

# HYLTON MEDICAL GROUP

## Carers Policy

### Document Control

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#### B. Document Details

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## Introduction

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

## 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 Carer's 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 Carer's 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.

## Protocol

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

*To do this, double click anywhere inside the Table below (Table changes to an Excel File) and insert your Practice Population List Size in the bright Green Cell.*

*The resulting calculations will happen automatically.*

Insert Your Practice List Size	Likely Number of Carers	Likely Number Caring for 20+ hours per week	Likely Number Caring for 50+ hours per week
5,251	525	179	58

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.
- 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.
- Undertaking a self-assessment, using the Checklist in the "[Carers toolkit](#)" to track progress and be able to evidence the work conducted in line with good practice guidelines.

### **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:

#### **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.

## PRO-ACTIVE PRACTICE IDENTIFICATION

### 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. This may be part of the procedure for Disability Allowance forms.

### Prescriptions

A person, who collects a prescription on behalf of someone else, may be passed a Carer-referral form.

### 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.

### 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) 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 Other codes that should be used to specify the type of carer are

Dementia	918y
Mental Health	918d
Substance Misuse	918a
Learning Disability	918W
Chronic Disease	918c
Terminal Illness:	918m

- Chronic Disease Templates used by Nurses and Doctors when consulting Patients include data entry spaces for inserting Carer's name and contact details.
- Carers Champion has made a "carers Pack" that can be given once the "carer" has been identified – the champion will sit with the carer and go through the Carer's Centre referral process with them and explain the contents, give them our bypass numbers and who are key contacts in the practice for future reference.

## 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.

## **PROCESS FOR SUBSEQUENT REFERRAL**

A box for receipt of completed Carer-referral forms is located in the reception area for use by patients, health professionals and staff. It is emptied on a regular (at least once a week) basis.

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
Carer referred for assessment	EMISQCA6 (this is an EMIS Clinical System code And will be different on other systems.)

When the details on the form have been entered on to the patients' notes, the referral forms are be copied and sent, as appropriate, to:

Sunderland Carers' Centre  
Thompson Park  
Thompson Road  
SUNDERLAND  
SR5 1 SF

Please refer to "**Carer's Supporting Evidence**" document which contains the following documentation to support this Policy:

- Carer's Support Policy
- Carer's Identification and Referral Form
- Letter to Carers and Referral Form
- Poster
- Agreement by a Patient to allow a Carer to have access to their Personal Details and / or Copies of Correspondence
- Contact Points