Policy on Adult, Young and Very Young Carers

Introduction

This 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

Definition of a Young Carer

Young Carers are particularly vulnerable, a young carer is anyone from the age of 8-19 years who is living with and looking after somebody who has a long term illness, a physical disability or a mental health problem.

Definition of a Very Young Carer

Very Young Carers are deemed to be 8 years or younger and as with the Young Carers are considered to be particularly vulnerable.

Evidence

Research shows that for every 1000 patients, 120 will be carers. Carers look after a friend, relative or neighbour, unpaid and without support.

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
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. During seasonal times e.g. Flu clinics, higher profile is given to information for carers.

In addition to information about adult carers we also have contact details and information for Young Carers displayed on the same boards.

Website
We have a Carer’s area on the website where adult carers can download the self referral form.

Prescriptions
From time to time a note may be included on repeat prescriptions asking patients to identify themselves to the practice.

Self Referral forms
Referral forms, which are sent to Carers and Adult Care Services, are displayed in reception to allow carers to complete and hand in to the Practice.

Text Messaging
Texts may be sent to various patients encourage carer identification.

PRACTICE IDENTIFICATION

Health Professional identification
All Health Professionals in the surgery should complete referral forms when they ascertain a patient is a carer.

Prescriptions
Anyone collecting a prescription on behalf of someone else may be passed a Carers referral form.

New Patient Registration
The Practice’s new patient registration form asks the question ‘Are you a Carer’. This information will be used to tag the patient’s notes and a ‘Carers Milton Keynes’ leaflet sent or handed to the patient to send to the Organisation should they so wish.
Keeping Records Up to Date

Admin checks all death notifications that carer entries are amended to “is no longer a carer”. When the “cared for” dies or goes into a home, the carer often needs extra support. Ex carers will probably need more support in grief as there is a loss of person, role, and social networks may well have been lost.

READ CODES FOR CARERS

The following read codes will be used to tag carers notes:

- Carer: Ub1ju
- Cares for a relative: Xa96e
- Patient themselves providing care: Ua0VL
- Is no longer a Carer: XaL1Y

Add appropriate read code to Journal and change to priority 1 and state who they care for.

REFERRING THE CARER

Once the carers details have been entered on the patient’s notes, unless they have not given consent on the carer identification form, all carers are to be referred to Carers MK.

Carers MK Contact Details

Carers MK
Margaret Powell House
439 Midsummer Boulevard
Central Milton Keynes
MK9 3BN

Tel: 01908 231703
Email: mail@carersmiltonkeynes.org

Adult Carers should be referred to: Carers Milton Keynes, contact details as above.

Young Carers should be referred to:
Sarah Jarman
Young Carers Support Worker
8 to 12 Age Group
sarah.jarman@carersmiltonkeynes.org
Or
At the point of referral, if not before, Young Carers should be given a leaflet advising them of Young Carers Milton Keynes and what it can do for them. Very Young Carers should be referred to Hattie Snowdon
Family Support Worker
hattie.snowdon@carersmiltonkeynes.org
Or
Arnika Bass
Family Support Worker
arnika.bass@carersmiltonkeynes.org
Or
Lara Druzynski
Team Leader
lara.druzynski@carersmiltonkeynes.org
At the point of referral, if not before, Very Young Carers should be given a leaflet advising them of the Very Young Carers Family Service.

ACCESS TO MEDICAL RECORDS
Permission must be sought from the patient before access to his/her medical records may be given to the carer.
If a patient wishes his/her carer to have access to his/her medical records a consent form must be signed.
Once signed the form should be scanned and attached electronically to the patient’s records.

OTHER USEFUL INFORMATION
CARERS BUCKS
1ST FLOOR, CHILTON HOUSE
ARDENHAM COURT
OXFORD ROAD
AYLESBURY, HP19 8EQ
Telephone 01296 392711

NORTHAMPTON CARERS CENTRE
53 WHITWORTH ROAD
NORTHAMPTON
NN1 4HG
01604 232500