**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 (2011) 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, raising awareness as the 1st point of contact and enabling the carer to access support and assessment.

**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 young people who are caring for a relative at home.

Without this care, the work in the NHS and Adult Social Care would increase enormously. In addition to this, the carer can be referred for the assessment and support they need, as set out in The Care Act 2014 and The children and Families Act 2014; this will help to reduce:

* The stress associated with their caring role
* The risk of back and upper limb injuries, by enabling carers to access back care advice
* The number of carers whose own health is neglected, it is already known that their health is likely to suffer as a result of their caring role.

**Benefits to General practice**

Practices that identify and record carers can refer them to organisations such as Care for the Carers, can provide advice, support and referral for a carers assessment. Care for the Carers have support 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, unpaid carers are partners in a patient’s care.
* Be valued by carers as providers of support
* Reduce the risks of carer related illnesses
* Support Care for the Carers

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

**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
* Carer Information on notice boards
* Information on the practice website and links to [registration forms](Appendix%202%20-%20Carers_Registration_Form%5b1%5d.docx) and support
* GPs/Nurses may identify a Carer during a consultation
* Reception staff may opportunistically identify a Carer though a conversation with a Patient
* [Care for Carers](http://cftc.org.uk/wp-content/uploads/2015/05/CftC-Icon.png) 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 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 that is using the record.

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.

Telephone and then fax a written referral letter

Tel: 0345 6080191 Fax: 01323 466567

Online <https://www.eastsussex.gov.uk/socialcare/getting-help-from-us/contact-adult-social-care/>

Email - On the above link

Health and Social Care Connect (formerly Social Care Direct),  
St. Mary’s House, 52 St Leonard’s Road,  
Eastbourne,  
East Sussex BN21 3UU

**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 using the carers’ social prescription. Care for the Carers will then contact the carer directly.

**Care for the Carers Outreach Service**

Once referred, this service provides:

* Home visits when requested
* Assessment of carer’s needs
* Information about local services
* Referral to services as requested
* Referral to respite
* Help to access benefits for themselves without cared for person
* Ongoing support for carers, including drop-ins and carers’ groups

**Contact details for Care for the Carers**

**Telephone 01323 738390**

Email [info@cftc.org.uk](mailto:info@cftc.org.uk)

or text **07860 077300.**

Care for the Carers. Highlight House, St. Leonards Road, Eastbourne, East Sussex, BN21 3UH

**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.
* Offering carer appointments if required
* Ensuring staff are carer aware to enable them to support carers where possible

**Carers Charter**

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

