



Welcome to our latest newsletter, where we take a look at some new and requested events, Carers Week and some important consultations with you, our carers.

We are starting with asking for your input into the information you need when your loved one is in hospital (*see right*) and even if you are not able to join us in person, please email your comments and suggestions to carertocarer@actionforcarers.org.uk. We also are marking Dementia Awareness Week with a return of the Dementia Experience bus in May (*see below*).

The Carers Week's theme is putting carers on the map – and we'll be encouraging you to look after yourself, with lots of events in the Hubs and online, plus the usual goodie bags! More information in the *Carers Week Newsletter* at the end of May. I'm visiting the Hubs to hear your feedback on our support – it's been lovely to meet with so many carers and share some important moments, thank you. Based on your feedback we're making a few changes, with a new day for Epsom Hub and a rotation between the Horley Hub and a new Hub we're setting up in Merstham from May. Plus we're now holding some events in Dorking, *more on p3*.

We've also had to change our Woking Hub location, *see p5*.



Finally I'd like to wish you all a very happy Easter from all the team and look forward to meeting many of you in the next few weeks.

With best wishes

Rachel Brennan **Manager Adult Carers Support**

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.

Dementia Awareness Week

Dementia Experience Bus comes back to Astolat

Our event takes place Friday 17th May. We'll have the Dementia Experience Bus visiting us, as well as a number of useful organisations and charities for you to chat with, get advice from, and pick up information.

You must book your Bus slot in advance.

Please see full details on page 5.



Hospital information – what helps?

What information and support helped YOU when your loved one was in hospital?

Working with SCC and the NHS we're running a session to hear your views on the information you needed (or believe you need) to support you through the hospital journey and discharge.

Please come and join us (refreshments provided) and share what information YOU think *really* helps carers.

**Monday 29th April, 2-4pm
at Astolat, Burpham,
Guildford GU4 7HL**

Please let us know if you can join us, call on 030 040 1234 option 1 or email CSAdmin@actionforcarers.org.uk

Share via email

If you are not able to join us, we'd still welcome your thoughts and comments. Please say what has helped you (or not) via email, to carertocarer@actionforcarers.org.uk

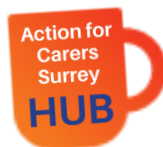
Action for Carers' Hub Events

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

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 April, May and June



This six-week course will aim to empower you with practical tools to help you navigate the stress that can come with being a carer.

In this course you will learn skills such as being assertive, balancing your daily activities, relaxation techniques, managing worries and increasing self-compassion. **Please register now for both online and face-to-face courses to be held in Hubs from July.**

Crossroads Care: find out about their services

Led by David Huntington-Bradshaw, Head of Care, Crossroads Care Surrey David will talk about service from Crossroads Care, including the new Emergency Contingency Service, Carer Card and End of Life support.

Find out about Educational Health Care Plans

Led by Sarah Trice, CSA Tap into Sarah's wealth of knowledge on EHCPs and ask questions about what information is needed and how to appeal against a decision.

Healthwatch

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

Moving & Handling: Looking After Your Back

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

Help at the Hubs

At our Hubs you can drop-in for light touch support.

If you need more substantial help, such as form-filling, we'd rather make an appointment to meet up with you outside of Hub time, to allow staff to give you the full support you need.

Please ring the Helpline to arrange any home support on 0303 040 1234.

Scam Awareness

Led by ACS's Barbara and Jacqui Find out more about how to protect yourself and the person you care for and receive a free scam awareness pack.

Self Funded Care and Trusts

Led by Darren Stiff, Guildford Financial Darren will explore the issues important to carers involved in assessing self funded care and trust funds.

Understanding The Care Act 2014

Led by ACS Carer Support Advisors The Care Act 2014 is an important Act for carers regarding rights and access to support. Find out more how this Act can support carers.

ADDLESTONE HUB

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

HUB CLOSED 24th April

All Carers Support Group
Second Wednesday of the month
10 April, 8 May, 12 June
10.30am-12 noon

Healthwatch

EVENTS INFORMATION

The events below are repeated at different Hubs—check under your Hub to see what's on there. Please register for events you wish to attend (details above).

ACS Carer Feedback

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

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. There will be a free mini first aid kit available for all attendees.

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.

Carers Stress Management Course

Led by Centre for Psychology

10 April, 10.30am-12 noon

Scam Awareness

22 May, 10.30-12noon

Carers Week Celebration

12 June, 10.30am-2.30pm

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 April, 28 May, 25 June
10.30am-12 noon

Parent Carers Support Group

Second Tuesday of the month
9 April, 14 May, 11 June
10.30am-12 noon.

Carers Week Celebration

11 June, 10.30am-2.30pm

CAMBERLEY HUB

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

All Carers Support Group

First Tuesday of the month
2 April, 7 May, 4 June
10.30am-12 noon

NEW Parent Carer Support Group

Fourth Tuesday of the month
23 April, 21 May, 25 June
10.30am-12 noon

Meet the Carer Practice Adviser

9 April, 7 May, 10.30-12 noon

Meet the Social Prescriber

9 April, 10.30-12 noon

Meet the Cancer Navigator

9 April, 10.30-12 noon

Meet the Carer Practice Adviser (Mental Health)

16 April (online), 11 June, 10-11am

Board Games

30 April, 10.30-12 noon

Understanding The Care Act

14 May, 10.30am-12 noon

Healthwatch

28 May, 10.30am-12 noon

Carers Week Celebration

11 June 10.30am-2.30pm

Find out about EHCPs

18 June, 10.30-12noon

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 April, 9 May, 13 June
10.30am-12 noon

St Catherine's Hospice

11 April, 9 May, 13 June 10-1.1pm

Meet the Carer Practice Advisor

11 April, 12-1.30pm
27 June, 12.30-2pm

Crossroads Care Surrey Workshop

25 April, 10.30am-12 noon

Self Funded Care and Trusts

23 May, 10.30am-12 noon

Carers Week Celebration

13 June 10.30am-2.30pm

Looking After Your Back

27 June, 10.30am-12 noon

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
*No group in April and May due
to Bank Holidays*, 3 June
10.30am-12 noon

Healthwatch

15 April, 10am-11.30am

Looking After Your Back

15 April, 11am-12.30pm

Self Funded Care and Trusts

20 May, 11am-12.30pm

Meet the Carer Practice Adviser

20 May, 10am-12 noon

Crafts and Candle Making

17 June, 10.30am-12 noon



"...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."



EPSOM HUB

St Barnabas Church, Temple Road,
Epsom KT19 8HA

DAY CHANGE Now on first and
third **WEDNESDAY** of each month

All Carers Support Group

First Wednesday of the month
3 April, 1 May, 5 June
10.30am-12 noon

Parent Carers Support Group

Third Wednesday of the month
17 April, 15 May, 19 June
10.30am-12 noon

Healthwatch

1 May, 19 June 10.30am-12 noon

Meet the Community Connector

15 May, 12-2.30pm

Meet the Carer Practice Advisor

5 June, 10am-12pm

FARNHAM HUB

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

*(In addition to the Hub, on the
first Friday of the month, Farnham
Maltings runs a coffee break with
Action for Carers 10.30am-12pm.)*

All Carers Support Group

First Friday of the month
5 April, 3 May, 7 June
10.30am-12 noon

Meet the Carer Practice Adviser

19 April, 10.30am-1pm

Meet Sight for Surrey

3 May, 11am-12 noon

Wellbeing event:

'What the papers say...'

Action for Carers' Hub Events (continued)

17 May, 10.30am-12 noon
Please bring an article to discuss.

GUILDFORD HUB

The Hive, Park Barn Drive,
Guildford GU2 8EN – every
Monday. *See The Hive Carer
Discount Card update, page 11.*

All Carers Support Group
Third Monday of the month
15 April, 20 May, 17 June
12-1.30 pm (*Sandwiches provided*)

**Meet the NHS Surrey Heartlands
Community Engagement Team**
29 April, 10.30-12noon

Journalling and Scrapbooking
20 May, 12 -1.30pm
(*Sandwiches provided*)

Carers Week Celebration
10 June, 10.30am-2.30pm

Understanding The Care Act
24 June, 12-1.30pm
(*Sandwiches provided*)



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 April, 24 June
10.30am-12 noon

Looking After Your back
13 May, 10.30am-12 noon

Carers Week Celebration
10 June, 10.30am-2.30pm

Create a Positivity Jar
24 June, 10am-2.30pm

HERSHAM HUB

The Village Hall, 7 Queens Road,
Hersham, KT12 5LU
– Second and fourth Thursday
of each month

All Carers Support Group
Second Thursday of the month
11 April, 9 May, 13 June
10.30am-12 noon

Parent Carers Support Group
Fourth Thursday of the month
25 April, 23 May (with guest
Community Connector), 27 June
10.30am-12 noon

Healthwatch
25 April, 10.30am-12 noon

Scam Awareness
23 April, 12.30-2pm

Meet the Carer Practice Adviser
13 June, 10.30am-12 noon

Carers Week Celebration
13 June, 10.30am-2.30pm

HORLEY HUB

Horley Baptist Church, 289 Court
Lodge Road, Horley RH6 8RG
– **From May, this Hub is no
longer weekly. Instead it will be
the first and third WEDNESDAY
of each month.**

HUB CLOSED 24 April.

All Carers Support Group
First Wednesday of the month
3 April, 1 May, 5 June
10.30am-12 noon

Understanding the Care Act
17 April, 10.30am-12 noon

Crossroads Care Workshop
1 May, 12-1.30pm

Self-Funded Care and Trusts
19 June, 10.30am-12 noon

Wellbeing Crafts
19 June, 12.30-2pm

LEATHERHEAD HUB

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

*This Hub is on the Kingston Road
and is also accessible via the rear
of the building (where you'll find
parking). 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
12 April, 10 May, 14 June
10.30am-12 noon

Parent Carer Support Group
Fourth Friday of the month
26 April, 24 May, 28 June
10.30am-12noon

Mindful Colouring
26 April, 10.30-12 noon

Understanding The Care Act
24 May, 12.30-2pm

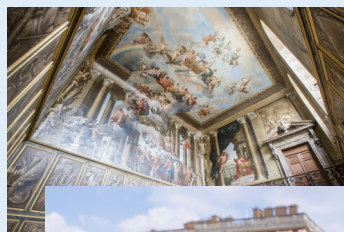
Carers Week Celebration
14 June, 10.30am-2.30pm

Hampton Court

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

- 19 April 11am-3pm
- 22 May 11am-3pm
- 27 June 11am-3pm

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!**



NEW Dorking events

Following requests from carers for more events in/around Dorking, we'll now be holding some regular events at the **Dorking Football Club**: Meadowbank Football Ground, Mill Lane, Dorking RH4 1DX. Free parking on site.

Self Funded Care and Trusts

Led by Darren Stiff, Guildford Financial
Wednesday 1 May, 10.30-12.30pm
Refreshments from 10am.

Looking After Your Back

Led by ACS Moving & Handling Service
Wednesday 5 June, 10.30-12.30
Refreshments from 10am.



NEW HUB starting in Merstham!

MERSTHAM HUB

Merstham Community Hub,
2b Portland Drive, Merstham,
Redhill, RH1 3HY – first and
third Thursday of each month

All Carers Support Group

Third Thursday of the month
16 May, 20 June
10.30am-12 noon

Parent Carer Support Group

First Thursday of the month
6 June, 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
3 April, 1 May, 5 June
10.30am-12 noon

Parent Carer Support Group

Third Wednesday of the month
17 April, 15 May, 19 June
10.30am-12 noon

Carer Consultation

3 April, 11.30am-1pm

Fire Safety Talk

3 April, 1.30-2.30pm

Looking After Your Back

1 May, 12.30am-2pm

WOKING HUB

THIS VENUE HAS CHANGED.

We are no longer at the Vyne.
Instead we are at **Knaphill
Methodist Church, Broadway,
Knaphill, Woking GU21 2DR.**
– every Monday.

All Carers Support Group

Fourth Monday of the month
22 April, 27 May, 24 June
10.30am-12 noon

Parent Carer Support Group

Second Monday of the month
8 April, 13 May, 10 June
10.30am-12 noon

LPAs and Continuing Health Care

22 April, 11am-12.30pm

Carers Week Celebration

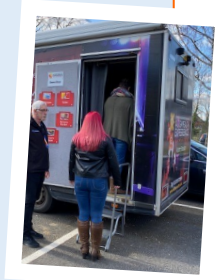
10 June, 10.30am-2.30pm

Understanding The Care Act

17 June, 11am-12.30pm

Dementia Day at Astolat

Visit the
Dementia Bus
and get support
from specialists



Come to our Dementia Information Day.

Have a session on the Dementia Experience Bus to get a deeper understanding of what having dementia feels like, and chat with experts for more support and information.

MEET ACS staff, Darren Stiff Financial Adviser (SOLLA); Carer Practice Advisors from SCC's Adult Social Care, talks around how to support a person with Dementia and much more.

WHEN AND WHERE Friday
17th May, 9.30am-4.30pm,
Astolat, Coniers Way,
Burpham, Guildford GU4 7HL

BOOKING ESSENTIAL

It's essential to book your Bus slot, so please register with us for this event.

Call 0303 040 1234 option 1;
or email
CSAdmin@actionforcarers.org
.uk

Being Well, Doing Well at Polesden Lacey

Saturday 8 June, 10-12.30pm

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, helping you give 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.



Action for Carers' Online 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

Closer to the event date, they will also be listed on our website, where you can also register.

Online Events

April, May and June

ADHD Q&A Session

10 May, 10.30am-12 noon

Join the monthly parent carer support group to meet CSA, Jo Purdey who will be ready to share her knowledge and answer your questions around ADHD.

Blood Clot Prevention

Led by Nurses, Harms Free Care

23 April, 10.30-11.30am

Please join the specialist nursing team from St Peters Hospital to learn how you can help prevent blood clots for yourself and your loved ones.

Carer Feedback and Consultation Sessions

Led by Rachel Brennan

**3 April, 1 May, 5 June
7.30-8.30pm**

Please share your views on ACS's services and how we might improve our support to you, and give your suggestions for events. *There will also be opportunities to meet with Rachel in the Hubs; see entries under Hub listings (p2-5).*

Carers Stress

Management Course

Led by Centre for Psychology

6 week course starting in July (date to be confirmed)

This course will aim to empower you with practical tools to help

you navigate the stress that can come with being a carer. In this course you will learn skills such as being assertive with others, relaxation techniques, managing worries and increasing self compassion.

Please register now for both online and face-to-face courses.

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

Led by Alison Joyce, Space2BYou

30 May, 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: Transition to Adulthood

Led by Marie-Anne McKee, Space 2BYou

11 April, 7-8.30pm

This session looks at the transition to adulthood for young people with Autism and a diagnosis of Learning Disability.

27 June, 7-8.30pm

This session looks at transition to adulthood for a young person with Autism, where there is no diagnosis of Learning Disability.

Crossroads Care: find out about their services

Led by David Huntington-Bradshaw, Head of Care, Crossroads Care Surrey

24 April, 7-8.30pm

David will talk about services on offer at Crossroads Care, including the new Emergency Contingency Service, Carer Card and End of Life support.

Introduction to Action for Carers

Led by Rachel Brennan and our Carer Support Advisers

23 May, 10.30-11.30am

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



Mindfulness

Led by Suzette Jones

Daytime sessions each week on

Tuesdays, 4-4.45pm

2, 9, 16, 23, 30 April

7, 14, 21, 28 May

4, 11, 18, 25 June

PLUS

Monthly evening sessions

Mondays 7-7.45pm

8 April, 13 May, 10 June

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 April, 18 May, 15 June ,

10-10.45am

Start your weekend with some easy relaxation exercises which

you can use daily to manage stress.

Recovering a life after caring

Led by the Hospital Carer Support Advisors

21 May, 7-8pm

Ideas, guidance, and support to build a fulfilling life after caring.

Understanding PDA

Led by Sian, Space2B You

8 May, 6.30 -8.30pm

This Pathological Demand Avoidance (PDA) workshop looks at issues such as self-esteem, communicating in overwhelm, energy accounting and collaboration. Applies to all ages.

Skin Care 'get unready with us'

Led by Sam Caine and CSAs

12th June, 7-8pm

An opportunity to talk all things skin care, looking at active ingredients and helpful online resources, all whilst we wash the day away and prep our skin for a relaxing night (some free items will be posted to you).

Yoga

Led by Saara

Mondays, 10.30-11.30am

8, 15, 22, 29 April

13, 20 May

3, 10, 17, 24 June

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

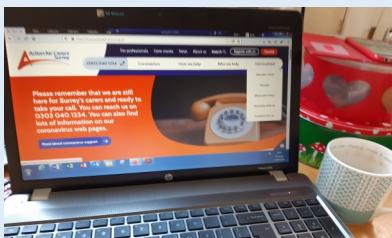
Young Adult Carers Meet up

Led by Rachel Brennan

18 April, 6.30-7.30pm

Come along and meet other young adult carers (aged 18 –25 years old), have a chat and let us know about your experiences of caring and the services you have used – and the support you would like to see for young carers like you.

Online 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.

Dementia Carers 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.

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.

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.

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.



Register on our website, or simply email CSAdmin @actionforcarers .org.uk or call on 0303 040 1234 option 1.

NEW SESSIONS COMING:

We are pleased to announce that we will be running online sessions on Frailty Awareness and other health related issues, later in the Summer. Details to follow.

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! From interesting, calming hobbies, to de-stressing activities, we're keen to hear from you...

Please email carertocarer@actionforcarers.org.uk.

Help with sleep problems



Many of you have asked us for support around sleep not just for the person you care for but also for yourselves. It's so important for carers to get a good night's rest. Here's some tips and links, and please share your own ideas.

SCC have just run a sleep campaign, which suggested:

- Go to sleep and wake up at similar times every day
- Get out in natural light as soon as possible each day, and at the same time each day

- Sleep in a calm and restful environment, ideally a cool, dark and quiet room
- Avoid drinking caffeine and alcohol before bed
- Take regular exercise
- If you worry a lot about life before falling asleep, write your worries down
- Try not to watch TV or use electronic devices before sleep (hard this one!)

www.healthysurrey.org.uk/mental-wellbeing/self-help/sleep also has lots of tips.

The Sleep Charity (<https://thesleepcharity.org.uk/>) also have some excellent resources. Their courses do have a charge, but we are looking to see if they can run workshops for us. Their resources include:

- An adult sleep e-book and one



Book at Bedtime



Reading or being read to at night is a really good part of a bedtime routine for all of us. Book, Kindle, talking books— we all have our favourite way to enjoy a book.

Do you have a good book that you read to your children or read yourself that you'd recommend for a good night's sleep? Please share! **Email us (with a little review if you'd like) at carertocarer@actionforcarers.org.uk**

to help your child sleep.

- Teen sleep journal and advice sheets with useful techniques.
- A Sleep Helpline 03303 530541 open Monday, Tuesday and Thursday evenings 7-9pm and Monday and Wednesday mornings 9-11am.

Share YOUR tips!

Have you any helpful tips for conquering bedtime problems, and getting a better night's sleep? Please share with us – it could really help another carer.

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

You said...	We did...
<i>Please can we have some help with the guilt that we can feel as carers? This has come up in groups I have attended and for myself I would find it helpful to have time to learn how to cope with it.</i>	This is an important suggestion. We are planning to run some workshops on guilt—we will update you.
<i>I attended the frailty awareness workshop which was just fantastic. The speaker a doctor was so great as she was very sensitive and empathic. Please could you run this session again as I learnt so much but feel I need to attend again to benefit from all her expertise. Please thank her.</i>	Thanks for your feedback. We are looking to run this as a regular slot.
<i>When we have sessions and there are slides could we have a copy beforehand to make notes on?</i>	We'll look into this. Depending on who the presenter is, this should be possible.

Support from our Moving and Handling Team

Do you have back pain and does caring for someone increase the strain your back is under? Our Moving and Handling Service can help you.

We are a team of moving and handling advisors who provide information, advice and guidance about how to safely move the person you care for and how to look after yourself when doing so. Support includes:

- Information, advice and guidance over the phone, via email and digital resources such as videos
- Group educational sessions about looking after your back – these are held in our Hubs
- One to one support in your home to provide personalised training on moving and



handling techniques, tips to reduce strain and how to use a wide range of equipment.

You can see session dates listed under the Hubs on pages 2-5. Our team is small and we have to cover all of Surrey, but we do visit each Hub at least once each year.

You'll also see our 'drop-in' Hub sessions listed on pages 2-5. One of the team attends the Hub for you to pop along for a one-to one chat and raise any moving and handling queries you may have. Our advisors answer questions and also provide you with resources to take away and make any onward referrals.



Backcare are a fantastic UK charity, who provide information on keeping your back healthy and managing back pain, including free factsheets.

See <https://backcare.org.uk/>

We have copies of their comprehensive booklet 'We've got your back' available, which we can post out on request. You can also download it from their website. <https://backcare.org.uk/i-have-back-or-neck-pain/back-care-awareness-programme/>

This booklet is just one of many information resources we give out at our educational group sessions. Here is the QR code for the 'We've got your back' booklet.



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



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

Naheeda Majid Monday-Friday 07850 515457
Naheeda.Majid@actionforcarers.org.uk



Ashford and St Peter's Hospital

Sam Caine Monday-Friday 07989 402764
Sam.Caine@actionforcarers.org.uk

Benefit Adviser

We can offer support with completing these 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 our Benefits Advisor, Amanda to contact you.

News and Activities from other Organisations

SCC's Learning Disability and Autism Hub

Surrey County Council's Learning Disability and Autism Hub provides a range of information for people with a learning disability, autistic people, carers, and others, in a variety of formats including easy read and video.

The site, www.surreypb.org.uk, includes:

- Support and services for autistic people, and films to help understand autism.
- Information on support to help people live independently, including on home based care, shared lives, and direct payments.
- Services and links for people with a learning disability including advocacy, priority services register, and Surrey Police.
- Toolkits and resources to stay healthy and well.
- Ways to use your voice, including the local Valuing People Groups, Partnership Boards, Surrey People's Group, and the Autism Reference Group.

Connect to Support

Have you taken a look yet at 'Connect to Support? This is Surrey's new care and support directory which lists all of Surrey's many services and support, helping you to find the information you need quickly.

Find it here: [www.https://www.connecttosupportsurrey.org.uk/](https://www.connecttosupportsurrey.org.uk/)

Subsidised breaks...

We have an agreement with Claridge House, a beautiful rural retreat (Lingfield, Surrey) for some discounted breaks for our carers.



The new 'Caring for Carer' package offers carers a reduced stay — for £59.50 (rather than the normal £148.75) you can have a night away, with afternoon tea on arrival, plus dinner, and breakfast and lunch the following day, enjoying a peaceful, restorative break.

To find out more about this arrangement, and how to access it, please speak to your Action for Carers contact, or call us on 0303 040 1234, email CSAdmin@actionforcarers.org.uk

Active April – free fun exercise!

Active April is a national scheme for carers, run by Carers UK, which aims to encourage and enable more carers to be able to take some exercise and look after their own physical health.



If you sign up (free) to the scheme, you'll get access to weekly online physical activity sessions throughout April; the opportunity to take part in the mass walking event (We Move More); the virtual Health-a-thon on 26 April, and lots of helpful tips, links and ideas throughout the month.

The month is themed:

- Week 1 – active living with a long term condition;
- Week 2 – embracing outdoors;
- Week 3 – movement helping mental wellbeing; and
- Week 4 – sport and clubs in your area.

Sign up here <https://www.carersuk.org/help-and-advice/your-health-and-wellbeing/carers-active-hub/carers-active-april/>

Could you go digital?

It's much cheaper for us to email this newsletter, rather than print and post it. You can also be emailed our three-weekly update, with extra news and events information. If you'd like to go digital, please email [CSAdmin@actionforcarers](mailto:CSAdmin@actionforcarers.org.uk). THANK YOU!

News and Activities from other Organisations

Nature wellbeing course for carers at Holme Farm

Wild Gathering is offering 'NatureWell' courses to carers of people with dementia or autism, at Addlestone's Holme Farm this spring.



The three-week programme consists of guided practices and exercises, which you can then apply to your life to improve your wellbeing. Techniques taught will aim to relax, restore, and revitalise through connecting with nature.

The course (run with the NHS/Chertsey Health Centre) is suitable for up to eight participants and is a three-week programme. Each weekly session is three hours long with a follow up 1:1 phone call with each participant.

Location: Holme Farm, Woodham Park Rd, Addlestone KT15 3TG

When: 9.30-12.30pm on 18, 25 April and 2 May

OR 1.30-4.30pm on 18, 25 April and 2 May

If you are interested please contact:

Pippa: 07733 305718 or Dawn: 07818 110467

THE HUNTER CENTRE
Supporting those living with
DEMENTIA



Dementia Action Week

13th – 19th May 2024

Dementia Awareness Haslemere

Events for Dementia Action Week (13-19th May) in Haslemere.

On Monday 13th May, the Dementia Bus will be in Haslemere High Street car park, 10am-4.30pm. This is a simulator that gives a brief insight into what a person with a diagnosis of dementia may experience. *(The Bus is also at ACS's offices on Friday 17th May, see page 5.)*

There's a Carers Dementia Information Day at on Tuesday 14th May, at Marjorie Gray Hall, Grayswood Road, 12.30-3.30pm, with organisations offering advice including Action for Carers, Admiral Nurses, Age UK, Care UK, Waverley Hoppa, Speech and Language team from Milford, Citizen's Advice, Social Prescribers. Refreshments provided.

Hive discount card

If you attend our Guildford Hub that takes place every week at The Hive, Park Barn, did you know about the discount card for the café there?

This is for all unpaid carers registered with us to use there, and entitles you to 50% of all food and drink for you and the person you care for.

If you already have a card, they'd like you to update it to the new version. (Please do this by end of June.)

You can update your card, or request one, from one of the ACS team at the Hub, or get in touch with us – email CSAdmin@actionforcarers.org.uk or call on 030 040 1234, opt 1.



Tea with a Pony – Chobham

Chobham Charity Quest Riding for the Disabled have special sessions 'Tea with a Pony' for people with dementia and other disabilities.

You can watch one of the weekday group riding lessons whilst enjoying a lovely cup of tea or coffee with a slice of cake, before meeting the ponies, and spending some time stroking or brushing one of them. They ask that each person is accompanied by a carer or family member.

An experienced volunteer will be with you at all times. There's a £10 charge for an individual, with carer, for an hour session.

If interested, please email Jan on questriders@questrda.org

Consultations & updates

Sharing your views

Many consultations and studies want to hear from carers. We have a variety of requests from researchers and open surveys, both local (in Surrey) and national, all seeking carers' views.

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

Healthwatch survey into future carer needs

Are you thinking about your, or someone else's, future care needs?

Will you (or they) need to fund this?

Where will you get information and advice?

Healthwatch Surrey would like to hear from you about this.

Your feedback will help Surrey County Council prepare the most appropriate and useful information, so people can make the right decisions when planning future care.

Complete the survey

The survey is here <https://www.smartsurvey.co.uk/s/HealthwatchSurreyFutureSelffundersurveyonline/>



Could you share your story?

We are always looking for carers who are willing to share their story, about who they care for, what support they give, and how it affects their lives – as well as how support from us and others can help.

The aim is both to help other carers feel they are not alone, but also to explain carers' lives and challenges to a wider audience.

If you are interested in sharing your story, please email digital@actionforcarers.org.uk and we'll be in touch. Thanks!

Get more – 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.



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.



Our **volunteer team** is growing but we'd love more! We've a wide variety of roles available – all helping Surrey's unpaid carers



Action for Carers is here for you. If you haven't yet registered with us, please do. We offer a whole range of advice, support, information and events. Call **0303 040 1234** or email carersinfocentre@actionforcarers.org.uk Or you can register on our website: www.actionforcarers.org.uk/register-with-us/



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