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Primary Health Care Centre Carers Support Policy

If you are a carer, you might find it difficult to access our services without extra support.

If you identify yourself as a carer, our staff will try to offer you:

1. Home visits and/or telephone appointments if caring responsibilities mean you cannot leave the person you care for at home or bring them with you to the surgery.
2. Flexibility or priority on appointment times where possible.
3. Support for the person you care for in the waiting room or a private area if you need to bring them to the surgery but would like an appointment in private.
4. Information about local carers support services which may be able to arrange transport and/or sitting services to help you leave home to attend surgery.
5. Telephone ordering for prescriptions where possible.
6. An annual health check and a flu jab.
7. Information about your right to a Carers' Assessment of your own needs as a carer.
8. Advice on safer lifting and other aspects of providing care such as medication.
9. Discussing with you what you would like us to do in the event of you or the person you care for having a medical or other emergency.

In some cases caring roles are full time and very demanding. We would like to support you in your caring role where we can. We will avoid making assumptions about the amount of care you wish to take on.

Caring should not be at the expense of your own health and wellbeing. Please tell us how your caring role is affecting you and if you have any support needs.

We will try to help you by:

- Respecting your privacy and confidentiality and conducting conversations of a personal nature in private.
- Discussing the benefits of appropriate information sharing with patients who need or may in future need care from a relative or friend.
- Providing you with information about the condition and needs of the person you care for, such as the effects of medication, where that person gives consent.
- Always listening to and respecting the information you give us about your caring role and the needs of the person you care for.
- Providing you with general information about health conditions when you ask for it when we do not have consent from the person you care for to share their personal information.

**Our Carers Lead is:
Miss Samantha Cromar**

Please contact them if you have any queries about our support for carers -
they will be happy to help and treat the conversation in strictest confidence.

Primary Health Care Centre Chopwell

If you're a Carer who helps and supports someone who can't manage on their own, we want to ensure YOU get all the support YOU need.

To be able to do this, we need to know certain facts about your caring situation, as listed in the form you can pick up from reception.

Please complete this form and either hand it to our Receptionist.

If you are agreeable, we will pass your details to the Carers Service, a countywide organisation providing relevant information and advice, local support services, newsletter and telephone linkline for carers.

With your permission, we will also refer you to have your needs assessed by Adult Care Services. This is called a Carers' Needs Assessment.

There is no charge for this, and it's your chance to discuss your role as a Carer and what help you may need to:

- ❖ Support you as a Carer,
- ❖ Maintain your own health
- ❖ Balance caring with other aspects of your life, like work and family, looking at both your current and future needs.

It's NOT about judging the way you are caring for someone, nor should social services assume that you wish to become, or carry on being, a carer.

As a result of completing the Assessment, the local authority may provide services to help you in your caring role or to maintain your own health and well-being.

It can also look at the needs of the person you care for. This could be done separately, or together, depending on the situation.

Primary Health Care Centre

Carer's Identification and Referral Form

To be compliant with GDPR please confirm you have consent to share personal information on any person you have named on this referral Yes/No (If no please ensure you get their permission before making this referral)

YOUR DETAILS

Name			
Address		Date of Birth	
		Home Phone	
Post Code		Mobile Phone	
Any relevant information			

DETAILS OF THE PERSON YOU LOOK AFTER

Name			
Address		Date of Birth	
		Home Phone (If different)	
Post Code		Mobile Phone (If different)	
GP details (If different)			

Please pass my details to the Carer's Service

Please refer me to Adult Care Services for a Carer's Needs Assessment

Signed: _____

Please complete this form and hand it to one of our Receptionists.

Thank you for completing this form

Letter to Patients

Dear

If you're a Carer who helps and supports someone who can't manage on their own, we want to ensure YOU get all the support YOU need.

We are trying to identify as many Carers as we can, particularly those people who may be looking after a member of their family or helping a friend or neighbour with day to day tasks, don't really regard themselves as a Carer and are undertaking this vital activity without help or support.

Although extremely valuable and important, Caring for someone can mean being in demand round the clock and lead to a feeling of isolation, which is why we want Carers to receive all the support and information we can give, on topics such as benefit entitlement, access to respite care or maybe simply to provide a kindly ear when things get too much.

If you are caring for someone, we really would like you to let us know, so that we can ensure our records are up-to-date and, if you are agreeable, pass your details to the Carers Service, a countywide organisation providing relevant information and advice, local support services, newsletter and telephone linkline for carers.

With your permission, we will also refer you to have your needs assessed by Adult Care Services. This is called a Carers' Needs Assessment. There is no charge for this, and it's your chance to discuss your role as a Carer and what help you may need to:

- ❖ Support you as a Carer,
- ❖ Maintain your own health
- ❖ Balance caring with other aspects of your life, like work and family, looking at both your current and future needs.

It's NOT about judging the way you are caring for someone, nor should social services assume that you wish to become, or carry on being, a carer. As a result of completing the Assessment, the local authority may provide services to help you in your caring role or to maintain your own health and well-being. It can also look at the needs of the person you care for. This could be done separately, or together, depending on the situation.

If you are a Carer, please do spend a couple of minutes to complete the attached form and then return it to the Practice – either hand it in to one of our Receptionists.

We look forward to hearing from you.

Yours sincerely,

Primary Health Care Centre

Carer's Identification and Referral Form To be compliant with GDPR please confirm you have consent to share personal information on any person you have named on this referral Yes/No (If no please ensure you get their permission before making this referral)

YOUR DETAILS			
Name			
Address		Date of Birth	
		Home Phone	
Post Code		Mobile Phone	
Any relevant information			

DETAILS OF THE PERSON YOU LOOK AFTER			
Name			
Address		Date of Birth	
		Home Phone (If different)	
Post Code		Mobile Phone (If different)	
GP details (If different)			

- Please pass my details to the Carer's Service
- Please refer me to Adult Care Services for a Carer's Needs Assessment

Signed: _____

Please complete this form and either hand it to one of our Receptionists.

Thank you for completing this form

If you're a Carer who helps and supports someone who can't manage on their own, we want to ensure YOU get all the support YOU need.

We are trying to identify & support as many Carers as we can.

Particularly those people who may be looking after a member of their family or helping a friend or neighbour with day to day tasks, don't really regard themselves as a Carer and are undertaking this vital activity without help or support.

If you are caring for someone, we really would like you to let us know, so that we can ensure you receive all the support and information we can give, on topics such as benefit entitlement, access to respite care or maybe simply being there to provide a kindly ear when things get too much.

***If you are a Carer,
please ask a Receptionist
for a Carer's Identification and Referral Form.***

***Please complete this form and
then hand it to one of our Receptionists.***

Primary Health Care Centre

Agreement by a Patient to allow a Carer to have access to their Personal Details and / or Copies of Correspondence.

Patient's Name	
Patient's Address & Post Code	

To: Primary Health Care Centre Chopwell

I give permission for my Carer, _____, to have access to my personal details and medical records held by the Practice.

Delete those which are NOT applicable:

<i>This permission relates to all my records.</i>	
<i>The permission relates to part of my records.</i>	
Please specify the parts of the record to which access is allowed and any areas which are specifically excluded.	
<i>This permission relates to a specific condition.</i>	
Please specify the condition.	
<i>The permission relates to my Carer receiving copies of all correspondence relating to my treatment.</i>	
I confirm that my GP has explained this to me and has sole discretion to withhold any or all copies.	

I understand that this permission will remain in force until cancelled by me in writing and that the doctor may override this authority at any time.

I consent to my Carer receiving copies of all correspondence relating to my treatment (delete if not applicable). I confirm that this has been explained to me by my GP and that the GP has sole discretion to withhold all or any copies.

Signed Patient: _____ Date: _____

Accepted by Doctor: _____ Date: _____

Office Use Only:

Copy Frequency	
Specific Copy Exclusions	
Specific Copy Inclusions	

Contact Points

RESOURCE	CONTACT NUMBER / DETAILS
Carers Line (www.carersuk.org)	0808 808 7777
Princess Royal Trust for Carers (www.carers.org)	London: 0844 800 4361 Glasgow: 0141 221 5066 Cardiff: 0292 022 1788
<u>LOCAL SERVICES:</u>	
Community Nursing Services	
Occupational Therapy	
Falls Prevention Service	https://www.ourgateshead.org/falls-prevention
Social Services	
Red Cross Home Care Services	contactus@redcross.org.uk Tele: 03448711111
Women's Royal Voluntary Service (WRVS)	
Local Carer's organisation	Carerstrust Crossroads Carer Services Tel:01207 549 780
Community Matron	
Respite Providers	
Local Carer Charities	http://www.gatesheadcarers.com/ Tele: 0191 4900121
Source of Carer Literature for Display	

RCGP to develop unique online info hub to help GPs support carers

The Royal College of General Practitioners (RCGP) has been awarded £381,535 from the Department of Health to develop a unique online information 'hub' to help GPs improve the support and services they provide for carers.

The hub will collate all the information GPs, primary healthcare staff, practice teams, commissioners and Health & Wellbeing Board representatives might need to identify and support carers, bringing together RCGP resources as well as signposting to external resources. Health professionals will be able to use it free of charge.

The hub will have information about the needs of carers, right from the initial diagnosis through to the end of the condition or even end of life, with a focus on depression. It will also offer guidance about what questions to ask carers, what rights they have and what support is available. The aim is to link a range of supplementary resources on disease specific conditions including dementia, end of life care, cancer and mental health.