

January 2017

# KEY INFORMATION RESOURCES

Under the Care Act 2014 legislation Surrey County Council and its partners have a duty to provide a universal information and advice service to all residents, covering:

- what care and support is available
- how residents can access care and support
- where residents can find independent financial advice about care and support, and
- how residents can raise concerns about the safety or wellbeing of someone who has care and support needs

This document has been produced for anyone whose role involves signposting to residents and staff to information about care and support options.

Together we can make a real difference to the choices residents make about care and support. By providing good information and advice we can help prevent or delay people's care needs, improve their wellbeing and help them remain independent, living in their own home, for longer.

The links overleaf take you to some key resources to help you provide effective information and signposting to Surrey residents.



Surrey County Council's web page 'Care and Support for Adults':

[www.surreycc.gov.uk/adultsocialcare](http://www.surreycc.gov.uk/adultsocialcare)

Surrey County Council **Online Publications Library** where leaflets can be downloaded:

<https://www.surreycc.gov.uk/social-care-and-health/contacting-social-care/contact-adult-social-care/online-publications-for-adult-social-care>. To order leaflets please contact [adults.communications@surreycc.gov.uk](mailto:adults.communications@surreycc.gov.uk)

Surrey County Council **Community Information Sheets**: <https://www.surreycc.gov.uk/social-care-and-health/contacting-social-care/contact-adult-social-care/online-publications-for-adult-social-care#community>

**Surrey Information Point** is an online directory with essential information about community support, care and health information: [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk). New **Community Matters** section included. Contact [info@surreyinformationpoint.org.uk](mailto:info@surreyinformationpoint.org.uk) for more information.

**Surrey Information and Signposting Navigator (SIGN)** contains the core information and signposting channels: <https://www.surreyinformationpoint.org.uk/Information/SIGN>

**Healthy Surrey** contains key information for Surrey residents and promotes improved health and wellbeing for everyone: [www.healthysurrey.org.uk](http://www.healthysurrey.org.uk)

The **Winter Wellness Toolkit** has been developed to support health, social care and local community professionals in providing advice and information about services in Surrey (currently being updated): <http://www.healthysurrey.org.uk/your-health/seasonal-advice/winter-wellness-toolkit/>

The **One Stop Surrey** referral service is now being managed and administered by the Adult Social Care Team at the Contact Centre - the email address is [onestopsurrey@surreycc.gov.uk](mailto:onestopsurrey@surreycc.gov.uk) and the web link is: [www.surreycc.gov.uk/onestopsurrey](http://www.surreycc.gov.uk/onestopsurrey)

The **Surrey Multi-Agency Safeguarding Hub (MASH)** is the single point of contact for reporting concerns about the safety of a child, young person or adult:

<https://www.surreycc.gov.uk/social-care-and-health/contacting-social-care/contact-childrens-services/about-the-multi-agency-safeguarding-hub>

**Surrey's Special Educational Needs and Disability (SEND) Local Offer** is an online hub for 0-25: <https://www.surreysendlo.co.uk/kb5/surrey/localoffer/home.page>

**Surrey Family Information Service (FIS)** contains information regarding registered childcare, family activities, holiday clubs and support groups near you: <http://www.surreycc.gov.uk/people-and-community/family-information-service>

**Surrey Skills Academy** is a 'single point of information' for access to a wide range of training and learning opportunities including courses, information and signposting to partner and other organisations: <http://surreyskillsacademy.learningpool.com/>

Surrey Skills Academy new learning aids for staff, volunteers and professionals:

- **Learning and Development Modules** for Information and Advice Providers: <http://surreyskillsacademy.learningpool.com/mod/page/view.php?id=529>
- **Promoting Wellbeing in Surrey e-learning**: <http://surreyskillsacademy.learningpool.com/enrol/index.php?id=261#section-1>

The **Society of Later Life Advisors** provides information on independent financial advice from a not for profit organisation aimed at meeting the need of consumers, advisers and those who provide financial products and services to the later life market: <http://societyoflaterlifeadvisers.co.uk/>

Links to **government information** regarding their current and future proposals on welfare reform:  
<https://www.gov.uk/government/policies/welfare-reform>

**Universal Credit: an introduction** This is a guide to help prepare future claimants for the changes that Universal Credit brings.

**Care Act Information and Advice Checklist** for providers (currently being updated):  
[https://www.surreycc.gov.uk/data/assets/pdf\\_file/0003/79572/Information-and-Advice-Checklist-January-2016.pdf](https://www.surreycc.gov.uk/data/assets/pdf_file/0003/79572/Information-and-Advice-Checklist-January-2016.pdf)

**NHS Accessible Information Standard – NHS England** resources:  
<https://www.england.nhs.uk/ourwork/accessibleinfo/>

**Surrey County Council** webpage on the **NHS Standard**: <https://www.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults/support-for-people-with-disabilities/your-right-to-accessible-information>

**Bracknell Forest Council** one page summary on the NHS Standard: <http://www.bracknell-forest.gov.uk/ais-infographic-what-is-the-ais.pdf>

**Change People Easy Read Guide** 'Your Rights under the Accessible Information Standard':  
<http://www.changepeople.org/Change/media/Change-Media-Library/Blog%20Media/AIS-Wordbank.pdf>

**NHS Standard E-learning** (open access): <http://www.e-lfh.org.uk/programmes/accessible-information-standard/open-access-sessions/>

**Change People Communication Card**: <http://www.changepeople.org/getmedia/4ad774ac-23ec-4609-b1a1-13280b07a483/CHANGE-Communication-Card-v2>

**Surrey Health Action** easy read template appointment letters and autism factsheets:  
<http://www.surreyhealthaction.org/>

**Surrey Health Action My Care Passport**:  
<http://www.surreyhealthaction.org/assets/files/My%20care%20passport%20-%20enabled%20adobe%20reader%202.pdf>

**Surrey Health Action – My Hospital Passport**:  
<http://www.surreyhealthaction.org/downloads/hospital%20passport%20surrey.pdf>

**Sight for Surrey i-passport** for people with a visual impairment:  
<https://www.sightforsurrey.org.uk/vision-impairment/eye-clinic-liaison/hospital-passport/>

**Adult Care and Support Services Directory** for Surrey 2016/17 (online):  
<http://www.carechoices.co.uk/region/south-east/surrey/>. To order please contact [adults.communications@surreycc.gov.uk](mailto:adults.communications@surreycc.gov.uk).

**Surrey's Information and Advice Strategy** 2016-2018:  
[https://www.surreycc.gov.uk/data/assets/pdf\\_file/0006/96432/Final-IA-Strategy-2016-20.pdf](https://www.surreycc.gov.uk/data/assets/pdf_file/0006/96432/Final-IA-Strategy-2016-20.pdf)

**Healthwatch Surrey** is an independent organisation that gives Surrey residents a voice to improve and shape health and social care services. <http://www.healthwatchesurrey.co.uk/> To contact email

[enquiries@healthwatchsurrey.co.uk](mailto:enquiries@healthwatchsurrey.co.uk), telephone 0303 303 0023 (local rate number), text (SMS) 07592 787533 or visit any of the Citizens Advice Bureau in Surrey.

The **Surrey Autism Partnership Board** highlights sources of support and information for adults with autism who may or may not be eligible for a funded social care service:

<http://www.surreypb.org.uk/modx/local-groups-and-services.html>

**For more information contact Natalie Gordon, Project Officer, Adult Social Care at [Natalie.Gordon@surreycc.gov.uk](mailto:Natalie.Gordon@surreycc.gov.uk) or telephone 0208 213 2878 / 07976 583960.**