



**Policy Name: Carers Identification Protocol & Information Pack**  
**Policy Number: 05**

## Introduction

The following protocol sets out the mechanisms the practice has in place for identifying carers and ensuring that they are referred appropriately 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 such as death or de-registration may initiate a change of status from practice-handled information.

## Protocol

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

Research shows that for every 1000 patients, 120 will be carers. It has also been estimated that 1 in 5 households in the UK may contain a carer.

This protocol aims to ensure that all carers registered with the practice are identified and offered support. Basic rights for carers are contained in the Carers (Recognition and Services) Act 1995 (not in Scotland), and this places duties (mainly) 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.

Version 1.2 |

Person responsible for the review of this policy: Sophie Foster, Carers Champion

Updated: June 2023

Next Review Due: June 2024





The Chorley Surgery will seek to support carers by:

- Providing information and local authority resources and contact points (See **Appendix 4**)
- 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
- Provide signposting for carers to support them in their role

There are two methods of identification – self-identification and practice identification, and the practice has put in place mechanisms for both of these.

## **SELF IDENTIFICATION**

### **Notice boards**

The Practice has a dedicated notice board 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, which are sent to carers, (see **Appendix 1**) are contained within the Carers Packs 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 and arrange referral to Care Services.



## Appendix 1 - Form

### 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 countrywide organisation providing relevant information and advice, local support services, newsletter and telephone link line 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 together or separately, 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	
GP Details (If Different From Your Own)	

Please pass my details to the Carers Service for guidance and advice to complete a carers assessment and Peace of Mind 4 Carers Plan.

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



## Appendix 2 – Poster

### **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. 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, as well as 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. There is no charge for an assessment.

If you are a carer, please ask at reception for a

### **CARERS’ IDENTIFICATION AND REFERRAL FORM**

Completing this will let us know about your caring responsibilities



### Appendix 3 – 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: *[Insert Practice name]*

I give permission for my carer *[Insert carer Name]* 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.

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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 \_\_\_\_\_

## APPENDIX 4

### CONTACT POINTS

RESOURCE	CONTACT NUMBER
Carers Line www.carersuk.org	0808 8087777
Princess Royal Trust for Carers www.carers.org	020 74807788
Community Nursing Service <b>Out of Hours:</b>	01772 644162 01772 777188
Occupational Therapy- Chorley & South Ribble	01772 644498
Falls Prevention Service	01772 777999
Social Services	0300 123 6720
Red Cross Transport Support	01772 707300
Lancashire County Council Welfare Rights	0300 123 6739
Chorley & South Ribble Carers 1st	01772 455459
Community Matron	01772 777913
Respite Providers-Housingcare.org	0800 377 7070
Preston Carers Central	01772 200173
Source of Carer Literature for Display	Carersuk.org