

# Carers Information Pack





Dear Carer,

Let me introduce myself. My name is Jayne and I am employed at Castle Medical Group as their Carers/Dementia champion.

The PPG of Castle Medical Group and myself hold a monthly coffee morning on the first Thursday of the month at 11 am. Refreshments are free and all are most welcome.

Caring comes with many mixed emotions and can impact on your own health and wellbeing. With the right support, advice and information it can remove some of the stresses which come with your caring responsibilities.



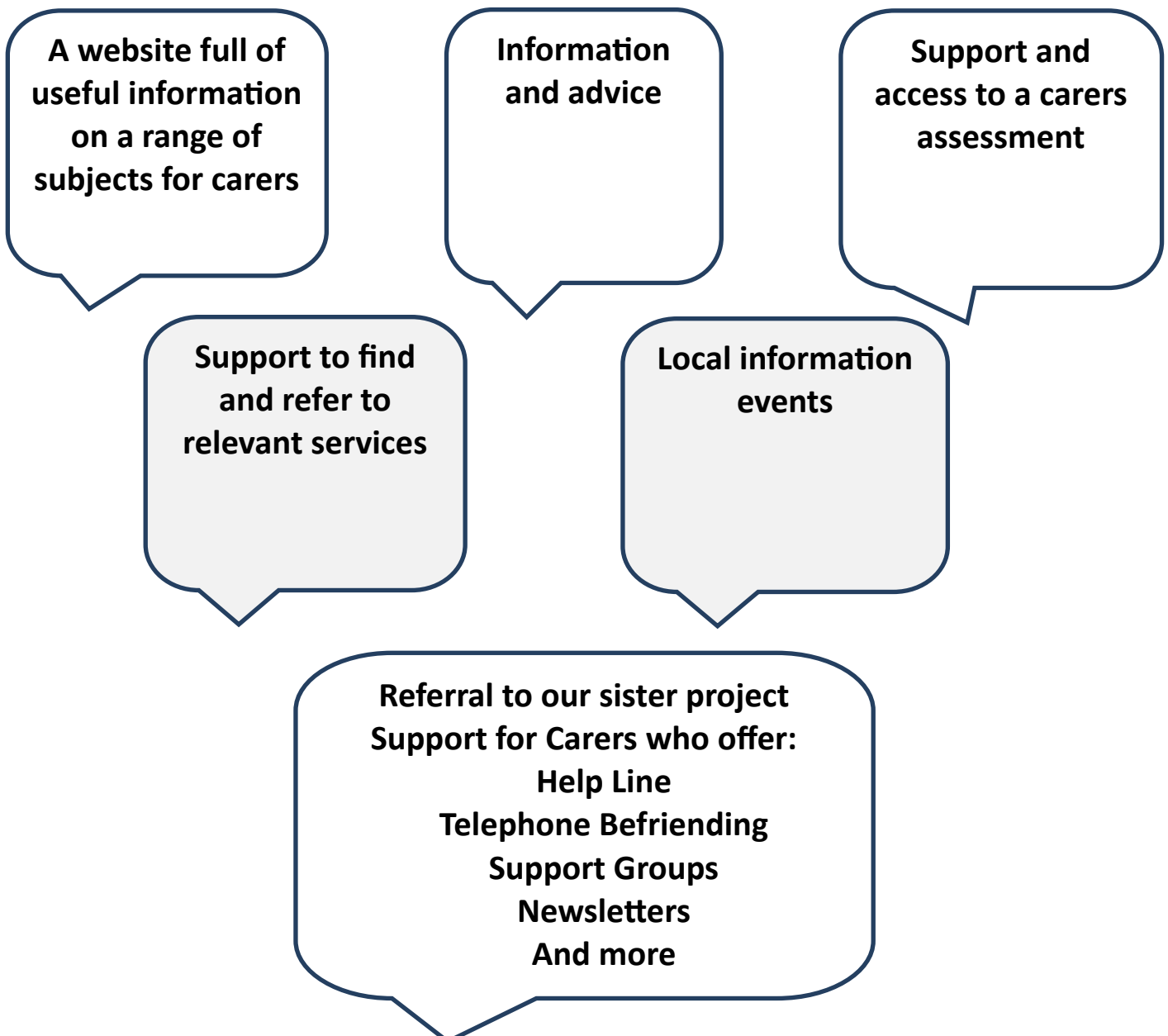
I have enclosed some useful information in this pack including a couple of important forms to complete and return to myself please. These will ensure you are registered within the practice as a carer and for us to help and support you wherever we can, keeping you up to date with any eligible treatments you are entitled to e.g. flu vaccinations.

Form one is a registration form asking details about yourself as a carer and details about the person you care for.

Form two is an agreement by the patient (cared for person) giving a carer to have permission to their personal details and medical correspondence.

Both of these forms need to be completed, signed and returned to myself at the Surgery.

## **This is how we can support you in your caring role**



## **Do you look after someone?**

Are you missing out on everything you are entitled to as a carer?

It is estimated that there are almost 7 million people in the UK providing unpaid support to, a family member, friend or neighbour who would otherwise not be able to manage. The help and support they need may be permanent or temporary (e.g. following an operation)

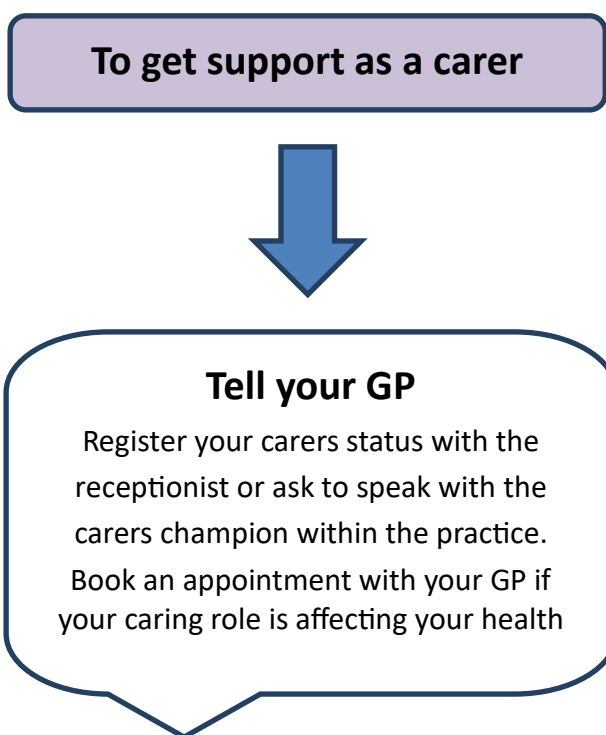
It is estimated that Just over one in ten patients on any GP practice list is a carer, although may go unrecognised. Carers are extremely valuable support to the people they look after. They enable their cared for to maintain their independence and quality of life. As a society, we do not have the financial resources to provide this level of individual support without them.

## **What do we mean by a carer?**

A carer is someone who spends a significant proportion of his or her life giving unpaid support.

You are a carer if you provide help and support, unpaid, to a family member, friend or neighbour who would otherwise not be able to manage.

The person you care for may have a physical, or learning disability, dementia, mental health problems, may misuse drugs or alcohol or may be ill or frail. The person may live with you or elsewhere, maybe an adult or child but if they rely on you for support, then you are a carer.



# Carers wellbeing prescription

**Look after your own health and wellbeing.** Eat properly, try and get some exercise when you can. Register as a carer at your GP practice. Surgeries may offer carers a free flu vaccine, flexible appointments and yearly health checks.

**Look after yourself emotionally.** Many carers get depressed and anxious. Speak to your Carers health and wellbeing advisor, friends and family members about how you feel. Tell your GP you are feeling low and ask then what help they can give you.

**Ask others to help.** Many people want to help but don't know ho. Give them specific things you need doing and specific times you need them to come.

**Learn a relaxation technique.** Relaxation techniques can help you feel more rested. They can help you make time for yourself and they don't have to take a lot of time.

**Take a break.** Caring can be hard work and stressful. Having a break can make all the difference. If you struggle to get a break from caring you may be eligible for a carers assessment to help you get that break from caring.

**Don't feel alone.** Try to keep up with your social contacts, so that you and the person you care for do not become isolated. Get in touch with other carers in your area. Join local carers support groups, share your experiences and get emotional support from other carers who know what you are going through. If you cannot get out and have a computer you may want to join an online carers support group.

**You are entitled to a carers assessment by your local authority.** A carers assessment is a way of identifying your needs as a carer and what effect of being a carer has on you and your life. You may be eligible for supporter to help your caring role. The assessment may also help you get support to have a break from your caring role.

**Apply for carers allowance.** To qualify you must spend at least 35 hours a week caring for someone who is receiving a disability benefit. Find out more at-[www.gov.uk/carers-allowance/eligibility](http://www.gov.uk/carers-allowance/eligibility)

**Get a carers emergency card.** The carers emergency card is a card that carers carry around in their wallet/purse that identifies you as a carer, so that if you have an accident/emergency the emergency services will know that the person you care for will need help/assistance. Please see **JAYNE** in reception to receive a card.

# Looking after yourself if you're a carer

Caring can be very demanding, physically, mentally and emotionally, which in turn, can affect the carer's health. According to Carers UK, Carer's are more likely to be in poor health, both physically and mentally, than people without caring responsibilities.

## What you can do if you are a carer

### **Recognise yourself as a carer**

Recognising yourself as a Carer can help you to find out how to deal with some of the emotions and feelings, as well as practical challenges that come with being a Carer.

### **Take time out for yourself**

Think about the last time you went out in the evening, went for a swim, caught up on sleep, met up with friends or had a holiday? When did you last have a chance to do all the things you would like to do, but feel you can't do while you are caring?

### **Get enough sleep**

This is sometimes easier said than done. Sleep is a vital part of our daily life and important for our physical and mental health.

### **Talk about it**

Carers may find that talking about being a Carer is helpful and can provide answers and a sense of relief to caring problems.

### **Contact Support for Carers Leicestershire**

Telephone advice line is open from Monday to Thursday from 9.00am to 5.00pm and on Fridays from 9.00am to 4.30pm.

Telephone: 0845 689 9510 (calls charged at local rates)

Email: [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org)

### **Tell your GP you are a carer**

If your GP knows that you are a Carer and that you may be under pressure at times, they will find it easier to offer the advice and support you need.

### **Plan ahead in case of emergencies**

It may be useful to think about a situation that might happen that would result in [you not being able to provide the care](#), and what you would do. Thinking about this in advance can make it easier to deal with if that situation occurs.

## **Do you look after someone?**

It is estimated that at least 6 million people in the UK provide unpaid support to a family member or friend who could not manage without this help. The person needing that help may be a parent, other relative, partner, neighbour or friend. The help needed may be permanent or temporary (e.g. following an operation). Long-term help could be the result of illness, disability, mental health problems, old age, and substance misuse.

**If you are looking after someone, please tell reception.** If you have someone dependent on your care (i.e. not just normal parenthood) please tell a receptionist, nurse or your GP so that we can register this on your records. *If you are registered at another practice you need to inform them that you are a carer.*

**Why this can be important.** If at all possible, the person you look after should tell the surgery - in writing or during a GP consultation - that he/she is happy for the doctor to share information about their condition with you. Once this has been agreed, when making an appointment, remember to tell reception that you will be discussing the person you look after so his/her notes will be available. And if you are uncertain about any drugs or treatments prescribed for the person you look after, the GP or nurse practitioner – or pharmacist – will be able to discuss these with you, including any possible side effects. This can be important for your peace of mind as well as for the person you are looking after. You may need to ask the surgery if they can take special needs into account with appointments. If you are looking after someone who is housebound or too ill to attend surgery you can request a home visit.

**What other help is available?** You may feel you need information or training so as to be confident the person you are looking after is receiving the best help you can give – for example if you have to administer medical care such as catheters, injections, or breathing tubes. Do you have concerns about lifting, moving or handling the person you are looking after? Castle Medical Group can put you in touch with organisations that could help.

Leaflets and information are also available from the Castle Medical Group to tell you of organisations which can arrange, without charge, to contact or visit you and the person you care for to discuss your particular needs. This can include advice on any benefits available, whether help can be provided with making the home as safe as possible for the person cared for, social care, putting you in touch with others in a similar situation, respite breaks, nursing. **And what about you?**

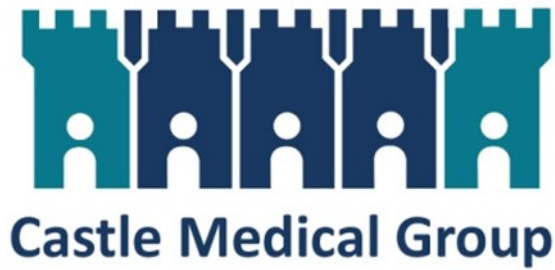
There are over 10,000 'carers' like you in North West Leicestershire. More than half of all people looking after someone put in more than 20hrs per week. One in five puts in more than 50hrs per week. Caring for someone long-term can affect your health and well-being too, emotionally and physically. One person has described it as "living in a black hole".

Carers can be young or old. Young carers in particular often feel lonely and isolated and are sometimes bullied by others their own age. Some people who are looking after someone don't like to admit they are a 'carer'.

**Your health and well-being are important too.** If you are looking after someone, Castle Medical Group wants to know so that we can take your needs into account as well as the person you are looking after. And if you feel you might benefit from advice and support –even if just to talk to someone else who shares and understands – in confidence, speak to your GP or a nurse at the practice, or tell reception.

**DON'T KEEP IT HIDDEN.**





## Carers Registration Form

### Carers details

Name

Address

Date of Birth

Home phone number

Mobile telephone number

Email address

### Patient cared for

Name

Address

Date of Birth

Home phone number

Mobile telephone number

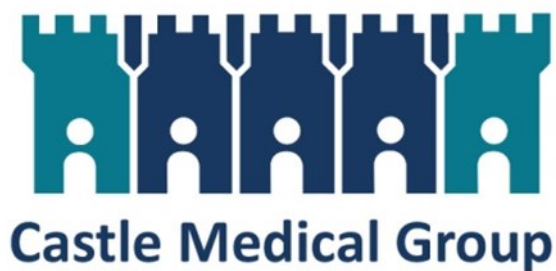
Email address

GP surgery details

Relationship to carer

**ID will need to be provided by both Carer and Patient.**

**To help us to be able to help you, please explain briefly why a carer is needed. This will enable us to find and give you the relevant information and services that you may require.**



**Agreement by a patient to allow a carer to have access to their personal details and /or medical correspondence.**

Name of patient

Date of Birth

**Please tick all that apply:**

I do not give permission.

This permission relates to **All** my records.

This permission relates to a specific condition (please specify).

This relates to part of my records (please specify).

I consent to my carer receiving copies of all correspondence relating to my treatment.

I understand that the GP has sole discretion to withhold all or any copies.

I understand that this permission will remain in force until cancelled by me in writing and the doctor may over ride this authority at any time.

Name of Carer

Relationship

Date of Birth

Signed by patient.....

Print name.....

Date.....

Accepted by GP.....

Date.....