

Adult Carers Support News and Events October-November-December 2024



**W**elcome to our Autumn-Winter newsletter, full of news and updates, and events on from now until Christmas. In November, we're running our Carers Fairs again (dates in this newsletter) but we'll also send you a more detailed update nearer the time.

We've had to make some change to our Hub frequency to enable us to support more of you, with the more in-depth help that some carers need. The four Hubs that were weekly are now twice a month (like the rest). A new Hub at Godalming Library replaces Haslemere Hub. Farnham now takes place at two venues, and Horley also has a new location.

You'll have seen in the news that postage costs are up yet again. If you receive this as a printed version, and could go digital, please let us know (email [CSAdmin@actionforcarers.org.uk](mailto:CSAdmin@actionforcarers.org.uk)). And finally please do continue to share your ideas and views on our service with me. Thank you!

With best wishes  
*Rachel Brennan*

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

**PS** Flu season is starting and carers are encouraged to get their free flu jab — please see the back page for more.

**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.**

## Could you help improve our website?

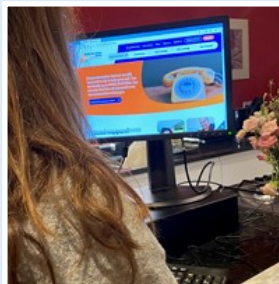
What do you think of our website? It's important to us that carers can use it to find the help they need. Does it work for you? We would love to hear *your* views.

We have an online session on Wednesday 6th November, 7.30-8.30pm, where we'd like to hear your views on the website and find out what you think might improve it.

We also have an exceptionally short survey (just THREE questions) and would be very grateful for your input:

<https://www.surveymonkey.com/r/ACSwebsitesurvey>

**Thank you for your help!**



## National Trust

**We still have a hundred or so National Trust passes to give away to our carers!**

These are free annual passes to selected National Trust properties, for our carers who are currently caring (plus guest). *Thanks again to the*



*National Trust for their support.*

If you'd like to apply, please do! Simply call us on

**0303 040 1234, option 1** or you can email [CSAdmin@actionforcarers.org.uk](mailto:CSAdmin@actionforcarers.org.uk)

## New Activities!

**Online Photography Workshop, and...**

**All Carers Online Saturday morning Support Group**

*See details for both page 6.*

## BENEFITS HELP

**Do you need help with completing a benefit form? See page 9 for details.**

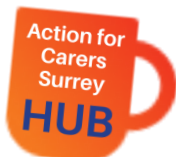
# Action for Carers' Hub Events

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

Please register for those events with **R** next to them, 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

The events below are repeated at different Hubs – check under your Hub to see what's on there. Hubs are drop in, but the **R** means you need to register for that event – details above.

#### Carers Rights Information Fairs

We will be holding our Information Fairs in Hubs across Surrey from 18th-23rd November. Look out for the update email newsletter with more details in early November.

#### Christmas Crafts

Each Hub will be celebrating the festive period with different crafts and activities so check out what's on at your nearest Hub.

#### Educational Health Care Plans: find out more

**Hubs: Addlestone, Merstham**

*Led by Sarah Trice, ACS 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: Luminus

**Hubs: Guildford, Farnham,**

**2 Action for Carers Newsletter**

**Godalming, Hersham, Merstham, Woking.**

Share your views and experiences of social care and NHS services.

#### Macmillan Q&A session

**Hubs: Camberley**

Macmillan Adviser, Janet Makundu will answer queries on cancer care.

#### Meet the ACS Mental Health CSA

**Hubs: Addlestone, Epsom, Leatherhead.**

Drop in to find support from our Mental Health CSAs.

#### Meet the Sight for Surrey Adviser

**Hubs: Hersham**

Session to drop in to ask questions related to support and equipment for sensory impairments.

#### Meet the Surrey County Council Carer Practice Adviser (CPA)

**Hubs: Camberley, Caterham, Horley**

Meet the Carer Practice Adviser from Adult Social Care to discuss support available to you and the person you care for, as well as assessments and packages of care.

#### Mental Health Workshop: Crisis and Contingency Planning

**Hubs: Guildford, Horley**

A session to better understand crisis and contingency planning and other related issues including early warning signs, Section 117

Aftercare and how you can be involved. *(This workshop will be held in other Hubs from January.)*

#### NEW! Mental Health Support Group

**Hubs: Guildford, Horley**

Face to face support group for carers supporting someone with a mental health problem.

#### Moving & Handling: Looking After Your Back

**Hubs: Hersham, Horley, and at the ACS Burpham office, details on p9**

Advice and tips on looking after your back and keeping it strong and supple, from our expert Moving and Handling Team.



#### Relaxation

**Hubs: Cranleigh, Banstead, Leatherhead**

*Led by Rachel Brennan, ACS*

Come along and learn some easy relaxation exercises which you can use daily to manage stress.

#### Self Funded Care and Trusts

**Hubs: Guildford, Camberley**

*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

**Hubs: Hersham**

*Led by ACS Carer Support Advisers*  
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.

## THE HUBS...

Please remember, an 'R' means you need to register for that event

### 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  
9 October, 13 November,  
11 December, 10.30am-12 noon

#### Educational Health Care Plans R

23 October, 10.30am-12.30pm

#### Meet the ACS Mental Health CSA

13 November, 12-2pm

#### Christmas Crafts

11 December, 12.30-2pm

### BANSTEAD HUB

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

#### All Carers Support Group

Fourth Tuesday of the month  
22 October, 26 November,  
10.30am-12 noon

#### Parent Carers Support Group

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

#### Relaxation

26 November, 12.30-1.30pm

#### Christmas Crafts: Table Decoration

10 December, 12.30-2pm

### CAMBERLEY HUB

High Cross Church, Knoll Road,  
Camberley GU15 3SY  
– second and fourth Tuesday of  
the month *(No longer a weekly  
Hub – please see front page.)*

#### All Carers Support Group

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

#### Parent Carer Support Group

Fourth Tuesday of the month  
22 October, 26 November

10.30am-12 noon

#### Self Funded Care and Trusts R

8 October, 10.30-12noon

#### Meet the Carer Practice Adviser

8 October, 12 November,  
10 December, 10.30am-12 noon

#### Macmillan Q&A session

12 November, 12.30-2pm

#### Boardgames and prizes with Games Master Atul!

12 November, 10.30-12 noon



#### Carer Rights Information Fair

20 November, 10-2.30pm

#### Retro Christmas games, crackers and cake!

10 December, 10.30-2pm

### CATERHAM HUB

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

#### All Carers Support Group

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

#### Meet the Carer Practice Adviser

28 November, 12.30-2pm

#### St Catherine's Hospice

10 October, 4 November,  
12 December, 10.30am-1pm

#### Make your own Christmas cards

12 December, 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  
7 October, 4 November,  
2 December, 10.30am-12 noon

#### Relaxation

21 October, 11am-12noon

#### Carer Rights Information Fair

18 November, 10-2.30pm

#### Christmas Crafts

16 December, 10:30-12.00pm

### EPSOM HUB

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

#### All Carers Support Group

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

#### Parent Carers Support Group

Third Wednesday of the month  
16 October, 10.30am-12 noon

#### Meet the ACS Mental Health CSA

6 November, 12-2pm

#### Carer Rights Information Fair

20 November, 10-2.30pm

#### Healthwatch (Luminus)

4 December, 10.30-12.30pm

#### Meet the Carer Practice Adviser

4 December, 10.30-12pm

### FARNHAM HUB

**NB now two DIFFERENT venues**

**VENUE 1: The Maltings, Bridge  
Square, Farnham GU9 7QR –  
first Friday of each month**

*(On the first Friday of the month,  
Farnham Maltings also runs a  
coffee break with us 10.30-12pm.)*

#### All Carers Support Group

First Friday of the month,  
4 October, 1 November,  
6 December *(with festive treats)*,  
10.30am-12 noon

#### Healthwatch: Luminus

1 November, 11.30am-1pm

**VENUE 2: Hale Sure Start Family  
Centre, Upper Hale Rd, Farnham  
GU9 0LR – third Thursday of  
the month**

**New Hub Opening Day –  
and Carers Rights Information Fair**  
21 November, 10-2.30pm

#### Parent Carer Support Group

Third Thursday of the month  
19 December *(with festive treats)*  
10.30am-12 noon



# Action for Carers' Hub Events (continued)

## GODALMING HUB

Please note **NEW Hub venue!**

Godalming Library, Bridge Street,  
Godalming GU7 1HT – first and  
third Tuesday of each month

### All Carers Support Group

Third Tuesday of the month  
15 October, 19 November, 17  
December 10.30am-12 noon  
**Carer Rights Information Fair**  
19 November, 10-2.30pm

### Healthwatch: Luminus

3 December, 10.30-12.30pm

### Christmas Crafts: Sock Snowmen!

3 December, 10.30-2pm

## GUILDFORD HUB

The Hive, Park Barn Drive,  
Guildford GU2 8EN – second and  
fourth Monday of the month.

*(No longer a weekly Hub  
– please see front page.)*

### NEW support group dates

#### All Carers Support Group

Fourth Monday of the month  
28 October, 25 November  
12-1.30pm (*Sandwiches provided*)

#### Mental Health Support Group

11 November, 1.30-2.30pm

#### Self Funded Care and Trusts **R**

14 October, 12-1.30pm  
(*Sandwiches provided*)

#### Healthwatch Luminus

11 November, 10.30-12.30pm

#### Mental Health workshop **R**

11 November, 11.30am-1pm

#### Christmas Crafts

9 December, 12-1.30pm

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

## 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**, press option 2.

### Parent Carers Support Group

Fourth Thursday of the month  
24 October, 28 November  
10.30am-12 noon

### Looking After Your Back **R**

10 October, 12.30-2pm

### Healthwatch (Luminus)

14 November, 10.30-12.30pm

### Meet the Carer Practice Adviser

14 November, 10.30-12pm

### Understanding The Care Act **R**

28 November, 12.30-2pm

### Meet the Sight for Surrey Adviser

12 December, 12-2pm

## Hampton Court **R**

We have free tickets for  
carers to visit Hampton Court  
Palace and Gardens.

- 18 October 11am-3pm
- 6 November 11am-3pm
- 12 December 11am-3pm

Start with a free coffee/tea  
meeting other carers, and  
then enjoy a relaxing wander  
around this beautiful site. **You  
are welcome to stay all day!**



## HORLEY HUB

Please note **NEW Hub venue!**

Horley Library, Meeting Rooms  
1&2, 55-57 Russell Square,  
Victoria Road, Horley RH6 7QH  
– first and third WEDNESDAY of  
each month.

### All Carers Support Group

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

### Mental Health Support Group

16 October, 12.30-2pm

### Mental Health workshop **R**

16 October, 10am-12noon

### Looking After Your Back **R**

6 November, 12.30-2pm

### Meet the Carer Practice Adviser

20 November, 10.30am-12 noon

### Make your own Christmas Cards

18 December, 12.30-2pm

## LEATHERHEAD HUB

Leatherhead Community Hub,  
Kingston Road, Leatherhead KT22  
7PX – Second and Fourth Friday  
of the month (*No longer a weekly  
Hub – please see front page.*)

*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  
11 October, 8 November, 13  
December, 10.30am-12 noon

### Parent Carer Support Group

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

## Back care and helping your loved one move

Find out all about the support on  
offer from our Moving and  
Handling team, and workshops  
and events coming up on page 9.

## Meet the ACS Mental Health CSA

11 October, 12-2pm

## Relaxation

22 November, 1-2pm

## Christmas Crafts

13 December, 12.30-2pm



## MERSTHAM HUB

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

**No Hub on 21st November**

### All Carers Support Group

Third Thursday of the month  
17 October, 19 December  
10.30am-12 noon

### Parent Carer Support Group

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

### Educational Health Care Plans R

17 October, 12.30am-2pm

### Healthwatch Luminus

7 November, 12.30-2pm

### Carer Rights Information Fair

22 November, 10-2.30pm **NB This**

## Carers' Stress Management Course: Camberley

Led by Centre for Psychology  
at their Camberley office

**Six week course starting  
4 November, Mondays 2-4pm**

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, covering skills such as being assertive, balancing your daily activities, relaxation techniques, managing worries and increasing self-compassion.

is a Friday, not the usual Hub day.

## Make your Own Christmas Cards

19 December, 12.30-2pm

## SHEPPERTON HUB

**Greeno Centre, 14 Meadow View,**  
Glebeland Gardens, Shepperton  
TW17 9DH

– first and third Wednesday  
of each month

**No Hub on 18th December.**

### All Carers Support Group

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

### Parent Carer Support Group

Third Wednesday of the month  
16 October, 10.30am-12 noon

### Halloween Crafts

16 October, 12.30-2pm

### Carer Rights Information Fair

20 November, 10-2.30pm

### Christmas Crafts

4 December, 12.30-2pm



## WOKING HUB

Now at Knaphill Methodist  
Church, Broadway, Knaphill,  
Woking GU21 2DR. *(If the door  
is locked, please ring the bell.)*

– First and third Monday of the  
month **(No longer a weekly Hub –  
please see front page.)**

**No Hub on 16th December.**

### All Carers Support Group

First Monday of the month  
7 October, 4 November, 2  
December, 10.30am-12 noon

### Healthwatch: Luminus

7 October, 10.30-12.30pm

### Carers Rights Information Fair

18 November, 10-2.30pm

### Christmas Crafts

2 December, 12.30-2pm

## ACS new Mental Health team



**Our new team of Carer Support Advisers support those carers looking after someone with a mental health condition.**

Some of the team work directly with carers, and some focus on improving how Surrey's professionals work with carers, understanding how best to identify and support them.

You'll be able to meet the team at various Hubs, as we embark on a series of events, workshops, support groups and drop-in sessions.

## Meet the ACS Mental Health Carer Support Advisers drop-ins

**Hubs: Addlestone, Epsom, Leatherhead, 12-2pm**

Please drop in, chat with the Adviser, and get any support or information you may need.

## Mental Health Workshops

**Hubs: Guildford and Horley**

*This workshop will be held in other Hubs in 2025.*

These will look at different issues related to caring for someone with a mental health problem. Our first sessions focus on **Crisis and Contingency Planning.**

## Mental Health Support Groups

**Hubs: Guildford and Horley**  
Support Groups for any carer supporting someone with a mental health condition.



# 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](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,  
December

### Carer Feedback and Consultation Sessions

Led by Rachel Brennan

2 October, 4 December

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.

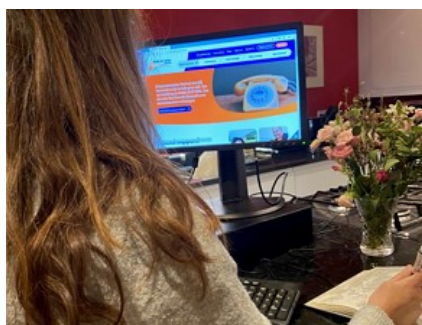
6 November, 7.30-8.30pm

Led by Barbara Cormie, ACS Comms Manager

What do you think of our website?

We'd love to hear your views.

Please join our session and tell us how it might be improved.



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

Led by Alison Joyce, Space2BYou

28 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, Space2BYou

17 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.

### Introduction to Action for Carers

Led by Rachel Brennan and Tamzin Ede

28 October, 7-8pm

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

Starts 1 October

PLUS

Monthly evening sessions

Mondays 7-7.45pm

14 October, 11 November, 9 December

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

### Photography Workshop

Led by Alejandra Carles-Tolra  
CREATE!

Tuesday 1, 8, 29 October

Tuesday 5, 12, 19 November

A 6 week workshop to learn and enjoy exploring your creativity through experimenting with different compositions and techniques. No experience required, just a smart phone, tablet or camera. There will be a break between 8th and 29th October as Alejandra has been selected to exhibit her work at the San Francisco Museum of Art!

More about Alejandra's work here [www.alejandractr.com/homepage](http://www.alejandractr.com/homepage)



### Recovering a Life Outside of Caring

Led by the ACS Hospital Carer Support Advisers

12 November, 7-8pm

Ideas, guidance, and support with speakers to give you confidence to build a life outside of caring.

### Relaxation

Led by Rachel Brennan

Third Saturday of the month

19 October, 16 November,

21 December, 10-11am

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

## Skin Integrity and Pressure Sore Prevention

Led by Nurses,

Phyllis Tuckwell Hospice

**30 October, 10.30am-12noon**

**5 December, 1.30pm-3pm**

An opportunity for carers to learn about maintaining skin integrity, identifying signs of deterioration in skin health and what to do about it.

## Yoga

Led by Saara

**Mondays, 10.30-11.30am**

**Starting 1 October**

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

## Young Adult Carers: Last Minute Help as you Start College or Uni

Led by Rachel Brennan

**9 October 6.30-7.30pm**

Come and meet other young adult carers (aged 16–25 years old), have a chat and let us know what help you need, like funding to get started at college or Uni.

## Young Adult Carers Christmas Make Up

Led by Sam Caine

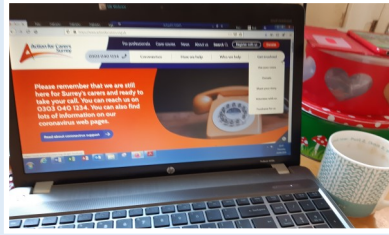
**5 December, 7-8pm**

Come along and play with make up and learn how to create a fun festive look. Free make up gifts for those who attend.



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

## 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 NEW 'Coffee & Chat' for all carers.

## Dementia Carers

Third Wednesday each month, 10.30am-12 noon (The event booking link 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.



**\*\*NEW\*\***

## All Carers 'Coffee & Chat'

Now on the first Saturday of each month, 10-11.30am  
**5 October, 2 November, 7 December**

This group is for all carers to attend, especially if you are working on weekdays.



## 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? Full of news, and free activities from us and other organisation.

To request it, please call us 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! From interesting, calming hobbies, to de-stressing activities, we're keen to hear from you...

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

## Future Learn: courses for adults

One of our carers has been in touch to remind us about this organisation and some of the amazing courses they offer.

Over a thousand short courses can be accessed for free (though with some limitations.) Here are just a few related to caring:

- The Many Faces of Dementia
- Understanding Autism
- Caring for people with Psychosis and Schizophrenia
- Introduction to Nutritional Psychiatry
- Psychological First Aid

- Understanding Addiction
  - Helping young people manage low mood and depression
  - End of life care for people with Dementia
  - Understanding ADHD
- Have a look and see if you are inspired to find a new interest or increase your knowledge all from the comfort of your home!



More here [www.futurelearn.com/](http://www.futurelearn.com/)

## Book review

*The Music Room*  
By William Fiennes  
(2009)

*Picador* Costa Book Awards shortlist 2009.



Author William Fiennes looks back on his family life where as a child he helped care for his brother, Richard, who had severe epilepsy. A moving account of his home, family and his brother.

*"It just felt so relatable and is a moving novel of love, family and loss. At its core, The Music Room is a book entirely focused on siblings, a rare gem of understanding from an author who has been there too."*

Review by a sibling young carer, from the SIBs charity [www.sibs.org.uk/](http://www.sibs.org.uk/)



### Fundraising fun!

A big thank you to carer Jeanette Windmill, who organised a huge fundraising evening on our behalf, with the Masons, with ACS's Rachel in attendance. A great night had by all and lots raised! **Thank you Jeanette!**

## Share YOUR tips!

Tips to share?  
Please email [carertocarer@actionforcarers.org.uk](mailto:carertocarer@actionforcarers.org.uk)

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

Our responses to recent feedback is below. To share your views, please join one of our 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>I have found the Relaxation session really helpful. I really would like to have the visualisations and other exercises recorded so I can listen to them as that is much easier for me. Apps are expensive and not as good as the group.</i>	Rachel will record the exercises and some visualisations which will be available digitally. We hope to have this ready January 2025.
<i>Your events at Polesden Lacey are always on a Saturday so I am not able to attend. Is there any chance of a weekday event, like a visit and guided tour?</i>	We are very lucky as the National Trust offers us free use of Polesden Lacey on a Saturday. We are asking about other weekday times and venues. Please do take advantage of the free National Trust pass to visit those properties.
<i>Finding the right care home is difficult and exhausting. Is there help with this and particularly as X has dementia and his behaviour is very difficult and sometimes aggressive. Also I would like to find out more about Continuing Health care (CHC)?</i>	We have resources to help you find different care homes and especially if you are self funding eg Care Seekers. We are looking to run workshops on CHC next year and have events around Dementia Awareness week in May too.



# Specialist support from Action for Carers

## Support from our Moving and Handling Team



### Happy Birthday to Action for Carers' Moving and Handling service – 25 years old this year!

The ground-breaking service provides phenomenal support to Surrey carers, helping them help their loved ones move about more safely and easily.

Over the years, the service has grown and developed, and at the same time, moving and handling practice has changed significantly. Twenty-five years ago lifting people manually was

still widely seen both in the community and hospitals, causing serious injuries.

Today, research and evidence has allowed for a wider range of equipment to be invented and rolled out, with safer practices and better understanding.

The team are experts with backgrounds including Occupational Therapy, Physiotherapy and Nursing, and undertake regular specialist training keeping our skills and knowledge up-to-date.

Our team are delighted to continue to offer their support, knowledge and expertise. **Happy birthday team!** See above right re being referred.

**More about their history here:** [www.actionforcarers.org.uk/news/moving-and-handling-service-turns-25/](http://www.actionforcarers.org.uk/news/moving-and-handling-service-turns-25/)

As well as individual support, the team run training sessions, see more below.

To be referred to the team, or book on a session, please call 0303 040 1234, or email [CSAdmin@actionforcarers.org.uk](mailto:CSAdmin@actionforcarers.org.uk)

### Moving & Handling: Looking After Your Back sessions

Advice and tips on looking after your back and keeping it strong and supple, from our expert Moving and Handling Team. Sessions taking place at:

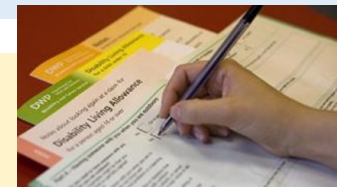
#### Hersham Hub

10th October 12.30-2pm

#### Horley Hub

6th November, 12.30-2pm

**Board Room, Astolat, Coniers Way, Burpham GU4 7HL,**  
5th December, 10.30-12.30pm



### Benefits Adviser

We can offer support with completing these forms:

- Disability Living Allowance (DLA)
- Personal Independence Payment (PIP)
- Attendance Allowance
- Carer's 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 one of our Benefits Advisers to contact you.**

## Support in Surrey's hospitals

Our Hospital Carer Advisers 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

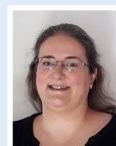
**Stacey Holman** Monday-Friday 07989 402663  
[Stacey.Holman@actionforcarers.org.uk](mailto:Stacey.Holman@actionforcarers.org.uk)



### Epsom General Hospital

**Julie Law** Mondays, Wednesdays, Fridays  
07736 561978 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



## SUN (Surrey Users Network)

SUN is an easy to access community-based service for adults experiencing difficulties with complex emotions often associated with personality disorder. These emotions can affect how a person feels, copes with life and manages relationships.

SUN offers peer support groups for adults to share experiences and provide one another with help and advice. A person does not need a diagnosis to attend. Groups are facilitated by a clinician and a peer support worker with lived experience of mental health issues. **To find out more, including when SUN groups are held, search 'SUN' at [www.sabp.nhs.uk](http://www.sabp.nhs.uk)**

### Online help

They also hold an online meeting on the first Thursday of every month, from 11.30am-12.30pm.

At these meetings, you can find out more about how SUN works and have the opportunity to ask any questions you have about the service.

**To book onto a meeting, please email: [sun.admin@sabp.nhs.uk](mailto:sun.admin@sabp.nhs.uk)**



## Free workshops from Brigitte Trust

**Surrey charity Brigitte Trust have two free online workshops coming up of interest to carers:**

**Macular Degeneration with The Macular Society, 9th October, 10am.** Stella Black will cover different types of sight loss, the impact it can have on everyday life, symptoms, treatment and support, and much more.

**Advanced Care Planning, 23rd October, 10am.**

Community Matron Jackie McNicholas will talk about the correct planning procedures and give examples and case studies to help us understand the process. There will be time at the end for questions.

**Booking for these, and more here: [www.eventbrite.co.uk/o/the-brigitte-trust-28414221935](http://www.eventbrite.co.uk/o/the-brigitte-trust-28414221935)**

## Safe Harbour: new mental health help

**A new clinical referrals only mental health support service Safe Harbour is starting.**

The Safe Harbour is a pilot service aiming to reduce the numbers of people presenting in mental health crisis in inappropriate settings. Instead it aims to give people in need a programme of support and psychosocial education which:

- Reduces the frequency and severity of mental health crises people may experience; and
- Provides them with alternative strategies for de-escalation when they do reach crisis.

Safe Harbour is for adults (18+) who frequently attend A&E, or people identified by the Home Treatment Teams, or Community Mental Health Recovery Services of being at risk of ending up at A&E, who will refer them directly.

**In Epsom Safe Harbour is run by Mary Frances Trust and in Woking, by Catalyst Support [www.catalystsupport.org.uk](http://www.catalystsupport.org.uk)**

## FREE help to manage your weight

**ONE YOU SURREY**

**Get free support to change your life for the better!**

One You Surrey have a programme to you manage your weight.

Pick a plan to suit you and make healthy lifestyle changes to unlock sustainable weight loss! Programmes for women and men. Also free 12 weeks membership of Slimming World and an online gym with a range of activities for all.

**To find out more and sign yourself up go to:**

**<https://oneyousurrey.org.uk/programmes/lose-weight/>**

## 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). THANK YOU!**

# News and Activities from other Organisations

## Surrey Coalition of Disabled People

If the person you care for is a member of the Surrey Coalition of Disabled People, they can get access to two new sets of help.

As part of a new SCC funded project, members can receive a £49 fuel voucher if in need of support with high fuel bills. Secondly, they can supply energy efficient appliances to members in need, offering microwaves or air fryers to those without a means of cooking. Please email [Involvement@surreycoalition.org.uk](mailto:Involvement@surreycoalition.org.uk) for more information.

## Self Injury Support

Charity Self Injury Support run a UK-wide multi-channel support service for people affected by self-injury, trauma and abuse. The offer includes women-only sessions.

Find out more here <https://www.selfinjurysupport.org.uk> or call free on 0808 800 8088.



## 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 information you can call call/text 07845 041678 or email [team@disabilityequipmentservice.co.uk](mailto:team@disabilityequipmentservice.co.uk)

## Parent carer learning

SCC's Family Learning courses are free for parents/carers to help create a better family life. Find details and booking here: [www.surreycc.gov.uk/schools-and-learning/adult-learning/courses/family-learning](http://www.surreycc.gov.uk/schools-and-learning/adult-learning/courses/family-learning)

## Protected characteristic Carers UK want caring to be the tenth protected characteristic under the Equality Act 2010.

Their found that many carers have experienced discrimination or harassment. In the workplace, 22% of carers said they have experienced unfair or unfavourable treatment, with nearly a quarter saying that they had difficulties meeting their employer's requirements because of their caring role.

Having caring as a protected characteristic would go a long way to furthering awareness of caring, and ensuring they receive the support they need and deserve. Read the report here <https://www.carersuk.org/news-and-campaigns/our-campaigns/making-caring-the-10th-protected-characteristic/>

## Crossroads Surrey

Crossroads have two cards for carers.

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.



You can also request a Carers Card, which lets others know that you're a carer, and provides some discounts.

**End Of Life Carer Support:** Crossroads provide ongoing support and assistance for those caring for someone in the last twelve months of their life.

Call our Helpline for a referral for any of these services or speak to your ACS Hub or Hospital Carer Adviser.

For more details email [enquiries@crossroadscaresurrey.org.uk](mailto:enquiries@crossroadscaresurrey.org.uk) or call Crossroads Care Surrey on 01372 869970.

## Additional Needs Showcase Cranleigh

Tuesday 22<sup>nd</sup> October, Cranleigh Village Hall, Cranleigh, GU6 8AF Organised by the Surrey Family Information Service in collaboration with Family Voice Surrey, this is an opportunity for families to find out about, and chat to, a whole range of local services, organisations and charities.

Come along on the day and find us as Action for Carers will be there!

## Changing Place Loo: Dorking

There's a new accessible Changing Place toilet in Dorking! Find it at the St Martin's Walk Car Park.





# Sharing your views...

## 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 the details of the consultations shown below, plus more, here: [www.actionforcarers.org.uk/get-involved/use-your-voice/consultations/](http://www.actionforcarers.org.uk/get-involved/use-your-voice/consultations/)

### Mental Health contract monitoring



Surrey County Council are looking for people to help monitor their Supported Living and Community Connection mental health services. Meetings are held to see how providers are achieving the service's aims and to hear about people's experiences of the care and support provided. They want people with experience, including the carers of people using services, to help (£15 per hour payment).

### School transport

Family Voice Surrey's survey want to hear from parents/carers about their experiences of home to school transport, if you get any form of Travel Assistance (including taxi/minibus, personal allowance, travel bursary, mileage allowance.)

### Indian heritage carers and mental health

A City St George's study wants to speak with people of Indian heritage who grew up caring for a parent with a serious mental illness

(Schizophrenia, Bipolar, Psychosis) to improve future young people's experiences.

### Abuse targeted at carers

A Sussex University student is researching the experiences of carers who witness disability hate crimes, and experience abuse targeted at them, as carer.

### Tech

Surrey & Borders Partnership want to hear your views of how people with long-term conditions can be better supported through the use of health monitoring technology, like heart monitors and smart watches.



### Dementia Carers

Charity Dementia Carers invite you to complete their annual survey, more on that here: <https://dementiacarers.org.uk/blog/2024-carer-survey/>

#### Details of consultations:

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



## FLU JABS

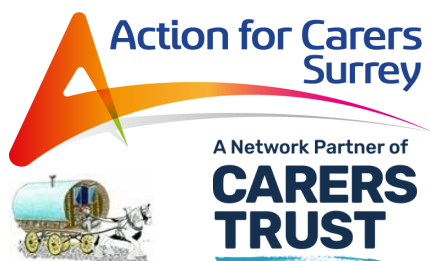
### Free flu jabs for unpaid carers in Surrey

Flu season is imminent, lasting till March, and carers are being encouraged to get a flu jab. These are free, and protect you as well as the person you care for.

The vaccine is offered on the NHS to help protect people at risk of getting seriously ill from flu as it's the best protection against flu and its complications. The Government recognise unpaid carers as a vulnerable group in need of protection and so include them the national vaccination programme. Do try and get vaccinated as soon as you can.

**If you are an unpaid carer looking after someone who is ill, elderly, frail or disabled, you can ask for a flu jab at your GP practice or at a pharmacy offering the free NHS flu vaccine.**

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



Action for Carers (Surrey) is a company limited by guarantee with charitable status. Registered charity number 1116714.

Company number 5939327. Registered in England & Wales.

Registered Office: Astolat, Coniers Way, Burpham, Guildford, Surrey GU4 7HL.

©Action for Carers Surrey. ACS0001\_9.24