

**HOLDENHURST ROAD SURGERY**  
**CARERS IDENTIFICATION PROTOCOL**

**INTRODUCTION.**

The following protocol sets out the mechanisms the practice has in place for identifying carers and ensuring that they are referred appropriately to Adult Care Services 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

**PROTOCOL**

This protocol aims to ensure that all carers registered with the practice are identified and referred to Adult Care Services.

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 displays notices (Appendix 2) for carers which has details of support organisations and Adult Care Services. It contains information asking carers to let the practice know about their caring responsibilities.

**SELF REFERRAL FORMS**

Referral forms, which are sent to Carers and Adult Care Services, (see Appendix 1) are displayed in reception to allow carers to complete and hand in to the practice.

**NEW PATIENT REGISTRATION FORMS**

The practice’s new patient registration form asks the questions ‘Are you a Carer?’. This information will be used in the new patient screening appointment to tag the patient’s notes and arrange referral to Care Services.

## **PRACTICE IDENTIFICATION.**

### **PRESCRIPTIONS**

Anyone collecting a prescription on behalf of someone else may be asked if they are a carer and/or directed to the Carers referral form.

### **HEALTH PROFESSIONAL IDENTIFICATION**

All Health Professionals in the surgery complete referral forms when they ascertain a patient is a carer. May be part of a regular discussion at multi-disciplinary team meetings to exploit personal knowledge.

### **MULTI-DISCIPLINARY MEETINGS**

Every week the practice holds a clinical meeting at which all health professionals attend. This would include Doctors, Practice Nurses, Community Nurses, Health Visitors and on occasions a representative from Social Services. Any person who has been identified as a carer or is thought to be a carer is discussed

### **PROCESS FOR SUBSEQUENT REFERRAL**

Referral forms are given to the reception for entering the details onto the patient records. Whether identified through a referral form or through the new patient registration forms, the following read codes will be used to tag carers notes:

Carer	Ub1u
Has a Carer	918F

Where appropriate state in the 'Notes' section that the carer was offered a carer needs form. If the form is completed state 'sent on behalf of patient/carer'. Once the details from the form have been entered on to the patients' notes, the referral forms will be scanned onto the patient record and then sent, as appropriate, to the local carers organisation.

**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.

(tick box)

Please refer me to Adult Care Services for a Carers Assessment.

(tick box)

**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 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

**CONTACTS FOR CARERS SUPPORT**

***Bournemouth Social Services***

**For carers of adults**

(except those of people under 65 with mental health needs):

Bournemouth Care Direct,  
Town Hall Annexe, St. Stephen’s Road  
Bournemouth. BH2 6EA  
Telephone: 01202 454979  
Minicom: 01202 454974  
Email: [caredirect@bournemouth.gov.uk](mailto:caredirect@bournemouth.gov.uk)  
Fax: 01202 454975

**For carers of people under 65 years of age with  
mental health needs:**

Tel: 01202 705557

For young carers:

Tel: 01202 853143  
Email: [sarah.norris@actionforchildren.org.uk](mailto:sarah.norris@actionforchildren.org.uk)

**Social Services Out of Hours Service**

To speak to someone urgently when our offices are closed telephone:  
Tel: 01202 668123

***Patient Advice and Liaison Service***

Tel: 01202 318954

***Carers Link at Help and Care***

For advice and information for carers  
Tel: 0300 111 3303

***Carers UK***

20-25 Glasshouse Yard, London EC1 4JT  
Tel: 020 7490 8818  
Freephone carers' line: 080 808 7777

**East Dorset Mental Health Forum**

[www1.dorsetforyou.com](http://www1.dorsetforyou.com)