

Briefing for local stakeholders with an interest in social care, health and communities

Adult Social Care | Information and Engagement Team



Coronavirus Special Briefing Information correct as of 27th April 2020

Recruitment for Headley Court temporary hospital

Headley Court in Leatherhead, a former military rehabilitation facility, will re-open as a temporary community hospital helping to relieve pressure on the local acute hospitals during the weeks and months ahead, in a partnership response by Surrey County Council, alongside the NHS and Surrey Heartlands.

A recruitment campaign is underway opportunity to fill support, therapy, administrative and managerial roles as part of the fight against the Coronavirus pandemic. People are also urgently needed to fill other nursing and clinical posts at the site.

Details of the roles are available on the following links:

[Nursing](#)

[Allied Health Professionals](#)

[Administration/ Managerial](#)

Support for carers with shopping

Most supermarkets are offering extra help for vulnerable groups; both in opening hours and with access to online delivery slots. [Action for Carers Surrey](#) is providing letters enabling unpaid carers to identify themselves and their needs, so these can be more easily met by retailers and others. This is part of a government backed initiative to support carers.

To request a letter or ask for other advice phone **0303 040 1234** or email to: CarerSupport@actionforcarers.org.uk You can also text them on: **07714 20075993**.

Bereavement support available

As the number of those who have tragically died rises across the country support and guidance continues to be available to the bereaved in Surrey.

The Local Resilience Forum (LRF) has been working closely with faith and community leaders, funeral directors, burial sites and crematoriums to ensure that there is an increase in the capacity for funerals allowing people to mourn any loved ones who have passed away.

The Government has also recently published advice specifically for:

- [mourners who are clinically vulnerable or in a shielded group who wish to attend](#),
- [mourners who are showing coronavirus symptoms](#)
- [mourners who are self-isolating due to a possible case of coronavirus in their household](#)

– [professionals on how bodies should be handled](#) or [those who wish to perform rituals or practices that bring them into close contact with the deceased](#).

Support is available via Surrey County Council's [Community Helpline](#) (**0300 200 1008**) and the Local Resilience Forum has teamed up with Cruse, the [bereavement support charity](#), to offer emotional support over the phone: Telephone – **0844 477 9400**.

Looking after your mental wellbeing during Coronavirus

The Public Health team at Surrey County Council offers some tips to help look after your mental wellbeing during the Coronavirus crisis:

1. Take breaks from watching, reading or listening to news stories, including social media – overloading on information can impact your mood.
2. Make time to unwind. If can't do the things you normally enjoy because you're staying at home, think about how you could adapt them, or try something new?
3. Stay connected with others, call friends and family members. Our [community helpline](#) can also put you in touch with a telephone friend if you don't have anyone to talk to.
4. Talk with people you trust about your concerns and how you are feeling.
5. Stick to the facts. Only read and share accurate information from [GOV](#), [NHS](#) and [Surrey County Council](#) to understand the actual risks to yourself and people you care about. This can make the outbreak less stressful for yourself.
6. Help others who may be struggling with their mental wellbeing. Check the [NHS One You](#) tips on what you can do to help others.
7. Build physical activity into your daily routine, like dancing to music you love, cleaning your home or following online exercise workouts. This can help reduce stress, anxiety and low mood. Find out more on the [Healthy Surrey website](#).

There is a range of support and advice on the [Healthy Surrey website](#) which includes [self-help resources](#), [local services](#) (including a 24/7 confidential helpline) and information for those with or dealing with an adult in [crisis](#).

Age UK Surrey offers new emergency shopping and 'Check in and Chat' services

Age UK Surrey is providing two additional services, some of which have been adapted to abide the current social distancing guidance and others have been launched in response to the crisis.

Emergency Shopping Service - a free service and available to older people who are not able to access online food deliveries or go to the shops because they are staying home to keep

safe. The Emergency Shopping service is for people who need essential items. It can also help with collecting prescriptions.

Check in and Chat – Due to having to temporarily stop their face to face home visiting Befriending service in Waverley, Guildford, Runnymede and Spelthorne, the organisation is now offering a new telephone service - Check in and Chat - to people across the county. The service is supported by volunteers who are matched with people who would like a telephone call.

For more information, telephone (01483 503414), email (enquiries@ageuksurrey.org.uk) or visit their [website](#). To volunteer please email: volunteer@ageuksurrey.org.uk

Facebook Portal devices trial keeps care home residents connected

Care home residents and patients across Surrey are now able to keep in touch with friends and family, thanks to newly introduced video calling devices installed in care settings. Facebook Portal devices are now available in a number of care homes and hospital care settings, enabling residents to stay in regular contact with loved ones through the touch of a button.

The initiative is one of a number of measures being introduced by partners across Surrey to support the most vulnerable and socially isolated residents remain connected during COVID-19 isolation measures.

Surrey was the first pilot site in the country to be selected by NHSX, the digital arm of NHS England, to take part in the scheme and learnings from the county will be used to roll out the project nationwide in the coming weeks.

Infection control measures are also in place to maintain the high hygiene levels currently in place across care home settings when using the shared device.

Social distancing and exercise in local hotspots

Residents are being reminded to stay at home and maintain social distancing when they go out once a day for exercise. The government guidance continues to ask that people stay local and use open spaces near to their home where possible – and to not travel unnecessarily.

Box Hill - Box Hill Road and Zig Zag Road on Box Hill are now temporarily closed. Surrey County Council and the National Trust decided to do this due to the number of cars, motorcycles and cyclists in the area over recent weekends.

Basingstoke canal - Cyclists and joggers are being asked to avoid using the Basingstoke Canal towpath. It is hoped that this it will reduce pressure on the narrow but popular pathway for walkers.

Surrey County Council's countryside car parks remain closed. The countryside sites and rights of way are open for those who live nearby.

Active Surrey has developed a range of [resources](#) to help residents stay active during lockdown. Please find attached a leaflet designed for older people confined at home, to help maintain their strength and balance, which could be affected by their enforced confinement and lead to more falls either in lockdown or when lockdown finishes.

Domestic Abuse Support Services available to help

The current stay at home measures put pressure on the home environment and can cause additional anxiety for those who are experiencing or are at risk of domestic abuse. Residents may not be able to see the friends and family who usually support them, and some of the places where they go for help or treatment may be closed or offering a reduced service. It is important to remember that, while they may be isolating, they are not isolated – there are many support services still available.

Call 999 or report online at www.surrey.police.uk if you or someone else is in danger.

Surrey Against Domestic Abuse	01483 776822 www.healthysurrey.org.uk/domestic-abuse	Provides information on how to get help and keep yourself and your children safe.
Your Sanctuary	01483 776822 www.yoursanctuary.org.uk	Helpline service available 9am to 9pm 7 days a week, offering support, information and signposting. An online chat service is available via their website. Your Sanctuary also runs two safe houses for women and children fleeing from domestic abuse, and a specialist male support service available to men across Surrey.
Men's Advice Line	0808 801 0327 www.mensadvice.org.uk	Confidential helpline for male victims of domestic abuse.
Safe Lives	www.safelives.org.uk	Providing domestic abuse support and guidance during the Covid-19 pandemic.
National Domestic Abuse Helpline	0808 2000 247 www.refuge.org.uk	Guidance and support for potential victims, as well as those who are worried about friends and loved ones.

National LGBT+ Domestic Abuse Helpline	0800 999 5428 www.galop.org.uk/domesticabuse	Emotional and practical support for LGBT+ people.
RespectUK	0808 802 4040 www.respect.uk.net	Advice and support for those who are finding it difficult to manage their behaviour during this difficult time and want to make a change.

Silent Solution

If you're in an emergency situation and need police help but can't speak, make yourself heard and let the 999 operator know your call is genuine by pressing '55'. When transferred to your local police force, the police call handler will attempt to communicate with you by asking simple yes or no questions. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Ramadan during Coronavirus #Ramadanathome

Staying at home during Ramadan will play an important part in the nation's effort to slow the spread of coronavirus (COVID-19). This means a change to the usual practices, with no prayers at local mosques or anywhere outside people's homes, no spiritual talks in the community or Iftars with friends and family. These are traditionally very popular elements of Ramadan for members of the Muslim community.

NHS commissioners have launched a [short video](#) featuring a local Muslim GP, Dr Azma Ali, to help explain how the COVID-19 pandemic will impact on the holy month of Ramadan. Dr Azma Ali explains how Ramadan will be different for fellow Muslims this year due to the coronavirus which continues to affect almost every aspect of everyone's day to day lives.

For more guidance on Ramadan 2020, please visit [The Muslim Council of Britain website](#), or <https://publichealthmatters.blog.gov.uk/2020/04/22/stay-at-home-for-ramadan/>.

Dramatize – Bringing theatre to people's homes

Throughout the lockdown period, Dramatize, a theatre company for individuals with learning disabilities, will be running live stream sessions, video uploads, online parties and family quiz's!

The live streams and video uploads will run at the following times...

- 9am - Live stream on Facebook
- 10am - Video upload to the website
- 1pm - Live stream on Facebook
- 3pm - Video upload to the website

The videos can be found via this link – <http://www.dramatize.co.uk/online-video-activities.html>

Facebook page - <https://www.facebook.com/DramatizeTC/?ref=hl>

To register for the online parties or family quiz please click on the following links -

Party at Home with Dramatize - <http://www.dramatize.co.uk/party-at-home-with-dramatize.html>

Family Quiz - <http://www.dramatize.co.uk/family-quiz-online.html>

Coronavirus Response Fund offer grants for local initiatives

Grants of up to £5,000 are available from the Community Foundation Surrey to help inspiring local initiatives who are getting food to the most vulnerable, supporting the most isolated elderly residents, and adapting other vital services to ensure people with the highest needs continue receiving the help they require.

Applying to the Fund

If you are part of a local charity, community group or social enterprise and are seeking funding, you can apply to the Coronavirus Response Fund in two ways:

1. Apply online using this short online form:

<https://www.cfsurrey.org.uk/surreycoronavirusresponsefund/>

2. Telephone interview. Please see the website for further information -

<https://www.cfsurrey.org.uk/surreycoronavirusresponsefund/>

Audiology team adapts support to ensure patients stay safe at home

Feeling isolated and anxious during lockdown? Imagine how much more difficult it might be if you have a hearing impairment? Relying on a hearing aid is tough enough as it is but what if you run into trouble with your device, what do you do if you can't nip out for a face to face appointment with your audiologist?

The [First Community Health and Care Audiology Service](#) has risen to the challenge. Although used to providing face to face appointments, they now find themselves having to adjust to home working and relying on telephone and email to communicate with patients who are living in the community. Adapting to the current situation the audiology team is managing to meet their patients' needs, including:

- Taking patient histories for their hearing assessment /re-assessment appointment over the phone;
- Discussing issues with hearing aids, assisting with replacements and trouble shooting;
- Counselling patients struggling with Tinnitus;
- Discussing the posting of replacement hearing aids, ear moulds, replacement tubes and batteries as well as organising the collection and delivery of broken hearing aids from vulnerable adults, all free of charge;
- Arranging to see a limited number of face to face patients if appropriate.

Surrey Libraries may be closed but more people are joining and using resources

Despite library buildings closing on 20 March, an extra 506 people have joined as library members – double the average joining rate of 260. On top of this, over 4,000 online books, comics and magazines were downloaded last month – ten times the average number of downloads a month, proving that despite buildings being closed, the county's libraries are still very much open.

Thousands of children across the county have been enjoying Digital Rhymetime sessions on Facebook, with over 7,000 views for the first few sessions and older residents will soon be able to enjoy online reading clubs.

To make the most of their 'libraries from home', Surrey residents can find lots of activities and resources for both children and young people, as well as adults on the website:

www.surreycc.gov.uk/libraries.

Follow Surrey Libraries on Twitter @surreylibraries and Facebook @surreylibrariesUK to keep up to date with new content including Rhymetimes, Craft and STEM sessions.

Other News

Are you following Surrey Information Point social media accounts?

Can't wait for our briefings to hit your inbox? Stay up to date with our latest information by following us on social media...

Twitter - @SurreyInfoPoint - <https://twitter.com/SurreyInfoPoint>

Facebook – Surrey Information Point - <https://www.facebook.com/SurreyInfoPoint/>

Please remember to send us any information that you would like us to share on our social media or in our briefings.

Surrey Heartlands New Social Media

Following the merger of Surrey Heartlands clinical commissioning groups they have launched a new website and social media accounts:

New website: <http://www.surreyheartlandscg.nhs.uk>

New Facebook:

https://www.facebook.com/pg/NHSSurreyHeartlandsCCG/about/?ref=page_internal

New Twitter: <https://twitter.com/SyHeartlandsCCG>

New Surrey Choices newsletter

Surrey Choices has recently launched their new six monthly newsletter, where you can find out all about what's happening around Surrey Choices and the exciting things ahead for the people they support, colleagues, parents/carers, and the public.

You can read the latest newsletter on the [Surrey Choices website](#), and please share with residents who may be interested in finding out more.

Current open Surrey County Council consultations

Find all [open](#) consultations on Surrey Says.

You can unsubscribe to the ASC monthly briefing by contacting us at:
asc.engagement@surreycc.gov.uk