



# 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 Subsequent changes to England's roadmap out of lockdown, which could result in some content becoming outdated, is outside of our control.*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

\*1<sup>st</sup> Jan – 30<sup>th</sup> 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](mailto:mvlife@molevalley.gov.uk) or visit [molevalleylife.co.uk/telephone-check-in-service](http://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](http://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](mailto:mvlife@molevalley.gov.uk) or visit [molevalleylife.co.uk/lifeline-alarm-packages/](http://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](mailto: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
- 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](https://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](mailto:mvlife@molevalley.gov.uk)** or visit **[molevalleylife.co.uk/digital-switchover](http://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](mailto: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 31<sup>st</sup> 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 13<sup>th</sup> 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](mailto: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](mailto:getconnected@surreycoalition.org.uk) call **01483 456558** or visit [surreycoalition.org.uk/tech-to-community-connect-project](https://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 [mvlifeneeds@molevalley.gov.uk](mailto:mvlifeneeds@molevalley.gov.uk) with any feedback you may have or articles you would like including in our next edition. Thank you.



# Wellbeing Prescription

*Helping you lead a healthier, happier life.*

Following a challenging 20 months, many residents are considering the support they need to improve their mental and physical health. The Wellbeing Prescription service, which supports residents in East Surrey, including Tandridge is here to help.

Wellbeing Prescription is an NHS service, run by Tandridge District Council, which provides free support to help residents improve their health and wellbeing, offering advice and support on a range of topics. The team of Wellbeing Advisors can support you to improve your mental health, such as feelings of loneliness, worry, stress or low mood or practical support, such as worries about finances, housing or safely living at home.

A big part of the work of Wellbeing Prescription is to support residents to identify for themselves what would help them to feel healthier and happier, such as meeting new people by connecting to their local community. The team can help you to arrange transport to community centres, help you find a community group that interests you or if you would prefer a one to one chat, a befriender. The possibilities are endless.

If you would like to learn more or to book a Wellbeing Prescription appointment, including the option of a face to face meeting in your home, give the team a ring on **01883 732787** or visit the website **[wellbeingprescription.org](http://wellbeingprescription.org)**



## Wellbeing Prescription user story

When a Tandridge resident with Multiple Sclerosis was referred to the Wellbeing Prescription service for support, appointments were quickly arranged with a Wellbeing Advisor. The resident shared the challenges they faced and their concerns regarding living alone, feeling socially isolated and their desire to meet new people. Led by the resident, the Wellbeing Advisor shared information on a range of services and completed referrals, including:

- The Silver Line
- Tandridge Voluntary Action befriending scheme
- A referral to the MS Specialist Nurse
- The Brigitte Trust neurological support group
- The Ryan MS Therapy Centre
- Tandridge Community Transport
- Age UK Help at Home
- Food delivery services

Consequently, the resident was able to remain living independently at home, with a food delivery service, transport to attend local groups and one to one befriending support. Importantly, the resident also had Mole Valley Life Technology Enabled Care installed to help increase confidence.



# Tandridge Befriending Scheme



## Providing friendship for local people

Tandridge Befriending Scheme was established in 2001 and has grown steadily to regularly provide ongoing friendships and conversational support to more than 170 local residents.

When Tandridge Befriending Scheme match friends, they take great care to make sure that they have common interests or similar personalities and find out as much as they can about both parties to assist in this, resulting in a mutually positive outcome. Potential friends are then introduced to each other.

For many this friendship scheme provides a lifeline to the outside world, giving a sense of value.

***"I would never have admitted it would be good to have a friend, but this has given me confidence."***

Other benefits include increased self-worth, happiness, sense of purpose and reduced stress, as well as having someone to share things with, be they a challenge or something to celebrate.

The success of the scheme is validated by the length of time that the friendships continue to be enjoyed, with 82% lasting over 3 years.

For more information please contact the Scheme Co-ordinator, Lucy Darlow on:

Phone: **07796 307286**

Email: **befriending@tva.org.uk**

Website: **tva.org.uk/befriending**

## 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**  
0300 200 1005  
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

**Handyperson Service**  
01883 722000  
customerservices@tandridge.gov.uk

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

**Mole Valley Life Independent**  
01372 204500

**NHS**  
111 - advice.  
999 - emergency  
nhs.uk

**Tandridge District Council**  
01883 722000  
tandridge.gov.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

**The Westway Community Café and Wellbeing Centre**  
01883 347230  
thewestway.org

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