

New Wokingham Surgery

Carers Policy

General

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age.

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

Caring for someone can be physically exhausting and emotionally demanding. Many carers have to give up employment, leading to loneliness, living on Government benefits and consequent financial hardship.

The Care Act 2014 sets out carers' legal rights to assessment and support and came into force in April 2015. The Care Act 2014 replaces three previous Carers' Acts, which sets out the duties for carers' assessments and support. These Acts are:

- The Carers (Recognition and Services) Act 1995
- The Carers and Disabled Children Act 2000
- The Carers (Equal Opportunities) Act 2004

The Care Act relates mostly to adult carers – people aged 18 and over who are caring for another adult. This is because young carers (aged under 18) and adults who care for disabled children can be assessed and supported under children's law.

To ensure that our carers get all the help they need it is important that we are aware of who is caring for our patient's. We need to know who to contact when there are issues concerning the patient and we need to make sure that the carers themselves are supported and that they are capable of caring for the patient.

Register of Carers

To facilitate this, the practice will maintain a Register of Carers incorporated within the Computerised clinical records system. This facility is accessed via the Registration details within each patient's computer record. All Practice personnel are authorised to insert data into this register as and when it becomes known. All Practice Personnel are advised to ask for this information during any encounter with a patient, but especially when it is known that the patient is suffering from mobility or mental health problems.

If you would like to register as a carer, please complete the online 'Register as a Carer' form <https://newwokinghamroadsurgery.nhs.uk/navigator/register-a-carer/> or let our reception team know.

Information held within the Register

Carers, including non-patient carers, have the right under the General Data Protection Regulation (GDPR) and the Freedom of Information Act to see what information is held about them.

Whether the patient is a carer or is being cared for - Name / DOB / Address/ Role / Relationship to Patient / Contact number.

Support for Carers

We aim to make carers aware of help organisations available to them and details of how to do this are on our website -

<https://newwokinghamroadsurgery.nhs.uk/digitalpractice/wellbeing-centre/carers/>

Full guidelines on referral to Social Services or any other assistance available to Carers are available on our website (link above). Carers support is dependent upon where the carer lives. We have information on our website for both Wokingham Borough Council and Bracknell Forest Borough Council.

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Annual Revision date

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