



Partners in care.

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Carers Key facts



“A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.” (National Carers Strategy 2008 definition for consultation).

- There are 6m carers with 2 million p.a. turnover.
- The hidden workforce: 1.3 million care for 50+ hours p.w.
- They save the country £67bn pa.
- 42% of carers are men and 58% women.
- 13 million people can expect to become carers in the next decade.
- 175,000 young carers under 18.
- Government estimates 250,000 young people living with parental drug misuse and 1.3 million children live with parental alcohol misuse.

Carers

Risks and challenges



- More than 80% say caring has damaged their health.
- 50% give up work; retiring 8 years early on average.
- 50% subsidise the costs of the cared-for person's disability.
- 3% of carers reported that they had lost their homes.
- Young carers miss out on school, friends and childhoods.

Older carers:

% in poor health	Provides no care	Provides 50+ hours pw care
Aged 60+	21.8%	26.3%
Aged 65+	22.9%	27.2%
Aged 75+	27.5%	31.0%

National Carers Strategy 2008



- £255 million including £150 million to PCTs for breaks (this will be the subject of a line in the Operating Framework for 09-10).
- Comprehensive information through local services and helpline.
- Pilot joined up services between NHS, local authorities, the third sector.
- Pilots to improve GP support for carers and annual health checks.
- Training to strengthen and empower carers in their caring role.
- Training professionals across the board.
- £6m to protect young carers from inappropriate caring and boost support.
- Consider replacement care for carers to attend health appointments.
- Review legislation around information sharing, especially where mental capacity is an issue.

Reference to The Stroke Strategy; Dementia Strategy; End of Life Strategy

Practical steps from the Action Guide



Key opportunities for identifying a carer

- When a patient registers – they might be a carer or a care receiver.
- At the point of diagnosis or first concern for the patient.
- Appointments / home visits where a family member is with the patient.
- Health checks or flu jabs and other practice nurse appointments.
- When someone orders or collects repeat prescriptions for another individual.
- At the point of hospital admission and discharge.

Carers can also be identified proactively through

- Searching practice records by condition, age, carer identified by patient.
- Encouraging carers to self identify using posters, leaflets, mailings or questionnaires
- Through partnerships with local carers' support services and other groups
- Home visits offered to those patients who appear to have a carer.
Obtaining referral pads / cards for GPs from the local carer support service.

Practical steps from the Action Guide



Once you have identified a carer, you should:

- Record carer's identifying and contact details on patient records with the patient and carer's consent.
- Record the carer status on the carer's own records with the carer's consent.
- Consent to being registered should also be sought. It is important to obtain the consent of the patient being cared for so that the carer can have access to the information they need to help them to care effectively.

Information can be provided through the following means:

- Leaflets, posters and notice boards supplied by your local carers' centre
- Questionnaires or forms in the waiting room.
- Adopting a Carers' Support Policy.
- Mailouts targeted at patients who are likely to be carers or care receivers.
- Translating written materials into the community languages

Confidentiality issues from the Action Guide



“Her GP will not discuss her condition with me and I feel isolated from the situation, despite being her full time carer”

- Professionals have a duty to respect the confidentiality of their patients but...
- Carers can end up feeling worried, ignored, isolated and ill-informed about the practical realities of the care they are trying to give – this may even be dangerous

Suggested actions:

- Discuss information-sharing with patients and seek permission for carers to be given appropriate information about care and treatment.
Where a patient is reluctant for all information to be shared, talk through the consequences of this decision the options for helping the carer.
- Carers can always be given general information on relevant health conditions.
- Routinely record information sharing agreements in the patient’s notes.

See Trust/ RCP Partners in Care checklists www.partnersincare.co.uk

GP Practice and Carers Centre partnerships



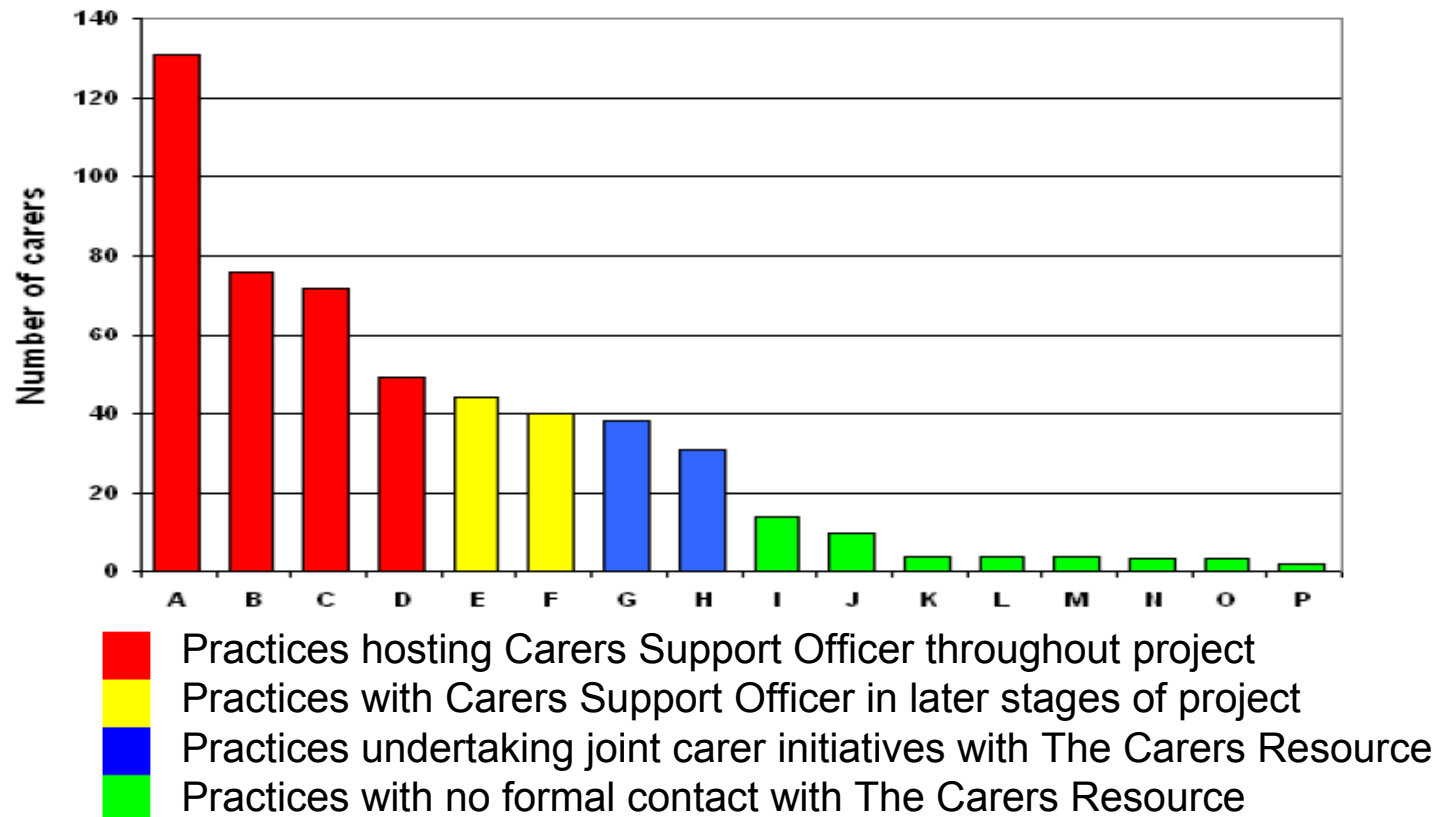
Worthing & District Carers Liaison Service. One Carers Development Worker based at the service works with 37 GP practices. The project:

- Identifies a link person in each GP practice.
- Provides Carer Awareness training and information/support for staff.
- Promotes healthy living practices at carers' events.
- Uses an Action Plan for task completion and completes annual Monitoring Tool.
- Ensures that GPs work to the GMS contract (Management Indicator 9).

Carers Gloucestershire's service includes:

- Regular visits to team and delivery of flyers, Notice boards and info folders.
- One Surgery operates a carers' group in partnership with a nearby care home that can support cared for people whilst the carers meet.
- A nominated receptionist in one surgery phones all carers aged 65+ monthly.
- Carers' outreach workers approach patients waiting for 'flu jabs with information.
- Monthly carer clinics in some practices with practice and carers' centre staff.

The Carers Resource,
Harrogate, Craven & Airedale.
Carers registered at Airedale practices



Torbay Care Trust evaluation



- Manchester PSSRU evaluation of Carers Support Workers in GP surgeries in 2002. General Health Questionnaires (GHQ) used with 68 randomly selected carers.
- 50% said they were in good health, but GHQ scores at referral indicated 94% could be identified as having psychiatric disorders.
- After Carers Support Workers interventions, proportion meeting “symptomatic case” threshold down by 21%. Proportion of carers with concentration and sleeplessness problems reduced substantially.
- 70% found the Carers Support worker to be ‘very helpful’.
- 56% were of the opinion that the Carers Support Workers ‘very much’ made a difference and 31% felt that they made ‘a little difference.’
- Thanks to James Drummond, Torbay Care Trust (jamesdrummond@nhs.net)

Further good practice examples



- Western Cheshire PCT has asked each GP practice to identify a Carer Link worker to join their network. Greenwich have a virtual network of Champions.
- Greenwich Carers' Centre / PCT developed a primary care carers' support protocol.
- A Lewisham GP practices has introduced an electronic health record system that allows patients to register to access their own records remotely online. There are links to the Carers Centre's information for carers.
- A GP Carers Champion sit on Sandwell PCT's PEC. One practice works with The Princess Royal Trust Sandwell Carers Centre to run a carers group, with agendas set by the 20+ carers who attend. As a result of the carers' input, the practice has a daily "Carer's appointment" accessible in an emergency for carers who want to see a doctor., PCT and council.

Further good practice examples



- Hospital based Carer Development Workers (Carers Resource N. Yorkshire).
- Families visiting patients directly referred by nursing staff to the carers' service.
- Birmingham Crossroads: First aid and safer lifting/ handling training delivered in carers' own homes with a referral pathway to OT/ discharge teams.
- Macmillan & Crossroads Palliative Care partnership aims to improve quality of life of carer / cared-for person; reduction in admissions to hospital/ hospices.
- Care for the Carers and East Sussex hospitals NHS Trust have produced a Good Practice Guide for hospital staff, Carers Leaflet and a Care Passport. See www.carers.org/local/south-east/eastbourne/

SIMPLYHEALTH CARING AWARDS 2008



- The Simplyhealth Caring Awards celebrate and recognise the fantastic work carried out by individual GPs, GPs surgeries and health boards that support unpaid family carers across the UK
- Simplyhealth Caring Surgery Award
- Simplyhealth Primary Care Trust / Community Health Partnership / Local Health Board Awards
- Closing date 10 October
- Winners announced at an event on 3 November



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