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Identification of Carers Policy

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1 Introduction

1.1 Policy statement

The purpose of this document is to detail the procedures that Woodbrook Medical Centre has implemented to identify and record carers, ensuring that such individuals are appropriately referred for a Carer's Assessment¹ to Adult Care Services who will provide further advice and support.

Carers form a diverse group and provide services for individuals who need assistance or support with day-to-day living. This document provides information that is applicable to all members of staff at Woodbrook Medical Centre. It is the responsibility of all staff to give accurate, relevant information to those individuals identified as carers whilst also recognising and signposting those individuals who are providing a service but who are not registered as a carer.

1.2 Status

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the [Equality Act 2010](#). Consideration has been given to the impact this policy might have with regard to the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

2 Policy

2.1 Who are carers?

A carer is a person of any age (including children) who provides unpaid support to a partner, relative, friend or neighbour who could not cope without their help. This could be due to old age, frailty, disability, a serious health condition, mental ill health or substance misuse. Parents of children who are disabled or who have a serious health condition are also considered to be carers.²

There is a difference between a carer and care professionals who are paid to provide care. Some carers receive statutory payments or a direct payment for their caring role. Even when carers do not receive such payments, they are still considered to be carers.²

Many carers may not identify themselves as a carer. Instead, they see themselves as someone's partner, relative or friend who is simply 'doing their best' to help someone they care about. For this reason, asking 'do you look after someone?' can be a more effective opening question than 'are you a carer?'²

¹ [NHS Support - How to get a Carer's Assessment](#)

² [CQC GP Mythbuster 44: Caring for carers](#)

2.2 Significance of identifying carers

By identifying, assessing and supporting carers' needs, Woodbrook Medical Centre, will be effectively reducing:²

- Avoidable demand on services
- Carer ill health
- Carer and family breakdown
- Unwarranted variations in carer support

Furthermore, by effectively identifying and appropriately supporting carers, Woodbrook Medical Centre can make sure carers are able to lead a positive life outside of their caring role.

2.3 Mechanisms for identifying carers

At Woodbrook Medical Centre there are two methods used for identifying carers:

- Self-identification
- Organisation identification

Self-identification is reliant on individuals informing organisation staff that they are carers. In order to raise awareness of the support available to individuals, Woodbrook Medical Centre has devised a number of methods aimed at identifying carers such as:

- Displaying posters in the waiting room and clinical areas
- Including a carer section on new patient registration forms
- Promoting carer information on the organisation website and other social media
- Generating carer-based discussions at Patient Participation Groups, including visits from local organisations
- Placing carer registration forms at reception ([see Annex A](#))
- Holding carer campaigns and events using local media, social media and a range of other opportunities.
- When an individual is collecting a prescription on behalf of someone else
- During a discussion with patients in consultation or other opportune times

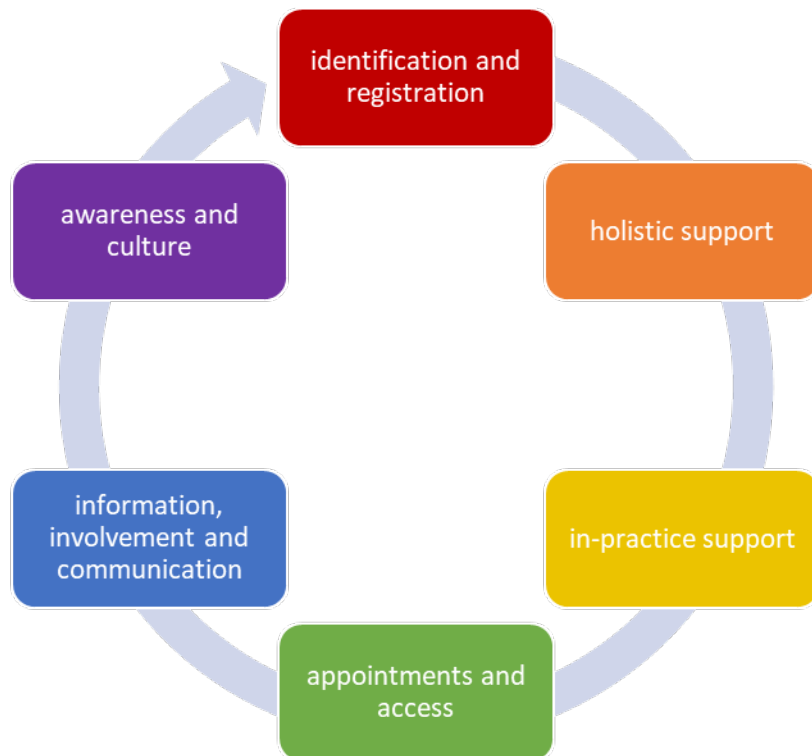
All staff have a responsibility to try to identify, support and signpost carers.

2.4 Recording carer details

At Woodbrook Medical Centre as soon as an individual is identified as being a carer, this fact will be annotated on the individual's clinical record using SNOMED CT code: Caregiver (person) SCTID: 133932002. Furthermore, the individual will be added to the carers' register and an alert added to the clinical system to ensure the whole organisation team is able to see that the individual is a carer.

2.5 Support to carers

To ensure carers are identified and supported effectively, Woodbrook Medical Centre will adhere to the framework of quality markers which covers six key areas as illustrated below.



Detailed guidance explaining how to apply the framework of quality markers can be found at Appendix A of the [Supporting carers in general practice: a framework of quality markers](#) document.

2.6 Carers' champion

At Woodbrook Medical Centre our carers' champion is Karen Silk-Moore. It is their responsibility to take the lead on all carer-related matters, providing advice and direction to staff and patients as required. Furthermore, they will gather evidence and complete the declaration at Appendix B of the [framework of quality markers](#). Having this evidence can be used both for carers to know that Woodbrook Medical Centre is a supportive organisation and for CQC inspection purposes.

2.7 Additional resources for carers

Additional services and agencies to which carers can be signposted are:

- [Care](#)
- [Carers UK](#)
- [Carers Trust](#)
- [Age UK](#)
- [Healthwatch](#)
- [Adult Social Care resources](#)

Further support is also available from www.carersweek.org.

2.8 The Carers Toolkit

An integrated approach to identifying and assessing carer health and wellbeing is detailed in [The Carers Toolkit](#) which offers a formal mechanism for organisations to collaborate with partners to agree ways of identifying and supporting carers.

3 Summary

There is a responsibility for all staff to try to identify those patients who are carers. At Woodbrook Medical Centre, all staff are aware of the effects that caring for someone can have on an individual. Therefore, it is essential that carers are given the necessary support to enable them to provide care effectively.

Annex A – Example of a carer’s identification form

By identifying yourself as a carer, we will be able to support you and signpost you to the support services available to you as a carer. If you consent, we will also refer you to Adult Social Care for an assessment; they will identify your needs and provide further support to you as a carer.

Carer’s details:

Surname		Forename	
Date of birth		NHS number	
Street		Region	
Town or city		Postcode	
Telephone		Email	

Details about the person you care for:

Surname		Forename	
Date of birth		NHS number	
Street		Region	
Town or city		Postcode	
Telephone		GP and Practice	

Details about the care you provide:

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I consent to you referring me to Adult Social Care for an assessment.

Please pass my details to the local carer support services.

Signature	
Date	

Please return the completed form to reception.