

PATIENT INFORMATION

A Carer is a person of any age, adult or child, who provides unpaid support to a partner, child, relative, or friend who couldn't manage to live independently or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or serious health condition, mental ill health or substance misuse.

JRB Healthcare is committed to helping carers access the support and healthcare they need.

You may gain a lot of personal satisfaction from caring and wish to continue in this role. Despite this, there is evidence that caring can take a toll on people's health, financial and social wellbeing.

How we can help

The carer's lead at the practice is:
The Practice Manager

The Practice Manager is the in-practice contact point for carers and will

- Provide opportunities for patients to let us know about the ways they look after others.
- Find and distribute information that might be useful for carers
- Seek the views of carers about how we can improve
- Develop links between the practice and local carer support service
- Annually audit the service provided to carers.

If you would like to talk the Practice Manager, please contact your practice

Local support services

Did you know that all carers are entitled to a care assessment from the local council? If you would like to arrange an assessment, contact the **Nottingham Adult Contact Team** on 0115 883 8460

The following organisations are able to provide information and support for people who provide care to others.

CARERS DIRECT

Phone: 0300 123 1053

Web:

www.nhs.uk/carersdirect/pages/CarersDirectHome.aspx

CARER'S Federation

Phone: 0115 9629 310

Web: www.carersfederation.co.uk

Acton for young carers

Phone: 0115 985 8485

Web: www.carersfederation.co.uk/ayc

Primary Care Carer support service

Phone: 0300 300 3333

Carers Support Policy

If you identify yourself as a carer, our staff will try to offer you:

1. Telephone consultations if caring responsibilities mean you cannot leave the person you care for at home or bring them to the surgery.
2. Support for the person you care for in the practice if you need to bring them to the surgery but would like an appointment in private.
3. Information about local carer's services and care assessments.
4. Telephone ordering for prescriptions where possible.
5. An annual health check and flu jab
6. Advice on providing care.
7. Discussing with you what you would like us to do in the event of you or the person you care for having a medical or other emergency.

JRB Healthcare
439 Beechdale Road
Aspley
Nottingham
Tel: 0115 9290754

Website:
www.jrbhealthcare.co.uk



We will try to help you by:

- Respecting your privacy and confidentially
- Discussing the benefits of appropriate information sharing with the person you care for.
- Always listening to and respecting the information you give us about your caring role and the needs of the person you care for.
- Sharing as much information about the condition and needs of the person you care for, as we have consent for.



JRB Healthcare

CARERS POLICY

