



CLIFTON RISE FAMILY PRACTICE CARER'S POLICY

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1. Introduction

This document establishes the procedures that the Clifton Rise Family Practice has in place for identifying Carers to ensure they are appropriately referred for a Carers Assessment to Adult Care Services.

2. Definition of a 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, lifting and handling, personal or emotional care. Carers should not be confused with paid care workers, care assistants or with volunteer care workers.

A “Young Carer” is defined as being below 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.

The person receiving care may, or may not be registered at the Practice. When this situation arises, because the Practice will not be always be able to ascertain that the Carer / Patient relationship has ceased, the Carer may be asked to re-confirm their Carer status.

Where the person receiving care is a registered patient at the Practice, the Carer / Patient relationship can be verified more frequently, resulting in practice-held information being able to be modified when significant events such as death or de-registration occur.

3. Protocol

It is important to estimate the total number of Carers within the Practice Catchment Area.

Table 3.1: Practice Carer Number

Practice List Size	Number of Carers
4500	131

The objective of this Protocol is to ensure that all Carers registered with the Practice are identified and referred to Adult Care Services.

The Practice will do its utmost to facilitate this process by actively identifying, supporting and referring known Carers who are patients of the Practice or where the person receiving care is a registered patient of the Practice.

The Practice will support Carers by:

- Identifying a “Carer’s Champion” to ensure that the support to Carers by the Practice is being undertaken and to be available to Carers as the first line of liaison. In the practice this person is Jannette Nelson and Shirley Moody – Carers support policy refers.
- Providing relevant information and Local Authority resources and contact points
- Providing suitable appointment flexibility and understanding
- Providing care, health checks and advice to enable them to maximise their own health and needs.

3.1 Identifying Carers

There are two proven methods of identification:

- Self-identification and
- Pro-active Practice identification.

The Practice undertakes the following activities as part of each method:

3.1.1 SELF-IDENTIFICATION

Notice Boards

The Practice displays a poster on existing notice boards requesting Carers to contact the Practice to provide details of their caring responsibilities. However, during appropriate seasonal times (e.g. Flu clinics) a notice board is dedicated to Carer information, for enhanced visibility.

Carer-referral Forms

Carer-referral Forms are displayed in reception to encourage Carers to complete and hand in to the Practice.

New Patient Registration Forms

The Practice's new patient registration form incorporates the following two questions:

- Do you look after someone?
- Does someone look after you?

This information is used in the new patient screening appointment, tagging the patient's notes and arranging referral to Care Services.

3.1.2 Practice Website

The practice provides a copy of the practice protocol and contact details on the practice website.

3.2 PRO-ACTIVE PRACTICE IDENTIFICATION

3.2.1 Letter and Questionnaire to Patients

When the Practice writes to a patient, (e.g. during the flu vaccination campaign), the communication incorporates a section on Carers, where if they are a carer but have not yet completed a Carer-referral Form, they are requested to contact the Practice and complete one.

3.2.2 Health Professional Identification

All Health Professionals in the surgery complete referral forms when they ascertain a patient is a Carer.

This is regularly discussed at multi-disciplinary team meetings to exploit personal knowledge.

4. Upon identification of a Carer the Practice will take the following steps:

- The Medical Record of the Carer should be edited to insert the 'Carer' Read Code of 918A and entered as an alert.
- The Role of Carer should be marked as an 'Active Problem' so that it can be easily visible to the Clinician when accessing the Medical Record of the Carer.
- An 'Alert Message' should be added to the Carer's Record on the Front desk to alert Receptionists in order that they may prioritise booking appointments where necessary.
- The medical record (EMIS Web) of the person receiving care will be allocated a read code of 918F ("has a carer") and cross reference the carers details in the text box
- Chronic Disease Templates used by Nurses and Doctors when consulting Patients include data entry spaces for inserting Carer's name and contact details.

5. COMPETENCY

All Carer registrations will, in the first instance, be reviewed by the patient's usual doctor who will confirm that the patient is competent to give a valid informed consent.

6. PROCESS FOR SUBSEQUENT REFERRAL

The following read codes are used to tag Carers notes:

Carer	918A
Has a Carer	918F
No able Carer in household	ZV604
Carer unable to cope	ZV608
Referral for social services assessment	8HkB

Useful Contacts

Personal Independence Payment to claim, call the Department for Work and Pensions (DWP) on 0800 917 2222 (text phone: 0800 917 7777).

Age UK

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 169 65 65

Lines are open seven days a week from 8am to 7pm.

www.ageuk.org.uk

Action on Elder Abuse Tel: 0808 808 8141

Care Quality Commission (CQC)

National independent regulator of all health and social care services in England.

Tel: 03000 61 61 61

www.cqc.org.uk

Carers Direct

Help and support if you want to talk to someone about your caring role and the options available to you.

Tel: 0300 123 1053 (England only)

Textphone: 0300 123 1004

www.nhs.uk/carersdirect

Carers Trust

Offers practical help and assistance to carers. You can search on their website for local carers services in your area.

Tel: 0844 800 4361

www.carers.org

Carers UK

Provides information and support for carers, including information about benefits.

Tel: 0808 808 7777

www.carersuk.org

Cruse Bereavement Care

Counselling and advice service for bereaved people that also offers advice, information and practical support.

Tel: 0844 477 9400

Email: helpline@cruse.org.uk

www.cruse.org.uk

