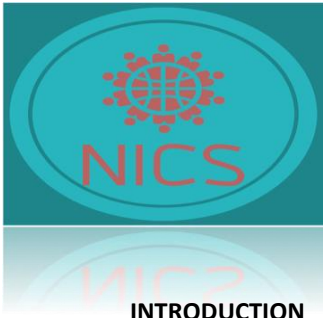


# CARERS IDENTIFICATION PROTOCOL



## **INTRODUCTION**

The following protocol sets out the mechanisms NICS has in place for identifying carers and ensuring that they are referred appropriately to Adult Care Services for a Carers Assessment. The process by which Carers – and particularly young carers and issues particular to carers in vulnerable communities – are identified and supported has been a major part of the 2019 NHS Long Term Plan as well as particular aspect of the CQC inspection of general practice.

NICS will monitor those developments to ensure that carers are well served and NICS is proactively abreast of changes.

The 2019 NHS Plan identifies that 10% of the adult population has an unpaid caring role, equating to approximately 5.5 million people in England – around 1.4 million of whom provide upwards of 50 hours care per week. 17% of respondents to the GP patient survey identified themselves as carers.

### **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, impairment or substance abuse.

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 must trigger a review of the impact on the status or classification of anyone as a carer.

## **PROTOCOL**

### **Quality Markers**

NHS England have been working with other organisations such as the CQC to develop 6 quality markers against which practices can be assessed and which delivers a good service for carers and the patients they care for.

The intention to deliver what carers need from a GP practice:

- to be identified and registered as a carer
- to have their holistic needs understood and addressed
- for the practice to be seen to understand the needs and promote the support of carers
- for the practice to make services more accessible to carers
- for the practice to communicate clearly and keep carers informed
- for the practice to demonstrate they are genuinely carer-aware

## CARERS IDENTIFICATION PROTOCOL



North West Surrey Integrated Care Services (NICS) Ltd – a GP Federation of the 38 practices in North West Surrey.

This protocol aims to ensure that all carers registered with the practices are identified and referred to the Adult Care Services if necessary or appropriate.

NICS will facilitate this process by actively identifying and supporting/referring carers who are patients and/or a patient who has a carer. Patients with long-term conditions can be asked to identify their carers.

NICS will seek to support carers by:

- Providing information and local authority resources and contact points (Appendix 5)
- We will try where possible to support carers with suitable appointment flexibility and understanding
- Care for the carer to enable them to maximise their own health and needs by providing advice

### **IDENTIFYING CARERS**

There are two methods of identification – self-identification and identification when presenting at an Improved Access Clinic and NICS has put in place mechanisms for both of these.

#### **Self Identification**

NICS will display a poster (see appendix 3) on notice boards asking carers to let staff know about their caring responsibilities.

#### **Self-Referral Forms**

NICS referral forms, (see Appendix 1) are sent to Carers and Adult Care Services via patients own practice. These are available at reception to allow carers to complete and hand in to reception staff.( print from desk top)

#### **Health Professional Identification**

All Health Professionals in the Improved Access Service can complete referral forms when they ascertain a patient is a carer. Forms and information can be downloaded from the NICS website and also available on desktop.

#### **Casual information received through reception/admin**

The role of our non-clinical staff is vital as many, living locally, are aware of situations where carers are in place (formally or informally). In addition, staff on reception often pick up casual information about carers' situations and should be aware of them when accessing records. Non-clinical staff must add carer situations (even if only by creating an alert) to the records on every occasion they become aware that none are showing.

#### **Competency**

NICS will forward all carer forms to the patients registered practice for review by the patient's usual doctor who will confirm that the patient is competent to give a valid informed consent. The process below will then be completed by the patients own practice

#### **Process for subsequent Referral**

On receipt of completed forms (or as part of a consultation) the notes are read coded to identify carers.

## **CARERS IDENTIFICATION PROTOCOL**



Carer (occupation)  
Carer (informal)  
Primary carer  
Has a carer  
Has a paid carer  
Child is informal carer  
Living with carer  
Carer not readily available

Once the details from the form have been entered on to the patients' notes, the referral forms will be scanned and sent electronically to Adult Care Services

### **Young Carers**

The identification of young carers is probably the least obvious but most important task as it impacts directly both on the patient being cared for but also the long-term well-being of the carer. Staff or clinicians identifying a carer of school age must act to ensure this is recorded but more importantly that social care and education authorities are aware. Illness of any carer is a matter of concern but if the carer is a young person the impact is much greater. Illness in a young carer (e.g. making a request for a personal consultation) must but be brought to the attention of a GP as soon as possible. Staff managing influenza and other similar campaigns must ensure that young carers are actively followed up should they not attend a vaccination session.

### **Care Plans**

On all occasions where a care plan is put into place for any reason and the patient has a carer, it is important that there is involvement of that carer in the plan in order that it is robust and achievable.

### **Resources**

[BMA - Working with carers: guidelines for good practice](#)

(Note: log-in may be required)



## **CARERS IDENTIFICATION PROTOCOL**

### **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.

***Thank you for completing this form***

## CARERS IDENTIFICATION PROTOCOL

### 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 looks 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 NICS know 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 .....



## **CARERS IDENTIFICATION PROTOCOL**

### **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

## CARERS IDENTIFICATION PROTOCOL

### 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: NICS Improved Access Service

I give permission for my Carer [*Insert Carer Name*] to have access to my medical records and personal details held by NICS.

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.

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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)

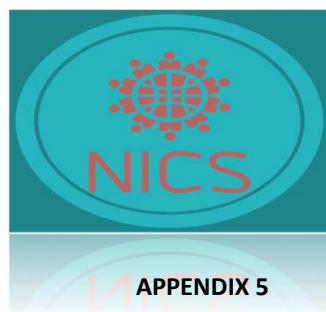
Date \_\_\_\_\_

Accepted by \_\_\_\_\_ (Doctor)

Date \_\_\_\_\_

Office Use Only:

Copy Frequency	
Specific Copy Exclusions	
Specific Copy Inclusions	



## **CARERS IDENTIFICATION PROTOCOL**

### **CONTACT POINTS**

<b>RESOURCE</b>	<b>CONTACT NUMBER</b>
Action For Carers Surrey	<b>0303 040 1234</b>
Carers Line www.carersuk.org	<b>0808 8087777</b>
Princess Royal Trust for Carers www.carers.org	<b>020 74807788</b>
Community Nursing Service	<b>0300 303 0058/4737</b>
Surrey County Council Adult Social Care and Assessment	<b>0300 200 1005</b>
Falls Prevention Service	<b>01372 734791</b>
Social Services	<b>Elmbridge Borough Council 0300 200 1005 Spelthorne Borough Council 017884 446234 Woking Borough Council 01483 755855</b>
Red Cross Home Care Services	<b>0300 456 1155</b>
Cross Roads Care Surrey ( Respite provider)	<b>01372 869970</b>
Local Carer's organisation	<b>Carer Support Elmbridge Charity House 5 The Quntet Churchfield Road Walton-on-Thames KT12 2TZ</b>
Community Matron	<b>NWS CCG Hub /01372 384323</b>
Spelthorne	<b><a href="https://www.surreycc.gov.uk/__data/assets/pdf_file/0003/39666/Spelthorne-Locality-Team-Sheet-FINAL-070115.pdf">https://www.surreycc.gov.uk/__data/assets/pdf_file/0003/39666/Spelthorne-Locality-Team-Sheet-FINAL-070115.pdf</a></b>
Woking	Surrey Independent Living Council (SILC) Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL Tel: 01483 458111 Fax: 01483 459976 Text: 07919 418099
	<b><a href="http://www.surreyilc.org.uk/">http://www.surreyilc.org.uk/</a></b>
	<b><a href="http://www.pafinder.org.uk">http://www.pafinder.org.uk</a></b>
Carers Support Spelthorne	<b>01784 446234</b>
Surrey Young Carers	<b>01483 568269</b>