

Surrey together

Winter help and advice

2020 has undoubtedly been a difficult year for everyone. Over the last months, so many of you have played your part, supported your community, and kept Surrey safe. Thank you for your efforts. We are, however, still in challenging times. For many of us, this may be the most difficult winter in our lifetimes.

But we want to reassure you that there is help available and we will get through this time together.

We have pulled together all the advice and support here in Surrey to help you through the coming weeks and months. Please take a look and access the help available if needed.

We are here for you. We continue to work with partners across Surrey, including district and borough councils, NHS, emergency services and of course our Voluntary and Community organisations to keep you safe and our essential services running.

Surrey's Public Health team have constantly monitored, and reacted to, data on local COVID-19 infection rates. That work will continue, so please follow Surrey County Council's social media channels for the latest information and advice.

Surrey is a fantastic county to live in, full of caring and compassionate communities.

This year has brought us closer together and shone a light not only on those that need help, but also the togetherness and compassion that has helped us through these difficult times.

By supporting each other, and sticking together, we will get through this winter and can look forward to a better 2021.



Tim Oliver
Leader of Surrey
County Council



Ruth Hutchinson
Surrey Director
of Public Health

Connecting communities



COVID-19 has brought many communities and neighbourhoods closer together. This winter we need to make sure we still keep looking out for each other.

If you need to self-isolate you may need to call on family, friends or neighbours to help with getting your shopping or your medicines. It's a good idea to think ahead and make sure you've got a plan in place. And do check-in with neighbours, particularly older or vulnerable people who may need a bit of friendly help and support, maybe more so than others.

There are some great ways of looking out for each other, such as setting up a WhatsApp group for your street, or signing up to the Nextdoor app which connects neighbourhoods.



But rest assured there is local help available if you get stuck and need extra support. The Surrey Community Helpline can help point you in the right direction for local support during the winter months and coronavirus pandemic.

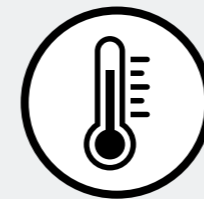
- Tel: 0300 200 1008 (Monday to Friday: 9am to 5pm)
- SMS: 07860 053465 for Deaf and hearing-impaired residents only
- surreycc.gov.uk/coronavirus



Keeping safe and well during COVID-19

By sticking to government guidelines and observing local and national restrictions you can make a huge difference by slowing the spread of the virus. This is the best way to protect yourself, your loved ones, and the vital health services that take care of our communities. To keep up to date with the latest COVID-19 restrictions and government guidelines visit gov.uk/coronavirus.

What to do if you experience coronavirus symptoms



A high temperature



A new continuous cough



Loss or change to your sense of smell or taste

Book a test and self-isolate for at least 10 days. To book a test visit nhs.uk/coronavirus or call 119 free from any landline or mobile.

Stay at home while you are waiting for a home test kit or testing site appointment, and the result. The result of the test will determine how long you must continue to stay at home and self-isolate.

You should self-isolate if:

- **you have any symptoms of coronavirus**
- **you have tested positive for coronavirus**
- **you are waiting for your test result**
- **you live with someone who has symptoms or has tested positive**
- **someone in your support bubble has symptoms or has tested positive**
- **you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app**
- **you arrive in the UK from a country with high coronavirus risk.**

For more information on NHS Test and Trace visit www.gov.uk/coronavirus and search 'NHS Test and Trace'.

APP IT TO ZAP IT!

Download the NHS COVID-19 App

With multiple functions and using privacy protection technology, the app is the fastest way to see if you are at risk from Coronavirus. Protect yourself, your loved ones and others. Go to covid19.nhs.uk, the Apple App Store or Google Play to download the app.

Surrey Information Point

Finding community support and services

Surrey Information Point hosts a range of information on support and services available in your local community, to help you stay independent, safe and well. Whether you or someone you know is looking for equipment for your home, meal deliveries, local virtual groups to join to reduce loneliness, financial support, or help if you're looking after someone – this information is all in one place. You can also find registered home care agencies and details of care homes if you have longer term care needs. Visit surreyinformationpoint.org.uk to find out more.

Social prescribing services

If you're experiencing loneliness or low mood, or you're looking to make lifestyle changes this winter, you can talk to a social prescribing link worker. A link worker will connect you to local services and activities to help you achieve your goals. Ask your GP surgery for a referral or visit surreyinformationpoint.org.uk and search 'social prescribers' for self-referral options.

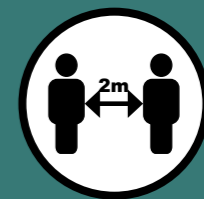
When you are outside your home remember:



Regularly wash or sanitise your hands



Always use a face covering



Maintain 2m distance if you can

Keeping healthy this winter



Making sure you're as healthy as possible can help your body respond better to unwanted illnesses.

Whether you're looking for a helping hand to manage your weight, reduce how much alcohol you drink, quit smoking or ways to keep active, a range of information, self-help tools and links to local services are available at healthysurrey.org.uk.

You can also download a range of free apps including the NHS weight loss plan, at nhs.uk/betterhealth.

GETTING THE RIGHT HEALTH ADVICE

The NHS is here for you and is working hard to ensure you can safely access the care you need. Here's how you can help us, help you.

- If you start to feel unwell, get advice from a GP or pharmacist before it gets worse.
- If you have COVID-19 symptoms or are self-isolating, please do not leave your house. Call 111 or speak to your GP.

NHS 111

NHS 111 can help if you have an urgent medical problem and are unsure what to do. It is available 24 hours a day, 7 days a week. To get help you can go to 111.nhs.uk or call 111.

If you're Deaf you can:

- call 18001 111 on a textphone
- visit the NHS 111 British Sign Language Service - interpreternow.co.uk/nhs111.

Remember, if it is an emergency always call 999.

It's not 'just' the flu

The flu virus kills thousands in an average year, and this is anything but an average year! Getting a flu jab is a really good way to help protect yourself against flu this winter. You can ask your pharmacist or GP if you're eligible for a free flu vaccine – all clinics are taking extra precautions to make sure these are delivered as safely as possible, in a COVID-secure way.

Visit nhs.uk/flu vaccine to find out more.

GET YOUR FREE FLU JAB
Ask your pharmacist, GP or midwife

Flu vaccine
help us
help you

IT'S OK, NOT TO BE OK

Social distancing and isolation will be hard for many people, but there's information, advice and support to help you, or someone you care about.

Tips and self-help resources to manage your mood

Six things you can do each day to help improve your mood and reduce stress

- **Be active** – build exercise into your daily routine
- **Keep learning** – try something new or re-learn an old interest
- **Give** – volunteer your time to someone
- **Connect** – make time to talk to friends and family
- **Take notice** – go outside each day to take in your surroundings
- **Care** – do your bit to look after our planet.

Access local support to talk about how you're feeling

Anyone over 18 years old and experiencing stress, low mood, depression or anxiety, could benefit from and refer themselves to free NHS talking therapies. Find out more at healthysurrey.org.uk and search 'local mental health services'.

- Call the Surrey Community Helpline on 0300 200 1008 to speak to someone who can connect you to the appropriate support. Alternatively, SMS: 07860 053465 for Deaf and hearing impaired residents only.

Getting help in a crisis

Local help and advice is available for anyone whose mental health is at breaking point.

- Contact the Surrey Mental Health Crisis Helpline: Call 0800 915 4644 (24 hours, 7 days a week).
- Those with speech or hearing difficulties can access the Next Generation Text Service 18001 0800 915 4644 or SMS text: 07717 989024.
- Visit sabbp.nhs.uk/crisis
- Shout UK - crisis text line. Text 'SHOUT' to 85258 (24 hours, 7 days a week).

Worried about your finances?

Visit nationaldebtline.org for financial advice or call 0808 808 4000 from 9am - 8pm Monday to Friday and 9.30am - 1pm on Saturday.

Dealing with losing a loved one

The Cruse Bereavement Care service offers free and confidential one-to-one support to adults, children and young people. Visit cruse.org.uk or call 0808 808 1677.

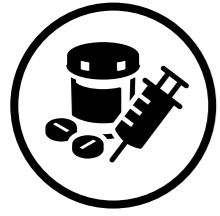
Worried about your child's mental health and wellbeing?

Living through the pandemic has been stressful for many of us, and that includes our children and young people. To help you and your child during this challenging time, here are some helpful resources.

- Children aged 10 years and older can access wellbeing support online at kooth.com
- Parents and carers of children with special educational needs and disabilities can access emotional and wellbeing support at qwell.io.
- The Children and Family Health Surrey Advice Line provides support for various parenting, health and wellbeing concerns. Call 01883 340 922, open 8am-5pm Monday to Friday.
- 11 - 19 year olds can text a school nurse to chat confidentially about things that are troubling them. Text 'Chat Health' to 07507 329951.

Download the free Every Mind Matters NHS app for tips, guidance and a planning tool to help deal with stress, anxiety, and improve sleep.

BE PREPARED



Keep medicines stocked up

Keep your medicine cabinets stocked and order repeat prescriptions before running out. Pharmacists can advise on which medicines will help you and your family through the winter so you're prepared if you can't leave your house.

Get extra help with your utilities in an emergency

If you or someone you know might need help if electricity, gas or water supplies go off, then sign up to a Priority Services Register with your utility supplier for extra assistance. Other benefits include being reconnected to supplies as a priority, advance notice of planned works, identification and password schemes, and help with accessing prepayment meters and meter readings.

You may be eligible if you:

- are of pensionable age
- are disabled or chronically sick
- have a long-term medical condition
- have a hearing or visual impairment or additional communication needs
- are in a vulnerable situation
- have children under five.

To register, you'll need to contact each of your utility providers - their contact details will be on your bills.

Be flood alert

To find out if your home is at risk from flooding and to register for flood alerts, visit flood-warning-information.service.gov.uk or call Floodline on 0345 988 1188.



If your home is at risk, there's advice at surreycc.gov.uk/surreyprepared. It includes having a bag of essentials on standby in case you need to leave your home quickly, and writing a list of key contacts – such as insurance details – in case you need them.

Surrey Prepared also has advice on minimising the risk of flooding, including clearing debris from ditches which run through or alongside your property.

KEEP WARM THIS WINTER

Are you struggling to keep your home warm?

You might be eligible for support to get your home more energy efficient.

Living in a cold home can be very damaging to physical and mental health. It can make respiratory diseases, like asthma, worse. The good news is there's support out there.

Action Surrey (or HEATSurrey if you live in Runnymede) may be able to help you reduce your energy bills, through a range of home energy saving upgrades, grants and free energy efficiency advice.

Action Surrey - Tel: 0800 783 2503

Website: actionsurrey.org

If you live in Runnymede you can contact

HEATSurrey - Tel: 01784 653635

Website: heatproject.co.uk/surrey

Keeping yourself and others safe

At home shouldn't mean at risk

If you are feeling frightened in your home because of someone's behaviour, the Surrey Domestic Abuse Helpline on 01483 776822 is open 7 days a week, 9am to 9pm provided by Your Sanctuary or visit surreyagainstda.info

If you are in immediate danger call the Police on 999. If you can't talk out loud the police operate a Silent Solution, call 999 and then press 55.

If you are worried about the safety of a child or young person,

contact the Surrey Children's Single Point of Access (CSPA), 9am to 5pm, Monday to Friday Tel: 0300 470 9100
Email: cspa@surreycc.gov.uk

Out of hours (weekdays 5pm – 9am and 24 hours @ weekends) Tel: 01483 517898 to speak to our emergency duty team (please leave a message with your name and contact details and our team will get back to you).

Children and young people who don't feel safe at home can get help from Childline, call 0800 1111 or visit childline.org.uk

Support is available to adults at risk of abuse or neglect,

who because of a disability, care and support needs or poor physical or mental health, are unable to manage that risk.

If you are in that situation or suspect someone else may be, you can report it to our Multi Agency Safeguarding Hub (MASH), 9am to 5pm Monday to Friday Tel: 0300 470 9100
Email: ascmash@surreycc.gov.uk

Out of hours (weekdays 5pm – 9am and 24 hours @ weekends) Tel: 01483 517898 to speak to our emergency duty team.

For more information visit surreysab.org.uk or surreycc.gov.uk/safeguardingadults

Keep fraudsters out

Doorstep crime increases during the winter months due to bogus callers and rogue traders taking advantage of our need for a safe, warm and dry home during bad weather.

Rogue traders will attempt to convince residents that they need work done and then either produce shoddy work or no work at all.

Don't open up your home to doorstep callers. Trading Standards approved traders can be found on traders4u.co.uk. You can also get one of their No Cold Calling sticker packs free of charge at surreycc.gov.uk/tradingstandards. You can also contact Trading Standards on 0808 223 113.



USEFUL CONTACT NUMBERS

Bereavement

Cruse Bereavement Care
Tel: 0808 808 1677
cruse.org.uk

Childline

Tel: 0800 1111
childline.org.uk

Coronavirus advice

gov.uk/coronavirus
covid19.nhs.uk
nhs.uk/coronavirus

Domestic abuse

Surrey Domestic Abuse
Helpline
Tel: 01483 776 822
surreyagainstda.info

Financial support

National Debt Helpline
Tel: 0808 808 4000
nationaldebtline.org

Floodline

Tel: 0345 988 1188
flood-warning-information.service.gov.uk

Healthy Surrey

healthysurrey.org.uk

Heating support

Action Surrey
Tel: 0800 783 2503
actionsurrey.org
HEATSurrey
(Runnymede residents)
Tel: 01784 653635
heatproject.co.uk/surrey

Mental health and wellbeing - adults

Local services
healthysurrey.org.uk/mentalwellbeing

Crisis support

Surrey Mental Health Crisis
Helpline
Tel: 0800 915 4644
sabp.uk/crisis
Shout UK crisis text line -
text 'SHOUT' to 85258

Mental health and wellbeing - children and young people

Children and Family
Health Surrey Advice Line
Tel: 01833 340 922
(Monday – Friday,
8am - 5pm)
Text a school nurse, text
'Chat Health' to
07507 329951
kooth.com
quell.io

NHS 111

Tel: 111
If you're Deaf, phone
18001 111 on a textphone
British Sign Language –
interpreternow.co.uk/nhs111
111.nhs.uk

Preparing for emergencies

surreycc.gov.uk/surreyprepared

Safeguarding adults

Tel: 0300 470 9100
Email:
ascmarsh@surreycc.gov.uk
surreycc.gov.uk/safeguardingadults

Out of hours

(Monday-Friday 5pm-9am
and 24 hours at weekends) –
01483 517 898

Safeguarding children

Tel: 0300 470 9100
Email: cspa@surreycc.gov.uk

Out of hours

(Monday-Friday 5pm-9am
and 24 hours at weekends) –
01483 517 898

Surrey Community Helpline

Tel: 0300 200 1008
SMS: 07860 053465 for
Deaf and hearing-impaired
residents only (Monday to
Friday: 9am to 5pm)

Surrey Information Point

surreyinformationpoint.org.uk

Trading Standards

Tel: 0808 223 113
surreycc.gov.uk/tradingstandards

If you would like this information in Easy Read version, large print, Braille, in audio or in another language or format, please contact us on: **Tel: 0300 200 1005** **Minicom: 020 8541 9698**
SMS: 07527 182861 **Email: contact.centre@surreycc.gov.uk**