

Autumn 2024

What is Carers Rights Day?

Carers Rights Day 2024 falls on Thursday 21st November. It's a national event when unpaid carers are encouraged to learn about their rights, and everybody works towards ensuring carers get all the support they need.

This Carers Rights Day, we need to ensure carers are aware of their rights, let carers know where to get help and support and raise awareness of the needs of carers. The Carers UK Helpline is

available when carers need expert information, advice and support about rights, financial and practical help is available or help with any other challenges caring can present.



Staff Unpaid Carers

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. The ambition is to have one system wide staff carer network in the future.

Surrey County Council Staff Carers Network holds monthly meetings and have 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 [Ron Critcher](#).

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](#).

Action For Carers Surrey Carers Rights Day Celebrations – A right to personalised information

Marking Carers Rights Day, Action for Carers Surrey are running Carer Information Fairs, focusing on rights, at locations across Surrey. Attending with Action for Carers staff are a variety of statutory services, local charities and other partners, all there to offer unpaid carers advice, information and support. There



are also free refreshments for carers, plus some 'give-aways'. These are all drop-in sessions running between 11am and 2pm, so please feel free to pop along. Details of the fairs are below:

Monday 18th November

- Cranleigh: Bandroom, Village Way, Cranleigh GU6 8AF
- Woking: Knaphill Methodist Church Broadway, Knaphill GU21 2DR

Tuesday 19th November

- Godalming: Godalming Library, Bridge Street, Godalming GU7 1HT

Wednesday 20th November

- Ashford: Ashford Community Centre, 223 Wood Thorpe Road, Ashford, TW15 3NJ
- Camberley: High Cross Church, Knoll Road, Camberley GU15 3SY
- Epsom: St Barnabas Church, Temple Road, Epsom KT19 8HA

Thursday 21st November

- Farnham: Hale Sure Start Family Centre, Upper Hale Rd, Farnham GU9 0LR

Friday 22nd November

- Leatherhead: Leatherhead Community Hub, Kingston Road, Leatherhead KT22 7PX
- Merstham: Merstham Community Hub, 2b Portland Drive, Merstham, Redhill, RH1 3HY

Saturday 23rd November

- Guildford: The Hive, Park Barn Drive, Guildford GU2 8EN

Crossroads Care Surrey – A right to a break

Crossroads Care Surrey are commissioned by Surrey County Council on behalf of the Local Authority and NHS to provide carer breaks to Surrey's unpaid carers. All carers, including young carers and parent carers are able to access a one-off service of carers breaks for carers to look after their own health and wellbeing.

Crossroads Care also provide the End-of-Life Carer Breaks service which is available to carers who care for someone

who is on the Palliative and End of Life pathway in their final 12 months of life.

Carers can be referred to both services via the Carers Prescription or they can self-refer to Crossroads Care Surrey.



Giving Carers a Voice

During carers week Luminus will be out and about speaking to carers about their carer rights, listening to their experiences and signposting to support organisations at the following locations:

Monday 18th November – Bisley Community Café



Wednesday 20th November– Camberley carers fair, High Cross Church

Thursday 21st November – Farnham carers fair, Hale Community Centre

If anyone knows of any carer's groups (young and old) that would benefit from a visit from the team, please contact the Project and Involvement Manager, [Lisa Roberts](#).

Young Carers Rights

Over the next few months, the Joint Carers Team are making a commitment to raise the awareness of the importance of referring young carers, up to the age of 18, for a young carers needs assessment through the Children's Single Point of Access. Parents of, and young carers, may be concerned this is an assessment of the caring situation, however, the young carers need's assessment is there to identify the support the young carer and their family may need.

Young Carers also have the right to a young carers transition assessment through Social Care. These specific assessments help with the transition from young carers support to young adult carers support in Surrey.

To refer a young carer for an assessment, please contact [C-SPA](#).

Future NHS

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 important information that may only be accessible to one or the other groups of professionals. We are committed to collaborative working for carers!



Please visit the [Surrey Joint Carers Integrated Network - FutureNHS Collaboration Platform](#)

Carer Breaks Review Update

We are pleased to announce that the new Carer Wellbeing Breaks service will launch on 6th January 2025. Unpaid Carers will now be able to access a one-off offer of up to 70 hours of wellbeing breaks to be used flexibly over a period of 12 months, which will continue to be provided by Crossroads Care Surrey.

The Joint Carers Team would like to thank everyone involved in the review and the ongoing work to progress this into a service that will make a positive impact on the lives of unpaid carers.

To refer a carer for this service, we ask that professionals use the [Carers Prescription](#). Carers can also self-refer to [Crossroads Care Surrey](#).

Warm Welcome Venues

With the cost-of-living crisis affecting more people than ever, warm spaces across Surrey have now re-opened, now known as Warm Welcome venues. Warm Welcome venues are open to all residents this winter free of charge no matter your age or situation.

Find the nearest warm welcome venue to you [here](#).

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 voucher scheme. Flu season runs from 1st October to 31st 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. Flu vaccine vouchers are available from Action for Carers, if the carer is registered with the organisation. Alternatively, unpaid carers are able to visit a [community pharmacy](#) in Surrey to request a vaccine.

The Brigitte Trust

The Brigitte Trust run free structured 8-week bereavement programmes run by a professional facilitator for anyone in Surrey struggling with their own grief and bereavement. The sessions are limited to a maximum of 12 people and will be offered in different parts of Surrey according to need.

The aims of the programme are to:

- provide support with focus
- encourage mutual support
- share experiences
- learn new coping strategies
- develop some altered thought patterns



You can find out more about the sessions [here](#) or by emailing [Sarah Pattenden](#)

Carers Programme News

Our Shoes – Young Carers

Our Shoes - Young Carers Training has been co-designed and facilitated with young carers to run monthly sessions over the next two years. The training is aimed at professionals who may come into contact with young carers, to increase knowledge and how to identify and assist in supporting their needs. The first session was held in October which was a great success. If you are interested in booking a place on these please contact the [Our Shoes](#) team.



Team News

Over the past couple of months, we have welcomed two new colleagues into the Joint Carers Team.

Firstly, Scarlett Saunders joined us in September as our new Business Support Coordinator, assisting the team in the day to day running of the programme. Scarlett has first hand experience of caring, as an unpaid carer for her grandad outside of Surrey, Scarlett brings her knowledge from other areas.

Secondly, Diane Cotton joined us in October as one of our new Carers GP Support Officers, assisting GP practices to embed carer friendly practice across Surrey. Diane brings her wealth of knowledge from working with carer support services and experience of being an unpaid carer herself.

Lastly, we have recruited into the second Carers GP Support Officer role and hope that they will be in post before the Christmas period.

The Carers GP Support Officers will each have a 'caseload' of GP practices to work with. They'll both look at staff training within the practices, how to identify carers of all ages and ensure practices are utilising their Carers Personal Health Budgets (Carer Breaks Payments).

Contact Us

If you did not receive this newsletter directly and would like to in the future, please contact [Scarlett Saunders](#).

