



Carers Protocol

Our Practice is committed to identifying and supporting patients who have a caring role.

The Definition of a Carer:

A carer is someone who provides unpaid care and support to a family member, friend or neighbour who is ill, frail, disabled or has mental health or substance misuse problems. It could be a few hours a week or round the clock, in your own home or at distance.

How many people are Carers?

In the Census (2001) over 50,000 people across East Sussex identified themselves as carers. However only 10% of these people are known to Statutory and Voluntary Sector agencies. The Government believes that Primary Care has a key role to play in the identification of carers

Why identify carers?

Carers provide a great deal of hidden support and care to a huge number of vulnerable, disabled or older people. In addition to this, it is worth noting that there is growing number of young carers. These are generally children and people who are caring for a relative at home. Without this care, the burden to the NHS and Social Services would increase enormously. In addition to this, in identifying carers, they can be referred for the assessment and support they need, and this will help to reduce:

- Cares' stress and stress related illness
- Risk of back and upper limb injuries by enabling carers to access back care advice
- The number of carers whose own health is neglected.

Benefits to General practice

Practices that identify and record carers can refer them to Care agencies such as Care for the Carers who will then provide advice, support and referral for assessment where appropriate. Care for the Carers have outreach workers across East Sussex that can provide a direct link to practices.

Practices that identify, record and refer cases will:

- Help to support carers who are of huge value to the health service and the local community
- Be valued by carers as providers of support
- Reduce the risks of carer related illnesses
- Support Care for the Cares

Carers can be simply recorded using Read codes; however the support that they require from their GP is on-going

Updated AMS/JH April 2013-Reviewed Aug 2014 AMS- New Lead needed- email sent Sept 16th 2014

Reviewed august 2015- PB &AMS

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Our Commitment to Carers:

Our practice is committed to identifying and supporting patients who have a caring role.

Carers Lead

We have identified a member of staff **Pauline Barron** who will take the lead role and ensure that all practice staff have a good understanding of the definition of carers, their needs and how they should be identified, recorded and supported.

The Carers Lead is: **Pauline Barron**

The Carers Lead role description can be found in Appendix 1.

All GPs and Staff

Have a responsibility to try to identify, help and support carers. Registration forms are kept in all clinical rooms, reception and on our website

Identifying Carers

Our surgery has developed a range of methods to identify carers. These include:

- New Patient Registration Forms
- Carer Registration Forms and posters at reception
- Carers Information on notice boards
- Information on the practice website and links to [registration forms](#) and support
- [Consent form](#) for patients registered at the same Practice as their Carer (Lighthouse)
- GPs/Nurses may identify a Carer during a consultation
- Reception staff may opportunistically identify a Carer through a conversation with a Patient
- [Care for Carers](#) send lists of Carers registered at the practice to the surgery
- Carers campaigns and events
- Working in partnership with Care for the Carers; the local Carers Centre

Recording Carers Details

When a member of staff identifies a carer, The Carer and/or the patient being cared for are asked to complete a Registration and/or Consent Form.

Forms are then scanned and work-flowed (sent) to the Carers Lead- Pauline Barron.

Pauline then records this information on the carers and if appropriate consent has been given, on the patient who is being cared for records. This ensures that it is readily accessible to any health professional who is using the record.

The carer must provide consent to be registered as a carer. Consent must be given by the person being cared for this is in order for their records to be cross-referenced with the carers.

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Once complete, the READ codes can be added to the carer and cared for person's patient records.

Referral to Adult Social Care

Adult Social Care is able to assess and provide services to support carers to maintain their caring role. Lighthouse Medical Practice has a referral system in place that enables any GP to refer to social services.

Social Services Department

Telephone and then fax a written referral letter

Tel: 03456080191 Fax: 01323 466567

Referral to Care for the Carers

Care for the Carers is the Carers Centre for East Sussex and is able to provide free information, advice and support to carers. They have a range of services available. Lighthouse Medical Practice has a referral system in place to enable staff to complete a referral. If the Carer has ticked the box saying that they are happy to be referred to Care for the Carers, our Carers Lead, Pauline will refer them online.

Care for the Carers Outreach Service

Once referred, this service provides:

- Home visits when requested
- Assessment of carer's needs with the carer
- Information about local services
- Referral to services as requested
- Referral to respite
- Referral to back Care Service and equipment loan
- Referral for Carers' Skills Training Programme
- Referral for Carers under 19 to Young Carers' Service
- Help to access benefits for themselves without cared for person
- Ongoing support for carers, including drop-ins and carers' groups

Contact details for local outreach worker, contact:

Melanie Stratford (Eastbourne) **Adult Carers Support Worker**

Cheryl Butler (Eastbourne) **Children's Carers Support Worker**

Care for the Carers
Braemar House
32 St Leonard's Road
Eastbourne
BN21 3UT
Tel: 01323 738390

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Carers – A List of useful Contacts

3VA the local Voluntary services coordinators have an excellent list of local organizations who can help and support local carers. This can be printed out and given to patients.

[http://www.3va.org.uk/members?title=&aowf\[0\]=field_group_carers](http://www.3va.org.uk/members?title=&aowf[0]=field_group_carers)

3VA a Council for Voluntary Service, providing support for voluntary and community organisations across Eastbourne, Lewes District and Wealden, produces a list of Associations and Charities that can help carers.

3VA

Eastbourne

8 Saffrons Road

East Sussex BN21 1DG

Email: <http://www.3va.org.uk>

Telephone: 01323 639373

Fax: 01323 410977

Active Carers Register

We will ensure that our Carers Register is kept up to date and accurate. We ask all carers to let us know of any changes to their caring role as soon as possible.

We use the Carers Register as a mechanism for recording the number of patients who have a caring role and we endeavour to work proactively ensuring that the patient's health is not disadvantaged by their caring role, this includes:

- Offering annual flu vaccinations to carers
- Contacting carers to seek their views on our services
- Ensuring all carer's records are clearly marked so that it's easy for our Receptionist to identify when a patient might need a flexible appointment time or home visit.

Carers Charter

Care for the Carers have produced a Charter that recognises standards and promotes quality for Carers.



Carers_Charter.pdf