

## September 2025

Welcome to the Surrey Joint Carers Programme summer newsletter. In this edition you will find the latest carer service updates and general information for professionals to signpost and support carers.

As we are between carer awareness days this newsletter highlights current Surrey schemes and projects and how they might impact carers.

### Action for Carers Surrey

Action for Carers provide help for carers across Surrey. Young carers, adult carers, professionals who work with carers. With accessible information online, over the phone or in person at their hubs.

Action for Carers are running a number of events across Surrey alongside their [Carers Hubs](#) that run twice a month. In the upcoming months carers can find:

- Parent Carer groups
- First Aid training
- Moving and Handling tips
- Mental Health support groups
- Yoga and Mindfulness sessions
- Face to face or online for accessibility



For more information visit the [Action for Carers Events](#) page.

### Crossroads Care Surrey

Crossroads Care Surrey is a charity supporting unpaid carers for over 40 years. The service offers compassionate care and support services to help carers manage their responsibilities while maintaining their well-being.



**Emergency Care Planning service:** Provides 24/7 support, ensuring loved ones receive care if unexpected situations occur.

**End of Life Care service:** Offers support during the final months of a loved one's life, ensuring comfort and dignity.

**Surrey Carers Card:** The carers card contains the contact details of your substitute carer and is a good choice if you already have a trusted second person who can step in to provide care.

**Respite Care service:** Grants carers the break which they so desperately need, allowing them to recharge while knowing their loved ones are in safe hands. This is a self-funded service.

For more information, visit [Crossroads Care Surrey](#) or call 01372 869970.

## Surrey County Council

A reminder of the new [Carer Breaks Payment Service](#) run by Adult Social Care.

The one-off £300 payment – to be provided on a pre-paid card - can be used in any way that supports a carer's wellbeing, such as a short break, a hobby or course, fitness activity, or help in the home. It could also be used for respite care or specialist equipment.

Please help raise awareness of this new offer to support carer wellbeing across Surrey. The payment is aimed at carers who are early in their caring journey or have recently been recognised as carers – it is not for carers who are receiving support from adult social care or have had a previous carer's payment or break offer.

The new offer is different from the carers' GP personal health budget (PHB), which can only be accessed via a clinician at a GP practice. Carers are eligible for either a PHB or a carers' wellbeing payment, but not both.

## Surrey Carers Free Flu Vaccine

With flu season around the corner, the overall aim of the campaign is to increase the number of unpaid Carers in Surrey receiving flu jabs via the carers flu scheme.

Flu season runs from 1<sup>st</sup> October to 31<sup>st</sup> March. We need to continue to encourage unpaid carers to register as a carer with their GP as this will allow them to receive their flu vaccine within the surgery and access many other benefits the practices may have on offer for unpaid carers.

Unpaid carers are able access the free flu vaccine through their GP or from a local community pharmacy.

## Vaccination hesitancy research briefing

During the last year Luminus has completed 3 research studies about why older people, people, from ethnically minoritized communities, and care workers are reluctant to take-up a COVID-19 and flu vaccination or booster.



This is an invitation to hear the main findings and recommendations via a free online session talking about the main barriers to taking up COVID-19 and flu vaccines and sharing tips on how to increase the number of people who have a vaccination.

To book a place free of charge, please email [becki.meaking@luminus-cic.uk](mailto:becki.meaking@luminus-cic.uk) and include any access requirements. An MS Teams invitation will be sent.

When: Wednesday 17 September 2025

Time: 12.30pm to 1.30pm

# Newsletter

## Healthwatch Surrey GP online access Survey

Healthwatch Surrey is conducting a survey seeking patient experiences of online access to GP services. Responses to this survey are anonymous and will close on the 26 September 2025.

Either scan the QR code or follow the link to fill in the form and have your say. [Online access to GP services](#)



## Staff Unpaid Carers Network

Within the Surrey Heartlands system, we have two staff carers networks, one sits within Surrey Heartlands ICB and the other sits within Surrey County Council.

Surrey County Council Staff Carers Network holds monthly meetings and has a focus at each one. These meetings are well attended and, in the past, have held sessions on wills, benefits and even mindfulness. If you are an unpaid carer, employed by Surrey County Council and are interested in joining please contact [staffcarernetwork@surreycc.gov.uk](mailto:staffcarernetwork@surreycc.gov.uk)



Surrey Heartlands ICB's staff carers network is a confidential safe space to talk about caring responsibilities with people who are in similar situations and ask for advice and signposting from the Joint Carers Team. If you are an unpaid carer, employed by Surrey Heartlands ICB or are part of the GP practice teams and interested in joining the network please contact [Kim.Jacobs@NHS.net](mailto:Kim.Jacobs@NHS.net)

## Future NHS Platform Updates

The Surrey Joint Carers Team have an integrated space to find resources, guidance, and forums to discuss all things unpaid carer related.



We hope that having this platform will enable staff from across the health and social care system to access valuable information that may only be accessible to one or the other groups of professionals. We are committed to collaborative working for carers!

Visit our [newly updated Carers platform](#) and find a range of information including our carer newsletter, events calendar and Staff Bitesize Training Sessions.

## Emergency Alert Test

The UK Emergency Alert Test will take place on Sunday 7 September 2025 at 3pm.

Survivors of domestic abuse, using a hidden or emergency phone, should be aware that a loud siren will sound on **all** phones, even on silent. To stay safe:

- switch off or use airplane mode on hidden devices

- share this message with anyone at risk
- safeguarding professionals should inform clients in advance

Anyone in need of help and support, can call the [Surrey Domestic Abuse Helpline](#) provided by Your Sanctuary on 01483 776822 (9am to 9pm, 7 days a week).

## Carers Trust Webinar

Join Carers Trust for this post-summer [webinar](#) as they explore what needs to be considered both locally and nationally to ensure that Neighbourhood Health and Care Services help improve involvement and support for unpaid carers, not add to the already sky-high burden that they face. They will be highlighting why local carer services have a crucial role within all of this which needs to be recognised.

This session will be running on Thursday, September 4<sup>th</sup> between 9:30 - 11am

## Dementia support programme in Banstead

Signature Care Home in Banstead is offering a Dementia support programme including the following Past Times Memory Clubs:

- Past Times Potting Shed, first Monday of the month from 2.30pm to 3.30pm
- Past times Memory Café, last Wednesday of the month from 2.30pm to 4pm
- Past Times Music Therapy, sessions will take place on 20 June, 25 July, 22 August, 26 September, and 24 October

For further information or to book a space on one of the events, please contact:

**Email:** [events.banstead@signaturesl.co.uk](mailto:events.banstead@signaturesl.co.uk) or **Telephone:** 01737 749887

## Neighbourhood navigation is coming to east Surrey

First Community has launched a new social prescribing service in east Surrey known as Neighbourhood navigation, which will be going live soon. The aim is to empower people to manage existing health or social issues, by accessing appropriate support.

Healthcare professionals will be able to refer patients via the [Joy online platform](#) to a range of local, non-clinical services that can help with social, emotional, and practical needs. These services might include things like joining community groups, exercise classes, taking part in arts and crafts activities, or accessing practical support like debt advice or bereavement support.

The service will be supported by the [Joy online platform](#) where all listings will be located.

To list a community group or activity on Joy, [register for Joy](#) with an email address and password and select add a new service or complete a [Joy request form](#).



## Banstead Social Prescribing opens for self-referrals

From 1 July 2025, adults registered with a GP in Banstead can now refer themselves to the local Social Prescribing service, run by Mary Frances Trust. The service continues to accept referrals from GPs and other health professionals.

Social Prescribing helps people with emotional wellbeing, loneliness, healthy lifestyle changes, employment or volunteering, welfare advice, and support for carers. It connects individuals to local community services that can offer the right kind of help.

Residents can contact Mary Frances Trust to self-refer via:

**Website:** [www.maryfrancestrust.org.uk](http://www.maryfrancestrust.org.uk)

**Email:** [socialprescribing@maryfrancestrust.org.uk](mailto:socialprescribing@maryfrancestrust.org.uk) or **Telephone:** 01372 375 400

## Fuel poverty cookery courses

The Communities & Prevention Coordinators within Adults Wellbeing and Health Partnerships in Surrey County Council are collaborating with community partners across Surrey to deliver fuel-efficient cookery courses. These courses teach practical skills and knowledge about healthy eating, and participants receive energy-efficient cooking equipment to help them continue these habits long term. So far, 202 people have signed up, and over sixty-seven air fryers or slow cookers have been distributed. The sessions will continue to run until autumn.

For details about referral routes, criteria, and services available in local areas, please email [cpcservice@surreycc.gov.uk](mailto:cpcservice@surreycc.gov.uk).

## Community hubs

A new network of free local hubs is launching across Surrey. These drop-in sessions will run weekly in key neighbourhoods, offering a friendly space for people to find help, advice and signposting to local resources.

The hubs will help access mental health support from Catalyst Support, financial support from Citizens Advice, and parenting and perinatal support from Home-Start, in the same location, in the heart of the community.

The hubs will be open in the following locations with no booking or referral required:

| Town     | Venue                               | Address             | Postcode | Day        | Time         |
|----------|-------------------------------------|---------------------|----------|------------|--------------|
| Chertsey | Revive Coffee Shop, The Beacon      | 95 Guildford Street | KT16 9AS | Wednesdays | 10am to 12pm |
| Woking   | St Andrew's Church, Goldsworth Park |                     | GU21 3LG | Thursdays  | 10am to 12pm |

# Newsletter

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|-----------|---------------------------|--------------------------------------|----------|----------|-------------------|
| Egham     | The Village Centre        | 68 Victoria Street, Englefield Green | TW20 0QX | Tuesdays | 10am to 12pm      |
| Godalming | Ockford & Aarons Hill Hub | 1 Ock Way                            | GU7 2FL  | Fridays  | 9.30am to 11.30am |
| Guildford | Guildford Family Centre   | Hazel Avenue, Southway               | GU1 1NR  | Mondays  | 12.30pm to 2.30pm |

## Warm Hubs Reopening

Surrey's warm hubs will be reopening on the 1<sup>st</sup> of November to welcome residents and offer the chance to warm up, get a hot drink for free and enjoy some social interaction. Some hubs also offer energy advice, debt support and additional services such as free meals and activities.

Find an in depth list of all [Surrey Warm Hubs](#)

## Carer Rights Day

[Carer's Rights Day](#) falls on the 20<sup>th</sup> of November 2025, this year's theme is 'Know your rights, use your rights.'

This day aims to raise awareness of carers and the rights they have in the community and workplace.

As a carer, knowing your rights empowers you with information about what you are entitled to. This helps you feel confident asking for what you need, as well as challenging things when your rights are not being met – whether that be in the workplace or education, in accessing health or social care, or when interacting with other professionals or at home.

## Carers Week Reflections

Carers Week within Surrey Heartland's was a success with multiple events held across the offices and carer information tables at Horizon House and Dukes Court for staff to pickup leaflets and advice.

As part of the teams aim to distribute helpful information to carers across the organisation, we compiled information packs such as a 'Carers A-Z guide' to collate as many services in document as covering as many conditions as we could.

Through conversations with staff, we also identified employees who were caring for individuals outside of Surrey which led us to create a cross-border support sheet detailing services outside of the county.



Dukes Court Carers Week Coffee Morning (Left) Horizon House Carers Week Coffee Morning (Right)

If you did not receive this newsletter directly and would like to in the future, please contact, [kim.jacobs@NHS.net](mailto:kim.jacobs@NHS.net)