meet with Rachel in the Hubs; see entries under Hub listings (p2-5).*

## Healthwatch: Young Adult Carers session

Healthwatch would like to hear from young adult carers (aged 18 –25 years old) about your experiences of caring and the services you have used and the support you would like to see.

**24 January, 6.30-7.30pm**

**28 February, 6.30–7.30pm**

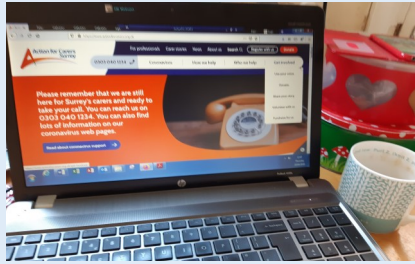
## Frailty Awareness workshop

Led by Dr Ayesha Sheikh

**24 January, 1-2.30pm**

Please join Dr Ayesha Sheikh, Frailty Specialist at Royal Surrey County Hospital for an opportunity to better understand frailty and how to help someone to live well with frailty.

# Online (Zoom) Support Groups



## ONLINE Zoom Support Groups

Join our Zoom video Support Groups with your PC, tablet or mobile. **NB 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 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!

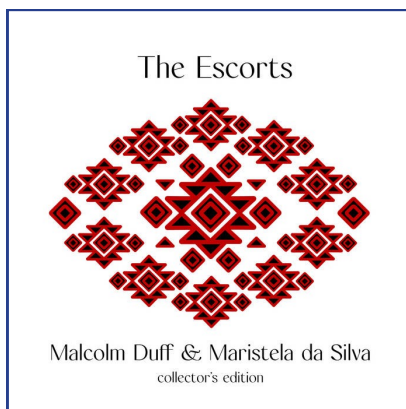
Please email [carertocarer@actionforcarers.org.uk](mailto:carertocarer@actionforcarers.org.uk).

### Music: remembering dementia

Former carer Malcolm Duff who now lives in France has found creativity very helpful when he was caring for his wife who had Alzheimer's.

He wrote a book called 'The Escorts' describing the impact of the disease, and a 'survival kit' explaining how he addressed the problems. He's a musician and has also produced an album, (also called The Escorts) and lyrics from the tracks are from the book.

A video was recorded with The Memory Choir (UK), whose singers all have Alzheimer's disease. The video, the book and the album of songs



accompanying it can be found here: <https://malcolmduff.bandcamp.com/album/the-escorts> You can get a discount and buy the album for €12 rather than €15 by using the code "alzheimer" (lowercase) on checkout.

### Sock snowmen!

Congratulations creative carers! We've been holding relaxing craft sessions at the Hubs, including making 'festive sock snowmen', with some outstanding creations! Keep an eye on our events for more such fun sessions at the Hubs in '24.



## Your feedback on our support

You kindly feedback to us via email, chats, surveys and our Hub feedback boxes.

You can see our responses to recent feedback below. To give feedback of any kind, please join me in a hub or online feedback session or simply email me— [Rachel.Brennan@actionforcarers.org.uk](mailto:Rachel.Brennan@actionforcarers.org.uk)

You said...	We did...
<i>"It would be great to have you at more fairs, holding stalls etc, that's how you could reach the parent carers."</i>	We have started to plan a Parent Carer Information Fair for later in the year and work with Family Voice and our Young Carer Service. We will look to hold three fairs in different parts of Surrey.
<i>"Please could we have themed carer information fairs like cost of living and information about caring as a parent carer."</i>	
<i>"Please could there be another Dementia experience event?"</i>	We have booked the Dementia Experience Bus for 17th May which is in Dementia Awareness Week. More details in the next newsletter and on our website nearer the time.
<i>Update on the request for a Hub in Dorking</i>	We have been offered space in the Dorking Football Club however at present we do not have enough staff to open a regular Hub but will start to run events in Dorking from April.



## Frailty workshops

Guildford and Waverley Frailty Academy offer free training for those who have contact with people with frailty — for professionals but also open to unpaid carers.

You'd learn more about frailty, how it can progress and develop and how to support people with increasing frailty, especially people 65+. All welcome. For more info please email the Frailty Academy project manager at: [rsch.frailtyacademy@nhs.net](mailto:rsch.frailtyacademy@nhs.net).

**Thursday 22nd February 2-3.30pm** [Click to sign up](#) or email as above.

We're also running an ACS Frailty Awareness Workshop online on 24th January, 1-2.30pm. See details bottom of page 7.



## Support in Surrey's hospitals

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.



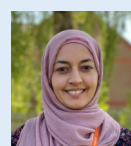
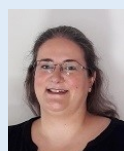
### East Surrey Hospital

**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)

## Getting up from falls

If you live in many parts of Surrey and you/the person you care for falls and can't get up – but are NOT injured or in pain, the Community Falls Responder Service can come within an hour to get you up, and make you comfortable.

For **Guildford** and **Waverley** (excluding Farnham) call **0300 369 0590** (7 days a week, 6am-9pm). For **Mole Valley, Epsom & Ewell, Reigate & Banstead** and **Tandridge**, call **01372 204500**.



## 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.*

## 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 access our service, please call us 0303 040 123, press option 2.**



# News and activities from other organisations

## GOING THROUGH A STORM OR JUST BEEN THROUGH ONE?

### Andy's Man Club comes to Guildford

Andy's Man Clubs were set up originally in Yorkshire, offering free talking groups for men (aged 18+) every Monday night at 7pm.

The sessions are non-judgemental, confidential and place no pressure on those attending to talk.

The new Guildford Club starts on 8<sup>th</sup> January at Bellfields Youth and Community Centre, 48 Hazel Avenue GU1 1NS. It already runs at Woking (the Vyne). **Find out more at [www.andysmanclub.co.uk](http://www.andysmanclub.co.uk)**

### Disability Equipment Service

DES

**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.

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

## Electrical devices — keeping safe

We all need to charge up electrical devices—from phones and tablets to things like hearing aids and wheelchairs. You are probably aware that it's important to do this in the day time, when you are at home, so you can spot any problems.

Surrey Fire and Rescue stress it's important not to charge things like phones overnight, especially on soft surfaces. This is a big fire risk. If you have to charge something overnight in an emergency, do so on a hard surface, ensuring all edges are uncovered to allow air circulation.

If you'd like help, Surrey Fire can offer a 'Safe and Well' visit, for yourself or someone you care for, **you can simply call 0800 085 0767 or visit [www.surreycc.gov.uk/safeandwell](http://www.surreycc.gov.uk/safeandwell)** The team will provide personalised fire safety advice, and if necessary supply and install fire safety equipment free of charge.



## Historic Royal Palaces

Historic Royal Palaces have introduced a new low-cost entry scheme for people receiving Universal Credit and other benefits, which will apply to quite a few carers in Surrey. You could explore the home of a young Queen Victoria at Kensington Palace, or visit the ravens at the Tower of London.

For more, visit <https://www.hrp.org.uk/one-pound-tickets/>

## Want help to get online?

We are part of [Surrey's 'Tech Angels' scheme](#). Run by Surrey Coalition and supported by us, its aim is to get people comfortably online. The project is in two halves. Firstly the team get people online. That usually means a free loan of a device (like a tablet, or laptop). The person gets to keep the device for a year (or more).

The second part of the project is the actual 'Tech Angels'. These are fantastic volunteers who provide bespoke learning sessions – teaching people how to get online and do the basics. (That's things like video calls, shopping, or ordering prescriptions online.)

**You can call to sign up 01483 456558 or register here <https://surreycoalition.org.uk/areas-of-work/technology/ttcc-participant-registration-and-agreement/>**

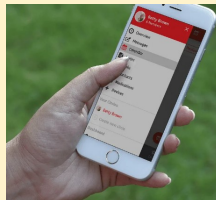




# News and activities from other organisations

## Jointly App — designed for carers

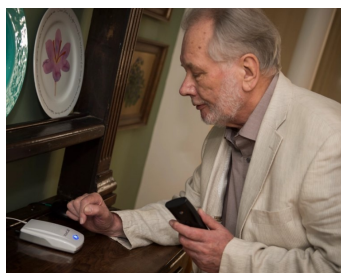
The Jointly app makes life easier for carers. Features include group messaging, to-do lists, calendars and medication lists. All designed for unpaid carers by [Carers UK](#)



*"Looking after someone can be so complicated. Jointly helps me stay on top of things and share information easily with everyone involved in my son's care."* Use SCC's free access code DGT3562. Visit Jointly <https://jointlyapp.com/>

## Phone scam help

Is the person you care for vulnerable to phone scams? 'trueCall' is an easy to use, plug-in device supplied by Surrey Trading Standards, that allows known phone contacts to get straight through, but screens other, unknown callers.



People who are susceptible to unsolicited, nuisance or scam calls may get a device for free. Call Buckinghamshire and Surrey Trading Standards on 0300 123 2329. <https://www.surreycc.gov.uk/business/trading-standards/consumer-advice/rogue-traders-scams-and-cold-callers/phone-fraud-and-nuisance-callers>

*"The trueCall device has made such a difference to my elderly mother (98) and my disabled sister (70) as they can now answer the phone with confidence. As their carer I have peace of mind knowing that nobody can get through who they don't know. They were victims of a scam and the phone is now one thing I do not have to worry about."* Mrs L, Addlestone



**Autism Central**

**NHS England has a new autism peer support programme.** It aims to build knowledge and understanding of autism and empower families and carers to advocate for autistic people

they support to get the right understanding and adjustments in place across the services they use. Multiple regional hubs will deliver one-to-one and group sessions, complemented by online learning and information. **More here** <https://www.autismcentral.org.uk/>

## Stroke workshops...

**Do you care for someone who's had a stroke in the past few years?** Surrey Downs in partnership with the Stroke Association have workshops coming up. Called 'Life After Stroke' sessions are both for people who've had a stroke and carers.

They take place in Ashted on February 14th & 22nd, 10-1pm; March 13th 10-1pm & 20th March, 12-3pm; May 16th & 23rd, 10-1pm; June 13th & 20th, 10-1pm.

**To book, email** [sdhc.poplarsadmin@nhs.net](mailto:sdhc.poplarsadmin@nhs.net)

## Young carers' life chances

The All Party Parliamentary Group has fed back on its enquiry into the lives of young carers and its evidence shows just how disadvantaged some young people can be by the caring role, especially when they lack the proper support. Findings included that:

- Being a young carer has a knock-on effect on school attainment and attendance, with young carers missing on average 27 school days a year.
- Young adult carers are substantially (38%) less likely to achieve a university degree than non-caring peers.

**More here** <https://www.actionforcarers.org.uk/news/appg-report-reveals-damages-to-young-carers-lives/>



## See us, support us

A Children's Society video [vimeo.com/859371427/276462c8db](https://vimeo.com/859371427/276462c8db) aims to help helping professionals understand who young and young adult carers are, and how important it is to communicate properly with them. Young carers led the video creation, from the original idea, messaging, scripting and filming.

# Sharing your views and experiences

Many consultations and studies want to hear from carers.

Please take a look at our consultations/research page. Many universities and other organisations wish to hear from unpaid carers like you.

Open surveys from Surrey include:

- Pressure ulcers on dark skin
- Surrey's transport for SEND children
- Supporting people with long term conditions

And running nationally, there are surveys into:

- Caring for someone with psychosis
- Research into the arrest of people with learning disabilities
- Research into minimally verbal/non-speaking children
- Looking at aggression in caring when the person has a severe mental health issue

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



## Support for the whole family

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



## Holiday closure

Action for Carers will be closed over the Christmas holidays.

We close on Friday 22 December and re-open again on Tuesday 2nd January, with our Hubs reopening from the following week, 8th January onwards.

If you need emergency help, we have some numbers on our out-of-office phone message, but lots more information on our website. Please take a look at: [www.actionforcarers.org.uk/christmas-support-from-ac/](http://www.actionforcarers.org.uk/christmas-support-from-ac/)

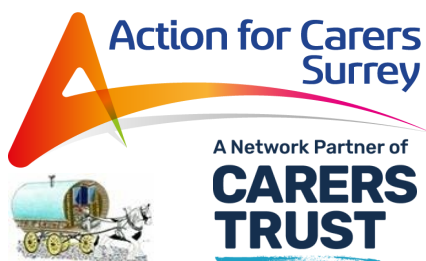
There's information on where to go for emergency help, for safeguarding issues, for mental health concerns and more.

You'll also find details of some other things that are open, for example Sight for Surrey and the Surrey Coalition of Disabled people are holding a joint online 'chit chat' on Christmas Day!

We look forward to catching up with everybody again in the new year.



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](mailto:carersinfo@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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