



Mole Valley Life

MOBILE • INDEPENDENT • SOCIAL

Your Life. Your Journey.
Share it with us.

Welcome to our winter 2021 newsletter!

As we head into the colder months we have lots of information to keep you safe and healthy, as well as updates on what the Mole Valley Life team have been doing to help support you and our community.

Stay warm and well,

The Mole Valley Life team

The magazine's content is accurate at time of printing, 5th November 2021. Subsequent changes to England's roadmap out of lockdown, which could result in some content becoming outdated, is outside of our control.



Quality Standards Framework
Accredited Organisation

Supporting you this year*

 118,000 lifeline alarm calls handled

 98.4% of life critical calls answered in 60 seconds

 9,828 smoke alarm alerts

 6,070 fall detection alerts

 1,087 lifeline alarm service visits

 2,489 ambulances called out

 918 medication reminders

 460 purposeful walker alerts

 9 second average call answer time

*1st Jan – 30th Sept 2021

Lifeline Alarm and TEC team bolstered

On April 1st this year Mole Valley Life entered a joint partnership with Tandridge District Council to provide their Lifeline Alarm and Technology Enabled Care (TEC) service. This means that Mole Valley Life now provide this service to the Mole Valley and Tandridge District areas, as well as the Reigate and Banstead Borough area.

To help us deliver our life saving service, we are pleased to have recently welcomed on board Kaitlyn and Martin as additional Trusted Advisors.



New recruits, Martin and Kaitlyn

After a thorough induction and training period we are delighted that they are now out on the road helping to support residents across East Surrey.



Frank training Martin

Here is some recent feedback on their work:

"Thank you for doing a great job today. I was very impressed with the service and dealing with Kaitlyn."

"Martin was very professional, it was a pleasure dealing with him."



New telephone check in service

Mole Valley Life's new telephone check in service ensures that you are supported to live safely and securely at home through regular telephone calls. The service can help if you suffer from anxiety, live alone or are lonely. It can also help to establish a routine after a change in medication or discharge from hospital.

Our team are professionally trained to listen, check on the resident's needs and deal with any emergencies that may arise.

Our pre-arranged telephone calls are tailored to your requirements and can be organised either on a recurring basis or as and when required, e.g. when family and friends are away.

"Thank you so much, I don't know what I would do without you"

To find out more please call **01372 204500**, email mvlife@molevalley.gov.uk or visit molevalleylife.co.uk/telephone-check-in-service/



Scam stopping success and national Trading Standards recognition for Mole Valley Life's Peter!

ctsi
hero
award
2021

Peter, one of our Trusted Advisors, was recently highly commended at the national Trading Standards CTSI Hero Awards for "going the extra mile again and again to help protect the most vulnerable members of our community" through his work fitting trueCall call blocking devices on behalf of Buckinghamshire and Surrey Trading Standards.

It is estimated that the trueCall devices Peter has installed have so far blocked 256,400 nuisance calls and 70,199 scam calls, as well as preventing 414 scams, equating to total savings in excess of £3million! Well done Peter!

To find out more about trueCall please visit molevalleylife.co.uk/preventing-nuisance-phone-calls/



Peter installing a trueCall unit



Mr P's story

When a small fire broke out in Mr P's kitchen, Mole Valley Life's linked smoke detectors were activated, triggering an alert to our Alarm Receiving Centre in Leatherhead. Upon receiving the alert, the team promptly assessed the situation and escalated it to the Fire Brigade, whilst instructing Mr P (who suffers from dementia) to leave the property. All the while reassuring him that help was on the way. As a result, Mr P only spent a few minutes exposed to smoke and the small fire was put out by the Fire Brigade before it had chance to spread.

"Because of your swift action Dad was only exposed to smoke for a few minutes, I can't thank you enough."

Mrs H's story

When Mrs H pressed her lifeline alarm our Alarm Receiving Centre in Leatherhead received the alert, evaluated it and immediately called the Ambulance service.

"I would like to say how grateful I am for your service. When I had a heart attack the prompt response of the alarm service no doubt saved my life – as with blue lights flashing I was taken to St George's."

After a two week stay in hospital, Mrs H is now back at home, safe and well.

To find out more about our linked smoke detectors and other Technology Enabled Care please call **01372 204500**, email mvlife@molevalley.gov.uk or visit molevalleylife.co.uk/lifeline-alarm-packages/

**HELP US
HELP YOU**

STAY WELL THIS WINTER

Covid-19 advice

While the UK's vaccine programme has been an overwhelming success, the COVID-19 pandemic is not over and there are some simple things you can continue to do to help keep yourself and others safe:

- Let the fresh air in or meet outside
- Wear a face covering in crowded spaces and on public transport
- Test at least twice a week
- Stay at home if you are unwell
- Wash your hands
- Use the COVID-19 NHS app

For the latest national information about COVID-19 and public health advice, please visit [nhs.uk/conditions/coronavirus-covid-19](https://www.nhs.uk/conditions/coronavirus-covid-19)

Covid-19 booster vaccination programme

The booster vaccine programme is designed to maximise protection in those who are most vulnerable to serious effects of the virus. If you are entitled and have not yet had your booster vaccination please contact your GP.

Getting your winter vaccines

The annual flu vaccination offers the best protection against the flu and associated complications.

This is the first year that COVID-19 will co-circulate alongside the seasonal flu. While the combined threat of COVID-19 and the flu is not fully understood, both viruses have the potential to cause serious illness and hospitalisation.

Did you know that unpaid carers were entitled to a free flu vaccine? Find out more by contacting Action for Carers by phone on **0303 040 1234**, email at CarerSupport@actionforcarers.org.uk or text on **07714 075993**.

Keeping warm

- Keep your heating to a minimum of 18c (65f)
- Wear thin layers of clothing to trap warm air
- Wear a hat, indoors too (!) if you feel you need it
- Don't sit for extended periods – move around or try some of Active Surrey's recommended 65+ exercises. Turn to the "Stay active this winter" section at the bottom of the page to find out more
- Eat hot meals and drink warm drinks

Eating well

- Try to keep eating at least 5 portions of fruit and vegetables a day
- Remember frozen can be just as nutritious as fresh, so be sure to stock up your freezer
- Visit your local community centre for freshly cooked hot meals. Turn to page 7 to find out more!
- Wiltshire Farm Foods (**01737 823366** for Mole Valley and Reigate and Banstead and **01732 860018** for Tandridge) offer meal delivery services

Stay active this winter!



Staying active is so important for your health and wellbeing. As well as being a great way to meet new friends, attending exercise classes will also help to keep you fit and strong.

You can find exercises to do at home, as well as where your nearest exercise classes are by visiting Active Surrey's website: activesurrey.com/health/public/balance

The digital switch and what it means for your lifeline alarm

To 'future-proof' the country's communications infrastructure the national phone network is being upgraded. By the end of 2025, all traditional analogue telephone lines will have been switched off and replaced by digital lines but in some areas the change has already started to happen.

Your network provider (BT, Virgin, Talk Talk etc.) will contact you to let you know when your network is being upgraded and will provide you with an Analogue Telephone Adaptor (ATA). This will allow your lifeline alarm to continue working by plugging into your internet router. Without an ATA your lifeline alarm will no longer work.

Please contact us about your upgrade as soon as you know it will be happening, as the upgrade will mean that your lifeline alarm will no longer work for up to 24 hours in the case of a power cut. This is because (unlike analogue phone lines) internet routers do not contain a battery back-up.

For peace of mind that help will be available at the touch of a button (and even if there is a power cut) we have a range of SIM based digital lifeline alarms which can help to support you.

These devices do not plug into a phone line and instead have on-board "true roaming" SIMs, which transmit alerts to our Alarm Receiving Centre by using the strongest network signal available. (A SIM is a microchip which connects devices to mobile phone networks).

For further information please call **01372 204500**, email **mvlife@molevalley.gov.uk** or visit **molevalleylife.co.uk/digital-switchover**



Eva

The Eva is a digital lifeline alarm that provides 24/7 support at home:

- Digital (does not require an analogue phone line and will work before and after the digital switch using a true roaming SIM card)
- Battery life of up to 80 hours
- Pendant range of over 300 metres (meaning it will work inside the home and in the garden)
- Sold with a pre-installed roaming SIM card
- Can be linked up to other sensors in your home
- £25 per month*

*Prices ex VAT. Colours and styles may vary.



Would you like to help shape the future of our Lifeline Alarm and TEC service?

Then please join our forum group where you will have the opportunity to:

- Trial new equipment
- Review products and services
- Take part in discussion groups

To register your interest, please email **mvlife@molevalley.gov.uk** or phone **01372 204500**.

Recommend a friend reader offer

When you recommend a friend for a Mole Valley Life lifeline alarm you can claim a TrustID band free for 12 months to support you whilst out and about!*

A TrustID band provides:

- 24/7 telephone helpline
- A secure information record detailing medical, carer or cared for information
- Peace of mind for those with medical or learning needs, carers or the cared for
- A unique ID stainless steel tag
- A soft, silicon strap with adjustable fastening for a secure and comfortable fit

*To claim your TrustID band you must be an existing Mole Valley Life lifeline alarm customer and your friend must quote "Friend21" and provide your details when having their lifeline alarm installed. Terms and conditions apply. One TrustID band per household free for 12 months, thereafter, £1 per week. Prices ex VAT. Colours and styles may vary. Offer valid until 31st January 2022.



Christmas Zoom get-together

During the pandemic we have been holding themed Zoom get-togethers to help keep you connected. With the festive season just around the corner we would like to cordially invite you to our Christmas Zoom get-together on Monday 13th December 2:30 – 3:30 p.m.

The invite is open to all, so if you would like to join us please email mvlife@molevalley.gov.uk and we will send you the Zoom meeting details.

Christmas jumpers and sparkle are strictly optional but we will be wearing ours!

Need help accessing online groups?

The Tech to Community Connect project can help!

The project helps by matching you with a fully trained "Tech Angel" who will be able help and advise you.

To find out more email getconnected@surreycoalition.org.uk call **01483 456558** or visit surreycoalition.org.uk/tech-to-community-connect-project



Newsletter feedback

We are delighted that so many of you enjoy reading our Mole Valley Life newsletter. To make sure our newsletter is as useful and interesting as it can be to you, we would like to invite you to email in to mvlifeneews@molevalley.gov.uk with any feedback you may have or articles you would like including in our next edition. Thank you.



Mole Valley Life

SOCIAL

As restrictions have eased we have been delighted to gradually reopen our Fairfield Centre and start to re-establish the lovely community we had before the world changed. From the small beginnings of the outdoor "Terrace Café" in April, through to indoor pre-booked lunches in August and now to the return of activities, it really has been a joy to welcome so many of you through our doors once more.



Fairfield Centre members enjoying a hot lunch

If you have yet to try the Fairfield Centre, please do call and arrange to visit us in Leatherhead. We are open Monday - Friday. With hot lunches and a range of activities on offer, including: Music and Movement, Brain Games, Singing for Health, a weekly Quiz, Knit, Natter & Sew, Bingo, I.T learning sessions and Art there really is something for everyone!

To find out more please visit molevalleylife.co.uk/fairfield-centre or call **01372 376058**.

Podiatry services

The Fairfield's Centre's resident podiatrist, Alex Cliff continues to offer podiatry appointments.

For an appointment or to find out more please phone the Fairfield Centre on **01372 376058** or email Christina at christina.may@molevalley.gov.uk

Hospital to Home Support Service now taking self referrals

Mole Valley Life (MVL) are delighted to have had their Home to Hospital Support Service (HTHSS) extended until 31st March 2022 to help support patients as they are discharged from hospital in the Surrey Downs CCG area.

Since 2018, the MVL team have helped to support and advise over 650 residents with practical tasks upon their return home from a hospital stay. The HTHSS can provide:

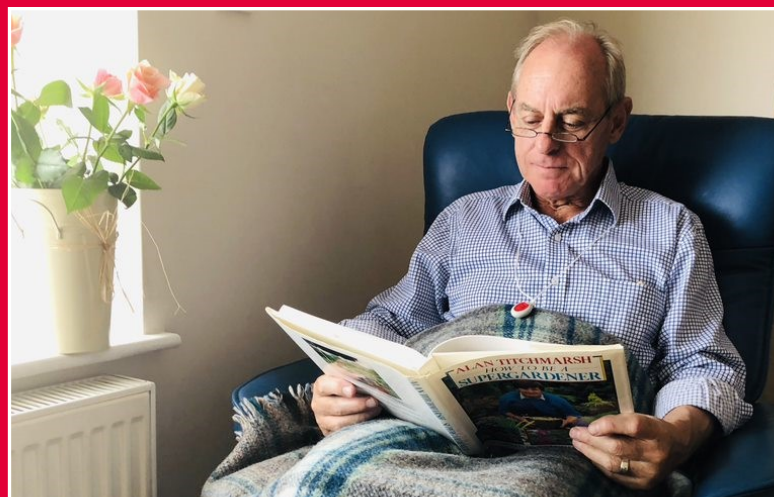
- Up to 6 weeks of support
- Use of a Lifeline alarm for 6 weeks
- Regular telephone welfare calls to monitor your health and wellbeing
- Signposting to information and assistance services
- Referral to befriending services and social activities*
- Emergency food pack or shopping service upon discharge* (if required)
- Referral to meal services and prescription collections*

To refer yourself or someone you know:

✉ homereferral@molevalley.gov.uk

☎ **01372 204500** (prior to hospital discharge)

* Charges will apply





Mole Valley Life

MOBILE

Community Transport

Suitable for those who are unable to use public transport, we will pick you up from your home and transport you around Mole Valley.

For your safety, please note that when travelling with us:

- You will be required to wear either a face mask or a face covering (unless you are exempt)
- You will be required to take a temperature check before boarding
- The driver will be wearing either a face mask or a face covering
- The driver will be cleaning all interior surfaces and equipment frequently

Please note that we are also operating free transport to COVID vaccinations for our older and vulnerable residents in Mole Valley who are otherwise unable to get to their appointments.

To find out more about our service or to book your next journey please visit molevalleylife.co.uk/community-transport or call **0300 123 7749**.

We hope to welcome you on board soon!



John taking Hilary to a medical appointment

Useful Contacts

Action For Carers
0303 040 1234
actionforcarers.org.uk

Action Fraud
0300 123 2040
actionfraud.police.uk

Action Surrey
(help with heating homes)
0800 783 2503
actionsurrey.org

Adult Social Care
01372 833456
surreycc.gov.uk

Age UK Advice Line
0800 0556112
ageuk.org.uk

Citizens Advice
03444 111444
casurrey.org.uk

Cruse Bereavement Care
020 8393 7238
surrey.east@cruse.org.uk

Dorking Food Bank
07494 226743
dorkingarea.foodbank.org.uk

Handyman Scheme
01737 845630
molevalley.gov.uk

Leatherhead Food Bank
0208 786 8221
epsomewell.foodbank.org.uk

Mid Surrey Community Fridges
07415 008712
midsurreycommunityfridges.co.uk

Mind Matters (NHS talking therapy)
0300 330 5450
mindmattersNHS.co.uk

Mole Valley District Council
01306 885001
molevalley.gov.uk

Mole Valley Life Independent
01372 204500

Mole Valley Life Mobile
0300 123 7749

Mole Valley Life Social
01372 376058

NHS
111 - advice.
999 - emergency
nhs.uk

Samaritans
116 123

Surrey Information Point (advice on care & support options)
surreyinformationpoint.org.uk

Surrey Police
101 - advice
999 - emergency
surrey.police.uk

The Brigitte Trust
07469 932192
brigitte-trust.org

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