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| **WORTHING MEDICAL GROUP** | | | |
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# Introduction

## Policy Statement

The objective of this policy is to provide guidance to staff to ensure that all Carers registered with the Practice are identified, supported and signposted to appropriate Carers Support Services. This document establishes the procedures in place that Worthing Medical Group has for facilitating this.

## Status

This document and any procedures contained within it are contractual and therefore form part of all employees contracts of employment. Employees will be consulted on any modifications or change to this documents status.

## Training and support

The practice will provide guidance and support to help those to whom it applies understand their rights and responsibilities under this policy.

# Scope

## 2.1 Who it applies to

This document applies to all employees of the practice and other individuals performing functions in relations to the practice, such as agency workers, locums and contractors.

## 2.2 Why and how it applies to them

All staff members have a duty of care for the registered patients of Worthing Medical Group. If a staff member therefore identifies that a registered patient is a Carer then they are expected to follow the procedures in place to ensure the Carer is supported in their caring role.

# Definition of terms

## 3.1 Carer

Carers are people who, without payment, provide help and support to a family member, friend or neighbour who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought on by old age.

Caring roles can include administering medication, moving and handling, and personal or emotional care. Carers should not be confused with paid care works, care assistants or with volunteer care workers.

## 3.2 Young Carer

A ‘young carer’ is defined as a person being below the age of 18, who carries out significant caring tasks and by so doing, shoulders a level of responsibility for another person which is inappropriate for their age. This situation often arises when parents who have long term conditions are not offered appropriate help and support, although it is a fact that most children of disabled or sick parents do not have to take on such responsible caring roles.

# Policy

## 4.1 Identifying a Carer

There are two methods for Carer identification:

* + Self-identification
  + Pro-active Practice Identification

**Self-identification**

**Notice Boards**

A patient might see a notice board within the GP practice waiting room with information about being a Carer and support services available. A poster has been created for the notice boards for the purpose of enabling Carers to contact us about their caring status & responsibilities.

**Website**

The Practice has a dedicated page on its website to provide information and support to Carers including encouraging them to ask at Reception for a Carers Registration Form so that they can be added to the Practices’ Carers’ Register.

**New Patient Health Questionnaires/Registration Form**

The Practice Registration Form includes a section for patients to document Carers details as well as to document if they themselves are a Carer.

**Pro-active Practice Identification**

**Triage**

A staff member may identify a patient is a Carer through triage. For example if a patient calls or comes into the surgery needing support then the Staff member dealing with the patient might identify they are a Carer by asking them questions with regards to their Caring responsibilities.

**Assessment**

A clinician may identify that a Patient has a Carer or is a Carer during their assessment.

Upon identifying a Carer the Carers Liaison will ensure relevant codes are added to the patient record & send the Carer a Carers Registration Form.

## 4.2 Consent

Consent must be gained from the Patient prior to adding them to the Practice Carers Register or signposting them to Carers Support Services. Consent can be gained either verbally or in writing.

## 4.3 Carers Liaison Role

The role of the Carers’ Liaison is to support patients who are on the Practice Carers Register. If a Carer contacts the GP surgery looking for more support then the Carers Liaison can speak to them to help identify what they are struggling with and look at how the Practice can help them. This might look like signposting to Carers Support West Sussex or other local Carers Support Services. The Carers’ Liaison will also be responsible for:

* Ensuring that all clinical and non-clinical staff are aware of procedures in place for Carers
* Overseeing the Practice Carers Register
* Sending the Carers Registration Form to any patient that has been identified as a Carer
* Identifying & coding patients who are a Carer
* Ensuring to keep the Practice Carers Register up to date by running the relevant Auto Reports/EMIS searches
* Creating posters and providing info in surgery of local care support services available
* Organising Carers Events once a year
* Referring patients to Carers Support West Sussex
* Signposting to any relevant Carers Support Services
* Overseeing the Carers Team PN task group

## 4.3 Carers Register

The Carers Register is essentially the list of all patients who are coded as being a Carer.

Managing the Carers Register is key to making sure patients who are coded as a Carer are actually Carers and not Professional Carers’, this is also important as during Flu Season we give out free Flu Vaccinations to registered Carers’ and when we organise the Carers’ Event, we need to make sure we are inviting the correct Patients.

**Coding**

Patient themselves providing care – This is the code used when a patient has been identified as a Carer & has consented to being added to the Practices’ Carers Register.

Has a Carer – This is the code used for the Cared for patient.

Is no longer a Carer –

It is the responsibility of the Carers Liaison to ensure the Carers Register is kept up to date. If the GP surgery is notified that a patients caring status has changed then the Carers Liaison will need to ensure the code ‘is no longer a carer’ is added to the patients record accordingly. Some examples of a patients caring status changing might include:

* The ‘cared for’ patient has moved into a Care Home
* The ‘cared for’ patient now has a formal package of care in place
* The ‘cared for’ patient has passed away
* The carer is no longer able to manage their caring responsibilities due to their own health related problems

By coding ‘is no longer a carer’ this will ensure the carer is removed from the GP surgeries Carers Register.

Similarly the code ‘no longer has a carer’ can be added to the cared for record to reflect the change in caring status.

Is a Young Carer – This is the code used for Carers who are under 18 years old.

**Exemptions**

Professional Carers are paid Carers and are not included as part of the Carers Register.

**Coding**

Employed by domiciliary care provider – This is the code used for paid carers who work with a care agency who provide care within a patients home

Employed by Care Home - This is the code used for paid carers who work in a Care Home setting

## 4.4 Change of Carers status

**Updating the Carers Register**

Keeping the Carers Register up to date relies on the Carer letting the GP surgery know of any changes to their caring role. Prior to organising the Carers Event the Carers Liaison is responsible for contacting all patients on the Carers Register to ensure they are still a Carer.

**Bereavement**

If the Carer or Cared for passes away then relevant steps must be taken to ensure bereavement support is offered. Please refer to the Bereavement Policy for further guidance.

## 4.5 Carers Events

As a practice we hold one Carers’ Event per year, this is a time for all the registered Carers to meet & find out about local carers support services. Representatives from local Organisations are invited & can chat to our Carers about services they are entitled to and how they can support them in their caring role. It’s also a good time for the Carers’ Liaison to meet Services and Patients to see how Worthing Medical Group could improve or help. The Carers’ Liaison is responsible for organising the Carers Event. When organising the afternoon the Carers’ Liaison will consider the following factors:

* Venue
* Inviting Organisations
* Inviting Patients
* Advertising
* Refreshments/ Décor

## 4.6 Appendices

### 4.6.1 Carer Registration Form

**Carers Registration Form**

If you are an adult or a child who helps to support a relative, partner, friend or neighbour who is ill, frail, has a physical or learning disability or who has mental health or alcohol and drug problems, **YOU ARE A CARER**.

Here at the surgery we keep a register of all our patients who are caring for others. The register helps us to recognise your needs as a carer and provide you with further information and support.

Please complete this form & hand it in, or send it to your GP surgery, who will record in your notes that you are a carer. For help to complete this form please contact your GP surgery.

|  |  |
| --- | --- |
| **Carer Details** | |
| **Name:** |  |
| **Date of Birth:** |  |
| **Address:** |  |
| **Contact Number(s):** | **Home -**  **Mobile -** |
| **Email address:** |  |
| **Your relationship to the cared for person:** |  |
| **Carer Consent** | |
| **In order to share your information with other agencies we require your consent. Please tick the relevant boxes below:** | |
|  | I wish to be added to Worthing Medical Groups Carers register |
|  | I wish to be referred to Carers Support West Sussex & am happy for Carers Support West Sussex to contact me |
|  | I would like to be invited to all Carers events in the surgery |
| **Details of the person you care for (optional)** | |
| **Their Name**: |  |
| **Their Date of Birth:** |  |
| **Their address:** |  |
| **Their Contact Number(s):** | **Home -**  **Mobile -** |
| **Your Relationship**: |  |
| **Are they registered with Worthing Medical Group?** | **Yes**  **No** |
| **Please briefly describe illness or disability:** |  |
| **Cared For Consent (Optional)** | |
| I consent to information about my health being discussed with the person named on this form as my carer. I consent to my named carer being recorded on my medical records and that this person may request and/or collect my repeat prescriptions and test results. I will contact the practice if this information changes.  **Signature:**……………………………………………………………………………………**Date**:…………………………………………… | |

**Please return all forms to the GP surgery for the attention of the Carers Liaison – Mel Rudd.**

If you have any further questions please contact the surgery on **01903 234844.**

### 4.6.2 Updating our Carers Register Form

**Updating our Carers Register**

Dear [INSERT PATIENT NAME],

We are updating our Carers Register. Here at the surgery we keep a register of all our patients who are caring for others. The register helps us to recognise your needs as a carer and provide you with further information and support.

Please complete this form & hand it in, or send it to your GP surgery:

|  |  |  |
| --- | --- | --- |
| **PLEASE TICK THE RELEVANT BOX BELOW:** | | |
|  | I am no Longer a carer; please remove me off the GP surgeries Carers Register | |
|  | I am still a carer; please keep me on the GP surgeries Carers Register | |
|  | I am still a carer; please keep me on the GP surgeries Carers Register and invite me to all Carers Events in the surgery | |
| **CARER DETAILS:** | | |
| **Name:** | |  |
| **Date of Birth:** | |  |
| **Address:** | |  |
| **Contact Number(s):** | | **Home -**  **Mobile -** |
| **Email address:** | |  |
| **Your relationship** **to the cared for person:** | |  |
| **DETAILS OF THE PERSON YOU CARE FOR: (OPTIONAL)** | | |
| **Their Name**: | |  |
| **Their Date of Birth:** | |  |
| **Their address:** | |  |
| **Their Contact Number(s):** | | **Home -**  **Mobile -** |
| **Your Relationship**: | |  |
| **Are they registered with Worthing Medical Group?** | | **Yes**  **No** |
| **Please briefly describe illness or disability:** | |  |

|  |
| --- |
| **CARED FOR CONSENT: (OPTIONAL)** |
| I consent to information about my health being discussed with the person named on this form as my carer. I consent to my named carer being recorded on my medical records and that this person may request and/or collect my repeat prescriptions and test results. I will contact the practice if this information changes.  **Signature:**……………………………………………………………………………………**Date**:………………………………………………………………….. |

**Please return all forms to the GP surgery for the attention of the Carers Liaison – Mel Rudd.**

If you have any further questions please contact the surgery on **01903 234844.**