

**STAY WELL  
THIS WINTER**

**Health and  
Wellbeing**  
Surrey

# Winter Wellness Toolkit - Keeping Surrey Residents Well This Winter

- a useful resource and signposting toolkit for health  
and social care staff and partner organisations in  
Surrey



**Welcome to the Winter Wellness Toolkit, a guide for professionals. This guide aims to ensure consistency and accuracy of the information and advice we provide to the residents of Surrey enabling good health, wellbeing and safety choices this winter. It has been produced in partnership by local health, social care and VCFS agencies.**

## **What's inside:**

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## Keep Well - stay active

The more we keep moving the better for our circulation and heart health. Being active every day helps everyone to stay healthy. As winter approaches it can be tempting to hang up our exercise gear, eat more food and hibernate. However, exercise can help increase energy, banish those winter blues and help maintain a healthy body weight.

Breathing in cold air can increase the risk of chest infections. So wrap a scarf around your mouth to protect your lungs from the cold air.

Don't forget to encourage warm ups and safety if exercising after dark.



### Signposting

**Healthy Surrey** has information to support residents of every age to stay active.

**Web:** [www.healthysurrey.org.uk/your-health/get-active](http://www.healthysurrey.org.uk/your-health/get-active)

**Change4life** and the **NHS** have information on ways in which young people, families and adults can move more every day and have details of thousands of places to have fun whilst getting active.

**Web:** [www.nhs.uk/change4life](http://www.nhs.uk/change4life)

**Active Surrey** is a source of information on sport and activity links in Surrey.

**Web:** [www.activesurrey.com](http://www.activesurrey.com)

**Surrey Information Point** has information on local leisure activities and organisations.

**Web:** [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

**NHS Choices** has a range of information on ways to stay active for adults and older adults.

**Web:** [www.nhs.uk/livewell/fitness/Pages/Fitnesshome.aspx](http://www.nhs.uk/livewell/fitness/Pages/Fitnesshome.aspx)

For people with reduced mobility an **online equipment assessment** can help them find the right equipment tailored to their needs [www.equip-yourself-surrey.org.uk/start](http://www.equip-yourself-surrey.org.uk/start) or through a local equipment assessment clinic if they are eligible for social care support.

## Keep Well - stay hydrated



Eating well can help improve wellbeing, manage weight and reduce the risk of developing illnesses and diseases. Food is also a vital source of energy, which helps keep the body warm.

It is important to have hot meals and drinks regularly throughout the day and keep active in the home.

Avoid going out and risking a fall in icy weather by stocking up the freezer with milk, bread, ready meals and even soup.

### Signposting

**Healthy Surrey** has information to support residents to eat well.

**Web:** [www.healthysurrey.org.uk/your-health/eat-well](http://www.healthysurrey.org.uk/your-health/eat-well)

**NHS Choices** has a range of information on food and diet.

**Web:** [www.nhs.uk/Livewell/Goodfood/Pages/Goodfoodhome.aspx](http://www.nhs.uk/Livewell/Goodfood/Pages/Goodfoodhome.aspx)

**Surrey Information Point** has information about [local food banks](#) across Surrey for people who may find it difficult to prepare their own meals or are in financial crisis.

**Web:** [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

**Meals on Wheels** services are available from local [borough and district councils](#).

**Tel:** 0300 200 1005

**Healthy Start:** If a resident is pregnant or has a child under four they may get Healthy Start vouchers to help buy some basic foods. This important means-tested scheme enables participants to spend vouchers on: plain cow's milk, fresh or frozen fruit and veg, infant formula milk and Healthy Start vitamins.

**Web:** [www.healthystart.nhs.uk/healthy-start-vouchers](http://www.healthystart.nhs.uk/healthy-start-vouchers)

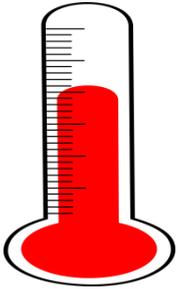
**The HENRY (Health, Exercise and Nutrition for the Really Young) Group Programme** is an eight week course designed to give parents and carers of children up to the age of five, the tools and skills they need to have a healthy family lifestyle. HENRY is a highly successful intervention to protect young children from the physical and emotional consequences of obesity.

**Web:** [www.surreynurturinglinks.org.uk/henry-for-parents](http://www.surreynurturinglinks.org.uk/henry-for-parents)

**The Malnutrition Task Force** is an independent group of experts across health, social care and local government united to address avoidable and preventable malnutrition in older people and provide advice for people with a small appetite. Malnutrition can be exacerbated in winter, it can be difficult to get out to buy food, calorie requirement increases due to cold and it can be a particular problem for people coming out of hospital.

**Web:** [www.malnutritiontaskforce.org.uk](http://www.malnutritiontaskforce.org.uk) **Tel:** 020 3033 1522

## Keep Well - choose well



**Get Help Early:** Encourage residents who are over 60 to tell their friends, family or carer as soon as they feel under the weather and to get advice from their local pharmacist before it gets worse. When older, minor winter ailments can become more serious and could lead to

admissions to hospital for treatment.

Getting advice as soon as possible when feeling unwell can help residents avoid becoming seriously ill.

### Prescriptions - encourage residents to:

- make sure to take any medicines as directed;
- get any repeat prescriptions filled in advance as many surgeries and pharmacies close over Christmas;
- keep a supply of cold and flu remedies in the house so they don't need to go out if the weather is bad;
- if they are prescribed antibiotics, finish the course.

### Choose Well

Choosing the most appropriate care can not only benefit the resident but can also help relieve the pressure on the emergency services. There are a range of options available.

#### Choose Well

**Call 111:** If unsure which NHS service is needed, call [111](https://111.nhs.uk). An adviser will ask questions to assess symptoms and give the advice needed, or direct the resident to the best service for them in their area.

**Health Help Now** is an app that can help people in **East Surrey** find the right service for their health needs, especially when they need medical help fast but it is not a life-threatening emergency. **Web:** [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net)

**NHS Choices** can provide information on local urgent care facilities, GP, Pharmacy or other services. **Web:** [www.nhs.uk/Service-Search](http://www.nhs.uk/Service-Search)

**Ask your pharmacist:** Pharmacists are expert in many aspects of healthcare and can offer advice on a wide range of long-term conditions and common illnesses such as [coughs](#), [colds](#) and [stomach upsets](#).

**See your family doctor:** GPs assess, treat and manage a whole range of health problems. They also provide health education, give vaccinations and carry out simple surgical procedures.

**NHS walk-in centres** offer quick access to treatment for a wide variety of minor illnesses and injuries. Walk-in centres are open outside office hours and an appointment is not required.

**A&E departments** provide vital care for **life-threatening emergencies**. If unsure if it's an emergency, call [111](https://111.nhs.uk) for advice.

**NHS Health Checks:** If a resident is aged 40-74 with no pre-existing conditions they can have an NHS Health Check. More information on eligibility and [participating venues](#) is available on [Healthy Surrey](#).

## Keep Well - preventing winter bugs

Cold and flu viruses, as well as others, are easily passed on. **Catch It, Bin It, Kill It**, can help prevent them from spreading.

**Catch it** - Germs spread easily. Always carry tissues and use them to catch a cough or sneeze.

**Bin it** - Germs can live for several hours on tissues. Dispose of tissue as soon as possible.

**Kill it** - Hands can transfer germs to every surface touched. Wash hands with soap and water.

For more information on preventing winter bugs visit the preventing winter bugs page on [Healthy Surrey](#).

For general information on winter bugs, the flu, prevention, symptoms and treatment visit [NHS Choices](#).

The **flu vaccination** is offered **free of charge** to people who are at risk, to ensure that they are protected against catching the flu and developing serious complications. This can help to reduce pressure in A&E departments. Encourage residents to contact their GP if they have not been offered a vaccine and they fall within the eligible categories.

**Residents are eligible to receive a free flu jab if they are:**

- aged 65 years and over
- a carer
- pregnant
- aged six months to under 65 in clinical risk groups
- living in a long-stay residential care home
- a healthcare worker.

### The Flu Vaccination for Children

**The flu vaccine for children is a nasal spray and the free flu vaccination program is available for:**

- all two, three and four-year-olds (on 31<sup>st</sup> Aug 2015) who will be invited to have a vaccine by their GP;
- all children of school years one and two will be offered the vaccination via their school (unless they have an underlying health condition that puts them at risk from flu in which case they will receive the vaccine via their GP).

**Key messages for parents of children aged two to four and in school years one and two:**

- If you have children aged two, three or four, or in school years one and two, don't put off taking up their free flu vaccination;
- The nasal spray vaccination is quick, effective and painless and available to children aged two-four years, and to those in school years one and two;
- It's important to protect your little ones from flu and the vaccination is available free on the NHS;
- Flu can be a very unpleasant illness in children as they suffer the same symptoms as adults including fever, chills and aching muscles;
- The flu vaccination will help protect your child from flu and also reduce the chance of flu spreading to others.

There are the '5 reasons' to get your child vaccinated which are included in the leaflets available for parents that are now available online at: [www.gov.uk/government/publications/childhood-flu-programme-2015-to-2016-extension-advice-for-parents-and-schools](http://www.gov.uk/government/publications/childhood-flu-programme-2015-to-2016-extension-advice-for-parents-and-schools).

## Keep Warm



**Wrap up warm:** Wearing several thin layers of clothes is effective in keeping warm. Encourage residents to wrap up warm, inside and out and to wear shoes with a good grip if going outside. Residents with heart or respiratory problems should stay inside during a cold period.

Living in a cold home can be very damaging to physical and mental health. Older people are at particular risk of health problems as a result of living in **fuel poverty**. But children and people with disabilities or illnesses are also vulnerable.

Respiratory diseases such as asthma are made worse through living in a cold home, and people are more likely to have strokes and heart attacks. People with long-term health conditions such as heart, lung or kidney disease are also at risk.

### Top Tips:

- If a resident has reduced mobility, is 65 or over, or has a health condition such as heart or lung disease, their home should be at least 18°C (65°F). It's a good idea to keep their bedroom at this temperature all night;
- Encourage residents to also use a hot water bottle or electric blanket (but not both at the same time) to keep warm while in bed;
- Encourage residents to get their heating system, cooking appliances and electric blanket checked and to keep their home well ventilated;
- Encourage residents to consider replacing their old energy inefficient boiler with a new one;
- Babies don't need hot rooms. Keep the room at a temperature that's comfortable for you at night – about 18C (65F) is ideal.

## Signposting

**Action Surrey** can provide information and advice on how to keep a home warm and grants that may be available for replacement boilers and insulation. **Web:** [www.actionsurrey.org](http://www.actionsurrey.org) **email:** [info@actionsurrey.org](mailto:info@actionsurrey.org) **Tel:** 0800 783 2503. The **Streets Ahead** project, through Action Surrey and partner councils, is offering grants and assistance for Surrey properties that are unsuitable for cavity wall insulation. **Web:** [www.actionsurrey.org/streetsahead](http://www.actionsurrey.org/streetsahead) **Email:** [streetsahead@actionsurrey.org](mailto:streetsahead@actionsurrey.org) **Tel:** 0333 014 3620

Payments available include the [Winter Fuel Payment](#) and [Cold Weather Payment](#). Further information is available from **Citizens Advice Bureau**. **Web:** [www.citizensadvicesurrey.org.uk](http://www.citizensadvicesurrey.org.uk)

**Age UK Surrey** has useful information to help people to stay safe, warm and well in the winter. This includes money-saving tips and further advice and information on benefits and grants, advocacy and counselling. **Web:** [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey) **Tel:** 01483 503 414 [www.ageuk.org.uk/winterprep](http://www.ageuk.org.uk/winterprep)

The **Community Foundation for Surrey's Surviving Winter Fund** raises money to support charities and community organisation working with old people at risk. People who can afford to are encouraged to donate their Winter Fuel Allowance to this fund. Local community groups supporting older people can apply to this fund. **Web:** [www.cfsurrey.org.uk](http://www.cfsurrey.org.uk) **Tel:** 01483 409 230

**Home Improvement Agencies** and **Handyperson schemes** employ trusted handypersons who are vetted by the local council and carry out work for them on a regular basis, sometimes at a reduced rate. They are dedicated to helping older people, people with disabilities, and vulnerable people to live safely and independently in their own homes. Contact the [local borough and district council](#) for further information.

## Keep Happy

### Contacts and advice if residents would like to talk to someone or want somewhere to go



The term 'mental health' means different things to different people. It is often referred to as a state of emotional and psychological wellbeing; in which people are able to function in society, have fulfilling relationships with other people, cope with change and loss and meet the demands of everyday life. It's all about how we think, feel and behave.

#### Signposting

For help and advice about mental health, please see the [NHS website](#).

**Healthy Surrey** also has information and advice about looking after mental health.

**Web:** [www.healthysurrey.org.uk/your-health/mental-wellbeing](http://www.healthysurrey.org.uk/your-health/mental-wellbeing)

The **First Steps** service is for anyone aged 18 years or above in Surrey who is looking to take the first steps to improve mental wellbeing for themselves, their friends or family members.

**Web:** [www.firststeps-surrey.nhs.uk](http://www.firststeps-surrey.nhs.uk) **Tel:** 0808 801 0325

**Reading Well** is a collection of self-help books available through your library to improve mental wellbeing. **Web:** [www.surreycc.gov.uk/readingwell](http://www.surreycc.gov.uk/readingwell)

**Surrey and Borders Partnership NHS Foundation Trust**, is a provider of specialist mental health, drug and alcohol services for people of all ages in southern England.

**Web:** [www.sabp.nhs.uk](http://www.sabp.nhs.uk) **Tel:** 0300 55 55 222.

The **Child and Adolescent Mental Health Service (CAMHS)** is the provider of child and adolescent mental health services in Surrey. For further information on clinics and contact details see: [www.healthysurrey.org.uk/your-health/mental-wellbeing/camhs](http://www.healthysurrey.org.uk/your-health/mental-wellbeing/camhs).

**Home-Start** helps families with young children deal with whatever life throws at them. They support parents as they learn to cope, improve their confidence and build better lives for their children. **Web:** [www.home-start.org.uk/about\\_us](http://www.home-start.org.uk/about_us)

The **SAD Association (SADA)** is a voluntary organisation and registered charity which informs, supports and advises sufferers of Seasonal Affective Disorder.

**Web:** [www.sada.org.uk](http://www.sada.org.uk)

**Surrey Drug and Alcohol Care Ltd (SDAC)** operate a helpline open to callers 24 hours a day, 365 days a year. They offer help and support for anyone who is concerned about the problems that drugs and alcohol cause.

**Web:** [www.surrevdrucare.org.uk](http://www.surrevdrucare.org.uk) **Tel:** 0808 802 5000

## Keep Happy

### Contacts and advice if residents would like to talk to someone or want somewhere to go

#### Signposting

If a resident is concerned about memory loss or have a memory-related diagnosis such as dementia, their local [wellbeing centre](#) can help them to take steps to live well. Further information is available on **Surrey Information Point**.

**Web:** [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

**Surrey Community Action** can provide further information about **volunteering opportunities**.

**Web:** [www.surreyca.org.uk](http://www.surreyca.org.uk)

**GetWis£ Surrey** provide information and specialist advice on all aspects of welfare benefits to assist in maximizing household income for residents who are concerned about debt or are in financial crisis.

**Web:** [www.getwisesurrey.org.uk](http://www.getwisesurrey.org.uk) Tel: 0300 030 9432.

**Citizens Advice Bureau** in Surrey can provide specialist information and advice on all debt, welfare benefit and housing issues that may be of concern.

**Web:** [www.citizensadvicesurrey.org.uk](http://www.citizensadvicesurrey.org.uk)

**One Stop Surrey** is a simple [checklist](#) to be completed by individuals for signposting to organisations who can provide information and/or support.

**Web:** [www.ageuk.org.uk/surrey/help--advice/one-stop-surrey](http://www.ageuk.org.uk/surrey/help--advice/one-stop-surrey) Tel:01483 503 414

For further information on home visiting and medical equipment contact the **British Red Cross**.

**Web:** [www.redcross.org.uk/Where-we-work](http://www.redcross.org.uk/Where-we-work) Tel: 0845 0547 222

There is information about **befriending services** and **local transport schemes** and other **community support** available on [Surrey Information Point](#) or from the local [Volunteer Centre](#).

## Be Prepared and Keep Safe



Encourage residents to look out for older neighbours and friends and to check they are safe and well throughout the winter. If people are concerned about neighbours, they should alert the **Adult Social Care team** on **0300 200 1005** straight away or **SMS: 07527 182861**.

### Be winter prepared and resilient throughout

The emergency planning pages of **Surrey County Council** have further information on what to do in a case of severe weather or an emergency.

**Web:** [www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety](http://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety)

[Surrey's Local Assistance Scheme](#) can provide support for immediate needs after a disaster or in an emergency, where no other options are available.

The current **travel conditions** in Surrey can be found on the **BBC Surrey website**.

**Web:** <http://www.bbc.co.uk/travel/surrey/incidents/road>

**Surrey Information Point** provides information on **local transport schemes** and other **community support**.

**Web:** [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

Data tells us that incidences of **Domestic Abuse** raises over and around Christmas (increased alcohol consumption, money pressures and stress. There is support and information available to help combat stress which can act as a contributory factor. Please refer to Keep Happy.) This causes pressure on relationships which can develop into Domestic Abuse.

**Surrey Against Domestic Abuse** can be contacted 24 hours a day.

**Tel:** 01483 776822 **Web:** [www.surreyagainstda.info](http://www.surreyagainstda.info)

Contact your [local borough and district council](#) for information on **homelessness** support.

A number of GP practices in Surrey have signed a public agreement to provide targeted support to homeless people by working with relevant services to integrate homeless people into their community. Ask local GPs for further information.

Contact the [Housing Related Support](#) service in Surrey County Council. The service works with vulnerable adults to develop or sustain their capacity to live independently within their communities. **Tel: 020 8541 8719**

Contact [Action Surrey](#): email: [info@actionsurrey.org](mailto:info@actionsurrey.org) **Tel: 0800 783 2503** for advice and support on keeping your home warm.

## Be Prepared and Keep Safe - information on protecting oneself and staying safe in bad weather

### Priority Services Register for vulnerable residents

If a resident is of pensionable age, is registered disabled, has a hearing or visual impairment, has a child under the age of one or has long term ill-health, encourage them to register with the **Priority Services Register**. This is a scheme run by **utility suppliers** and includes priority reconnection if supply is interrupted and advance notice if a resident's supply will be stopped. Contact the utility supplier or **Citizens Advice Surrey** for further information.

Web: [www.citizensadvicesurrey.org.uk](http://www.citizensadvicesurrey.org.uk)

**Thames Water's Special Assistance Register** is for people who have mobility or sight problems and may need to get extra help to get water from a tanker or standpipe should there be an interruption to their supply. They also maintain a list of high priority customers who use a dialysis machine at home. If a resident is on their **home dialysis priority list** they give them a longer notification period before they turn off their water supply during planned work. During emergencies they will also receive additional support and advice.

Web: [www.thameswater.co.uk/help-and-advice/555.htm](http://www.thameswater.co.uk/help-and-advice/555.htm)

### Signposting

Encourage residents to draw up an emergency plan for their household by completing the [Household Emergency Plan](#) (currently being updated) developed by **Surrey County Council's Emergency Management Team** on behalf of **Surrey's Local Resilience Forum**.

Encourage communities to prepare themselves for emergencies by drawing up a [Community Emergency Plan](#).

The Government's **Get Ready for Winter Campaign** reminds people of the simple steps that can be taken to keep warm, healthy and safe this winter. The campaign is hosted on the [Met Office website](#). This campaign is also supported by numerous voluntary sector organisations including the British Red Cross, St John Ambulance, etc. For a full list visit: [www.metoffice.gov.uk/get-ready-for-winter/partners](http://www.metoffice.gov.uk/get-ready-for-winter/partners).

A free home fire safety check can be arranged by **Surrey Fire and Rescue**. Tel: 0800 085 0767 or [online](#).

A variety of home safety sensors and alarms are available through **Surrey Telecare**.

Web: [www.surreytelecare.com](http://www.surreytelecare.com) Tel: 0300 200 1005

**British Red Cross Services**: covering Surrey, provide Mobility Aid equipment for hire or sale. The **support at home services** are based in Royal Surrey County Hospital, Frimley Park Hospital, St Peter's Hospital, Epsom Hospital and East Surrey Hospital and support residents being discharged, for up to six weeks, across Surrey. Web: [www.redcross.org.uk](http://www.redcross.org.uk) Tel: 0845 0547 222

**One Stop Surrey** is a simple [checklist](#) to be completed by individuals for signposting to organisations who can provide information and/or support. Tel: 01483 503 414

For more information on carbon monoxide safety, call the **Health and Safety Executive (HSE) Gas Safety Advice Line** on Tel: 0800 300 363 (9am–5.30pm Mon–Thurs and 9am–5pm Fri) or visit [www.hse.gov.uk/gas/domestic](http://www.hse.gov.uk/gas/domestic). For general health advice and information on finding a registered engineer, visit [www.nhs.uk/carbonmonoxide](http://www.nhs.uk/carbonmonoxide).

## Keep Informed - be prepared and keep safe

### Emergency Contacts

**Dial 999 in an emergency. A police emergency is defined as incidents where:**

- someone's life is in danger
- a suspect is at the scene or an early arrest is likely
- someone is at risk of violence, or property is about to be damaged
- a serious offence is in progress
- serious disruption to the public is likely
- there is a very serious crime (e.g. Rape, GBH).

**Please report non-emergency incidents to Surrey Police by telephoning 101 or 01483 571212 24 hours a day, 7 days a week.**

#### **Adult Social Care:**

If an elderly or vulnerable person needs emergency social care support during office hours, because they are isolated at home, for example, due to severe weather such as heavy snow or flooding etc, please call our **Adult Social Care helpline** on **Tel: 0300 200 1005**. Alternatively you can **text: 07527 182861**. If someone requires urgent assistance overnight or at any other time outside of normal office hours, such as a bank holiday, they can contact the **Out of Hours Emergency Duty Team** on **Tel: 01483 517 898** who will provide help and advice.

#### **Children's Social Care:**

**Monday to Friday 9am -5pm:**

**North East Area:** 0300 123 1610

**North West Surrey** 0300 123 1630

**South East Area:** 0300 123 1620

**South West Surrey** 0300 123 1640

#### **Out of Hours Emergency: 01483 517898**

If you are concerned about a child's immediate safety you should call **Surrey Police 999**.

#### **Be aware of who to contact in the case of an emergency:**

- **Southern Gas Networks (SGN)** - If you smell gas call the National gas Emergency number on: **0800 111 999**
- **Thames Water** - 24hr freephone leakline on: **0800 714614**
- **Affinity Water** - Emergencies, water quality, supply and leak enquiries: **0345 357 2407**
- **Sutton and East Surrey Water** - 24hr Emergency Number: **01737 772000**
- **UK Power Networks** - calling from a landline: **0800 3163105** / or a mobile: **0333 3232105**
- **Scottish and Southern Energy** - 24hr emergencies and power cuts. From a landline: **0800 0727282** / mobile: **0345 0721905**
- **Environment Agency Floodline** - **0345 988 1188**
- **South East Water** - **0333 000 0365**.

## Keep Informed - a list of key agencies and contacts who can provide help and support to the residents of Surrey

### Key Signposting Tools:

- **[Surrey Information Point](#)** : A comprehensive online resource of health and social care support available across Surrey;
- **[NHS Choices](#)**;
- **[Healthy Surrey](#)** provides information on health matters, campaigns and key information for Surrey residents;
- **[SIGN \(Surrey Information and Signposting Navigator\)](#)** : A tool to be used in conjunction with Surrey Information Point to ensure consistency and accuracy of signposting;
- **Locality Sheets and Adult Social Care [Publications Library](#)**;
- **One Stop Surrey**: A simple [checklist](#) to be completed by individuals for signposting to organisations who can provide information and/or support.

### Information and Advice

The **Surrey Hubs** are local centres that provide information about local care and support options **Web:** [www.thesurreyhubs.org.uk](http://www.thesurreyhubs.org.uk)

**Healthwatch Surrey** is the local consumer champion for health and social care services. **Web:** [www.healthwatchesurrey.co.uk](http://www.healthwatchesurrey.co.uk) **Tel:** 0300 303 0023

**Get Wis£ Surrey** provide information, advice and support on all aspects of welfare benefits. **Web:** [www.getwisesurrey.org.uk](http://www.getwisesurrey.org.uk) **Tel:** 0300 030 9432

**Citizens Advice Surrey** provide free confidential, impartial and professional advice to help people resolve a wide range of issues. **Web:** [www.citizensadvicesurrey.org.uk](http://www.citizensadvicesurrey.org.uk)

**Age UK Surrey** provide information, advice and services such as home visiting, footcare and shop mobility. **Web:** [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey) **Tel:** 01483 503 414

**Surrey Disabled People's Partnership** provides a range of advocacy services across Surrey, for disabled people over 16 years old and older people. **Web:** [www.sdpp.org.uk/services/advocacy.php](http://www.sdpp.org.uk/services/advocacy.php) **Tel:** 0300 030 7333

To find out about events going on in your area and ways in which Surrey County Council and its partners are working to make sure Surrey is the best possible place to live and age well encourage residents to sign up to the **Living and Ageing Well** electronic quarterly newsletter. **Contact:** [livingandageingwell@surreycc.gov.uk](mailto:livingandageingwell@surreycc.gov.uk)

Contact **Action Surrey**: email: [info@actionsurrey.org](mailto:info@actionsurrey.org) **Tel:** 0800 783 2503 for advice and support on keeping your home warm.

## Keep Informed

**Adult Social Care Helpline (Surrey County Council) 0300 200 1005 or SMS: 07527 182861**

**Children's Social Care. Monday to Friday 9am -5pm:**

**North East Area:** 0300 123 1610

**North West Surrey** 0300 123 1630

**South East Area:** 0300 123 1620

**South West Surrey** 0300 123 1640

**Out of Hours Emergency: 01483 517 898**

If you are concerned about a child's immediate safety you should call **Surrey Police 999**

The local **borough and district councils** provide a range of support to the local community including home improvement agencies, meals on wheels and floating support. Contact your local council for information on what is available in your area:

<b>Elmbridge Borough Council:</b>	01372 474 474	<a href="http://www.elmbridge.gov.uk">www.elmbridge.gov.uk</a>
<b>Epsom &amp; Ewell Borough Council:</b>	01372 732 000	<a href="http://www.epsom-ewell.gov.uk">www.epsom-ewell.gov.uk</a>
<b>Guildford Borough Council:</b>	01483 505 050	<a href="http://www.guildford.gov.uk">www.guildford.gov.uk</a>
<b>Mole Valley District Council:</b>	01306 885 001	<a href="http://www.molevalley.gov.uk">www.molevalley.gov.uk</a>
<b>Reigate &amp; Banstead Council:</b>	01737 276 000	<a href="http://www.reigate-banstead.gov.uk">www.reigate-banstead.gov.uk</a>
<b>Runnymede Borough Council:</b>	01932 838 383	<a href="http://www.runnymede.gov.uk">www.runnymede.gov.uk</a>
<b>Spelthorne Borough Council:</b>	01784 451 499	<a href="http://www.spelthorne.gov.uk">www.spelthorne.gov.uk</a>
<b>Surrey Heath Borough Council:</b>	01276 707 100	<a href="http://www.surreyheath.gov.uk">www.surreyheath.gov.uk</a>
<b>Tandridge District Council:</b>	01883 722 000	<a href="http://www.tandridge.gov.uk">www.tandridge.gov.uk</a>
<b>Waverley Borough Council:</b>	01483 523 333	<a href="http://www.waverley.gov.uk">www.waverley.gov.uk</a>
<b>Woking Borough Council:</b>	01483 755 855	<a href="http://www.woking.gov.uk">www.woking.gov.uk</a>

### **NHS clinical commissioning groups (CCGs)**

There are six clinical commissioning groups within Surrey responsible for putting in place local healthcare services according to the health needs of the local population and monitoring the quality of those services. CCGs have a duty to consult and engage with local people about the decisions they make about local healthcare. Opportunities for the public to get involved are often highlighted on their websites:

**Surrey Heath CCG** [www.surreyheathccg.nhs.uk](http://www.surreyheathccg.nhs.uk)

**Surrey Downs CCG** [www.surreydownsccg.nhs.uk](http://www.surreydownsccg.nhs.uk)

**East Surrey CCG** [www.eastsurreyccg.nhs.uk](http://www.eastsurreyccg.nhs.uk)

**Guildford & Waverley CCG** [www.guildfordandwaverleyccg.nhs.uk](http://www.guildfordandwaverleyccg.nhs.uk)

**North West Surrey CCG** [www.nwsurreyccg.nhs.uk](http://www.nwsurreyccg.nhs.uk)

**North East Hampshire and Farnham CCG** [www.northeasthampshireandfarnhamccg.nhs.uk](http://www.northeasthampshireandfarnhamccg.nhs.uk)

## Keep Informed

### Carers

**Action for Carers Surrey** provide information, advice and advocacy for carers in Surrey.

**Web:** [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk) **Tel:** 01483 302 748

**Surrey Young Carers** provide information and advice for young carers in Surrey.

**Web:** [www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk) **Tel:** 01483 568 269.

**Jointly App** is an app specifically for carers, that aims to make communication and coordination between those who share the care as easy as a text message. **Web:** [www.jointlyapp.com](http://www.jointlyapp.com)

**Carers Direct (NHS)** **Web:** [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect) **Tel:** 0300 123 1053 and **Carers Net Surrey**

**Web:** <http://carersworldradio.ihoststudio.com>

**Local Carers Support Schemes:** information available on **Surrey Information Point** [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk) or through **Action for Carers Surrey**.

### Health and Wellbeing

**Age UK Surrey** provide information, advice and services such as home visiting, footcare and shop mobility. **Web:** [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey) **Tel:** 01483 503 414

**FirstPoint** provide a range of high quality specialist services to deaf, deafened and hard of hearing people. **Web:** [www.firstpointcic.co.uk](http://www.firstpointcic.co.uk) **Tel:** 0137 237 6558

**Sight for Surrey** work with blind and partially sighted people in Surrey and provide services and support so they may lead fuller, more independent lives including IT training, benefits assistance, specialist equipment. **Web:** [www.sightforsurrey.org.uk](http://www.sightforsurrey.org.uk) **Tel:** 01372 377 701

**One Stop Surrey** One Stop Surrey is a simple checklist to be completed by individuals for signposting to organisations who can provide information and/or support. **Tel:** 01483 503 414 **Email:** [onestopsurrey@ageuksurrey.org.uk](mailto:onestopsurrey@ageuksurrey.org.uk)

**Patient Transport Service** provides a non-emergency booking service and general information around transport options available for eligible patients living in Surrey. **Tel:** 0300 200 1067 (Mon-Fri 8am-6pm no including bank holidays).

The **Library Direct Service** delivers, free of charge library books to isolated individuals at home.

**Surrey Disability Register** aims to open doors to new networks and contacts for residents with disabilities. Members receive a bi-annual newsletter. **Email:** [sdr@surreycc.gov.uk](mailto:sdr@surreycc.gov.uk)  
**Tel:** 0300 200 1005 **SMS:** 07527 182861.

**This toolkit has been developed and produced by the communication subgroup of the Surrey Health and Wellbeing Board, represented by:**

East Surrey CCG

Guildford & Waverley CCG

Healthwatch Surrey

Mole Valley District Council (representing all Boroughs and District Councils in Surrey)

North West Surrey CCG

North East Hampshire and Farnham CCG

Reigate and Banstead Borough Council (representing all Boroughs and District Councils in Surrey)

Surrey County Council

Surrey Downs CCG

Surrey Heath CCG

**In partnership with:**

NHS England

Action Surrey

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[www.healthysurrey.org.uk](http://www.healthysurrey.org.uk)