

Dear Members

Although there is clearly a long way still to go before we are safely out of the current crisis, the recent easing of some of the government's measures has brought a new dimension to how many of us will be going about our daily lives over these coming weeks and months.

As such we thought we would give you just the following brief updates the first of which is feedback from the HealthWatch Surrey survey we alerted you to in the last Newsletter.

In doing so we are also wondering if their findings, limited as they are, resonate with what you, your family members or other people you are supporting or in touch with have been experiencing, and whether or not you would find it helpful to share some of your own thoughts on this with us?

We will explore this further with you in a separate note that we will send out but, in the meantime, please do not hesitate to contact us if you want us to share your thoughts with us

Health, Well-being and Safeguarding



Apologies if you tried to complete the survey to find it had closed, I had missed that the end date was 31st May. Thankfully, the responses they received have enabled them to publish these "Topline" findings:

"In April we (Healthwatch Surrey) ran a survey to understand people's experiences of healthcare during the Pandemic. 150 people responded: of these 57% have a pre-existing condition making them vulnerable to COVID-19 and 20% are shielding.

Most people report good experiences, and many of those whose services have been affected believe the changes are necessary – some have cancelled treatment themselves. However, these cancellations and changes are worrying and problematic for many.

- 3/4 of our respondents say they have found it easy to keep up to date with information about how to stay safe during the pandemic
- 55% of our respondents had contacted a GP since lockdown
- 3/4 of these have been satisfied with the care they received
- 26% had used other services, primarily hospital specialists or consultants
- For those with pre-existing conditions this figure was higher at 33%
- Satisfaction with these is still high, but a little lower than for GP services
- Nearly 3/4 of our respondents in the 'vulnerable' category have had appointments or services cancelled, delayed or changed; for half of these this has caused problems, or they are concerned what might happen next.

To see the full findings:

<https://www.healthwatchesurrey.co.uk/wp-content/uploads/2020/06/Healthwatch-Surrey-Intelligence-Report-May-2020.pdf>

A full report will be published in the coming weeks and for more information please contact kate.scribbins@healthwatchesurrey.co.uk

Government Guidance

Guidance for people receiving direct payments – if you, your family member or someone you are supporting has a care package funded through the use direct payments the following link provides you with an update of the advice that came into effect on 12th June:

<https://email.mencap.org.uk/4P14-UTID-2UQDUY-OHZHS-1/c.aspx>

Guidance on how you can now see people you do not live with, while protecting yourself and others from coronavirus – having now recognised how difficult it has been for people to be cut off from their family and friends in recent months the government has now issued new guidance on the following link:

<https://email.mencap.org.uk/4P14-UTID-2UQDUY-OHZN1-1/c.aspx>

National Mencap



As you will be aware from our last Newsletter the theme for this week has been the importance of friendships during the coronavirus lockdown and Mencap's research has shown that even before the crisis, people with a learning disability already faced extreme levels of social isolation and loneliness.

It also showed that 1 in 3 young people with a learning disability spent less than an hour outside their homes on a typical Saturday and now with the closure of day services, loss of routine, difficulties staying in touch with family and friends, many people with a learning disability are facing even greater challenges and Mencap has been encouraging people to share their stories through a range of social media.

They are keen to use this to show the importance of friendships to help tackle isolation, as well as exploring the different ways of maintaining friendships during this unusual time.

Family support resources

Surrey Wellbeing Partnership – now has a new Facebook Page to Help Parents Meet Emotional Needs of their Children during the pandemic as they know there will be times when we all need support to meet the emotional needs of our families, and it provides a safe and supportive space to help parents in Surrey weather the current COVID-19 storm.

Developed by a group of voluntary sector organisations, collectively known as the Surrey Wellbeing Partnership, and Dr Kathryn Hollins, Consultant Parent, Child and Family Psychiatrist and Psychotherapist with Surrey and Borders Partnership NHS Foundation Trust, it has units that provide age related guidance for the various stages of development in children and tips and ideas on how to meet their emotional and developmental needs. Informative videos and information sheets make it easily accessible:

<https://www.facebook.com/Surrey-Wellbeing-Partnership-103386114667958>

Positive Approaches to Support – this website is now live and is for families who care for children, young people or adults with a learning disability or developmental difficulty (including those who are autistic). You will find information about positive approaches for supporting your own wellbeing and supporting choice, independence and communication for your relative. You will also find information about how to support your relative if they display behaviours that challenge.

There is a mixture of reading material, videos and printable tools, with links to other resources and organisations. Everything here has been created by experienced family carers and professionals working together. They hope families will find this website valuable both during and after the Covid-19 lockdown:

<https://email.mencap.org.uk/4P14-UTID-2UQDUY-OIOZB-1/c.aspx>

Financial Advice



Being aware that the employment status of many people may have changed as a result of the coronavirus crisis the Surrey Welfare Rights Unit has written a series of articles providing updates on furlough, the Self-Employed Income Support Scheme and information for Carers who have stopped paid work.

It also includes the impact on redundancy payments and other end of employment income impacts on current and future welfare benefit claims:

<https://www.swru.org/covid-19-updates/>



We have heard from **Adults Care Services** that the British Red Cross is now offering a shopping service to shielded/self-isolating residents with the beneficiary being able to write a shopping list, load money onto a voucher that will be sent to a volunteer who will complete the shopping and deliver it to

their door.

More details can be found on www.huggg.me/shoppingservice/ or contact their national helpline on 0808 196 3651 (10am – 6pm Mon-Sun)

Updates from Surrey County Council

As always these can be found on the following link:

<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus>

And it may be of interest to you to see the following link to the support that has been given by the Council to providers of residential and domiciliary care in these challenging times:

<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/council-services/care-support>

Our thoughts continue to be with you, your family members and people you may be in touch with, and please do not hesitate to contact us if you are seeking other information.

Keep safe and well, please do not feel that you are alone.

Best wishes

John

John Spedding – Editor, on behalf of the East Surrey Mencap Committee

If you need further information on any item in this newsletter please contact either me on Tel: 07787 555338 – Email: support@eastsurreymencap.org, or Helen Norris, Co-Chair, on Tel: 07770 750202 – Email: co-chair@eastsurreymencap.org

Key Support Contact Details

SCC Community Helpline: Tel: 0300 200 1008 (8am to 6pm Monday to Friday, 10am to 2pm Saturday and Sunday) - <https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/community-support/need-help#helpline>

SCC Adults Social Care Contact Centre: Tel: 0300 200 1005 (9am to 5pm Monday to Friday) - <https://www.surreycc.gov.uk/social-care-and-health/adults/contact>

SCC Children's' Single Point of Access Centre: Phone: 0300 470 9100 (9am to 5pm Monday to Friday): <https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services>

Centralised Learning Disability Team (as set out in a recent Learning Disability Partnership Board update bulletin): Tel – 01483 404770 or Email – learning.disabilityduty@surreycc.gov.uk

Transition Team: Tel – 01276 800270 or Email: transitionteam@surreycc.gov.uk

Surrey and Borders Partnership NHS Trust – 01737 288800 Monday to Friday 9am to 5pm. (Out of Hours Contact – Trust Switchboard: 0300 5555 222)

South-East SEND Team (Reigate and Banstead, Tandridge, Mole Valley)

- Tel: 01737 737990
- Email: sesen@surreycc.gov.uk
- Address: Consort House, 5-7 Queensway, Redhill RH1 1YB

Key Carers support contact details

Action for Carers Surrey can still be contacted by phone - 0303 040 1234 or Text - 07714 075993

9am-5pm Mondays, Thursdays and Fridays and 9am-6pm on Tuesdays and Wednesdays or by email: CarerSupport@actionforcarers.org.uk

East Surrey Carers Support Association (ESCSA) – Tel: 01883 745057 or Email: info@escsa.org.uk

Family Voice Surrey: see: <https://www.facebook.com/FamilyVoiceSurrey/>