CARERS IDENTIFICATION PROTOCOL

**INTRODUCTION**

The following protocol sets out the guidelines the Practice has in place for identifying carers and ensuring that they are referred appropriately to Adult Care Services for a Carers Assessment.

**Definition of a Carer**

Individuals irrespective of age, who provide or supervise a substantial amount of care on a regular basis of a child, relative, partner or neighbour who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment.

The term “carer”would not normally apply if the person is:

* a paid carer
* a volunteer from a voluntary agency
* anyone providing personal assistance for payment either in cash or kind

A carer can be a child looking after an older person or parent, or an older person looking after a disabled partner. The definition may be quite wide-ranging.

The person being cared for may, or may not be, registered at the Carer’s practice.

Where the person being cared for is registered elsewhere the practice will not be able to identify routinely where this relationship has ceased. Periodically, the Carer may be asked to re-confirm his / her status. Where the person being cared for is a registered patient, the relationship can be re-affirmed more often, and major events just as death or de-registration may initiate a change of status from practice-held information.

## Protocol

It is estimated that there are a high number of carers in the Solihull & Birmingham area who look after a friend, relative or neighbour, unpaid and without support.

This protocol aims to ensure that all carers registered with the Practice are identified and referred to Adult Care Services. Basic rights for carers are contained in the Carers (Recognition and Services) Act 1995, and this places duties on local authorities to assess and support carers. GP practices may facilitate this process by active identification and support / referral of carers who are their own patients and / or where a carer cares for a practice patient.

The practice will seek to support carers by:

* Providing information and local authority resources and contact points (Appendix 5)
* Supporting carers with suitable appointment flexibility and understanding
* Care for the carer to enable them to maximise their own health and needs by providing health checks and advice

There are two methods of identification – self identification and Practice identification

### SELF IDENTIFICATION

### Notice boards

The Practice has notice boards displaying information for carers which has details of support organisations and Adult Care Services. It contains a poster asking carers to let the Practice know about their caring responsibilities.

### Self Referral forms

Referral forms are displayed in reception to allow carers to complete and hand in to the Practice.

### New Patient Registration Forms

The Practice’s new patient registration form asks the two questions ‘do you look after someone?’, ‘does someone look after you?’. This information will be used in the new patient screening appointment to tag the patient’s notes

**PRACTICE IDENTIFICATION.**

### Health Professional identification

All Health Professionals in the surgery complete referral forms when they ascertain a patient is a carer. May be part of a regular discussion at multi-disciplinary team meetings to exploit personal knowledge.

**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.

The following read codes will be used to tag carers notes:

Is a Carer Ub1ju

Has a Carer 918F

No able carer in household ZV604

Carer unable to cope ZV608

Is no longer a carer Y3222

# CARERS IDENTIFICATION AND REFERRAL FORM

**DO YOU LOOK AFTER SOMEONE WHO IS**

**ILL, FRAIL, DISABLED OR MENTALLY ILL?**

If so, you are a carer and we would like to support you. Please complete this form and hand it in to reception.

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

We will also refer you, with your permission, to have your needs assessed by Adult Care Services. A Carers Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It can also look at the needs of the person you care for. This could be done separately, or together, depending on the situation. There is no charge for an assessment.

# YOUR DETAILS:

|  |  |
| --- | --- |
| Name |  |
| Date Of Birth |  |
| Address |  |
| Post Code |  |
| Telephone Number |  |
| Any relevant information |  |

**DETAILS OF THE PERSON YOU LOOK AFTER:**

|  |  |
| --- | --- |
| Name |  |
| Date Of Birth |  |
| Address  (If Different From Above) |  |
| Post Code |  |
| Telephone Number  (If Different From Above) |  |
| GP Details  (If Different From Your Own) |  |

□ Please pass my details to the Carers Service▫

□ Please refer me to Adult Care Services for a Carers Assessment▫

**Appendix 2 - Letter**

# Letter to patients

[date]

Dear [patients name]

**CARERS**

Do you look after someone who is ill, frail, disabled or mentally ill? If so, you are a carer. We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often “hidden” looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

We feel that caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. We further believe carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a Carer, you are also entitled to have your needs assessed by Adult Care Services. A Carer’s Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also look at the needs of the person you care for. This could be done separately, or together, depending on the situation. There is no charge for an assessment.

If you are a carer, this is an opportunity to let the Practice now so that we can update our records and pass on your details to the Carers Service who can provide relevant information and advice, local support services, newsletter and telephone linkline. We can also refer you to Adult Care Services for a carer’s assessment.

Please complete the attached sheet only if you are a carer and return it to the surgery.

We look forward to hearing from you.

Yours sincerely

Dr ……….

**DO YOU LOOK AFTER SOMEONE WHO IS**

**ILL, FRAIL, DISABLED OR MENTALLY ILL?**

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often “hidden” looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a Carer, you are also entitled to have your needs assessed by Adult Care Services. A Carer’s Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also look at the needs of the person you care for. There is no charge for an assessment.

**If you are a carer, please ask at Reception for a**

**CARERS IDENTIFICATION AND REFERRAL FORM**

which you can complete to let us know about your caring responsibilities

**Appendix 4 – Form**

**AGREEMENT FOR A CARER TO HAVE ACCESS TO A PATIENT’S PERSONAL DETAILS and/or COPIES OF CORRESPONDENCE**

|  |  |
| --- | --- |
| Patient’s Name |  |
| Patient’s Address |  |

To: *St Margarets Medical Practice*

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

This permission relates to all / part of my record / specific condition only (*delete as appropriate*).

Where the permission is restricted to part of the record only, please specify below the precise limits of this permission, and any areas of the record which are excluded.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**APPENDIX 5**

**CONTACT POINTS**

|  |  |
| --- | --- |
| **RESOURCE** | **CONTACT NUMBER** |
| Carers Line  www.carersuk.org | **0808 802 0202 9am-8pm weekdays**  **11am-4pm weekends** |
| Carers Trust  www.carers.org | **020 74807788** |
| Community Nursing Service | **Accessed via Surgery** |
| Occupational Therapy | **Accessed via Surgery** |
| Falls Prevention Service | **Accessed via Surgery** |
| Social Services | **0121 746 6100 – Solihull**  **0121 303 1234 - Birmingham** |
| Red Cross Home Care Services | **0844 871 1111** |
| Solihull Carers Centre | **0121 788 1143** |
| Crossroads Care Solihull & Birmingham | **0121 622 0573** |
| Community Matron | **Accessed via Surgery** |
| Respite Providers | **Via Social Services or Marie Curie if terminal** |
| Young Carers (www.youngcarers.net) | **0844 800 4361** |
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