



'To Improve the Health, Wellbeing and Lives of those we care for'

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Carers Policy

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Probus GP Practice

Carers Policy

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Purpose and definitions

The purpose of this policy is to provide guidance for staff and assurance to patients that Probus Surgery and Probus Surgical Centre is committed to continually providing high quality healthcare for all patients and supporting the staff who provide this care. The aim of the policy is to ensure that carers are identified, supported in their role, and their wellbeing and their needs are recognised and considered.

All patients regardless of age, gender, ethnic background, culture, cognitive function, sexual orientation, or marital status have the right to have their privacy and dignity respected.

A carer is anyone, including children and adults who looks after a family member, partner, or friend who needs help because of their illness, frailty, disability, a mental health problem, or an addiction and cannot cope without their support. The care they give is unpaid.

A young carer is a carer aged under 18 years.

Scope

This policy applies to all employees of the business, contractors, seconded staff, placements, and agency staff.

Roles, rights, and responsibilities**Carers**

Carers have the right to be supported in their role, to be respected, treated with dignity and compassion, and have their needs addressed.

All staff

All staff have a responsibility to be aware of this policy and adhere to it and be aware of who the appointed carer lead is and how to contact them.

Practice manager

To update the policy, ensure that it is aligned with national guidelines, distribute appropriately, and ensure that staff are trained at induction and at regular intervals so that they are aware of the role of carers and the content of the practice policy.

Principles of this policy

This policy adheres to local and national guidance and policy including the NHS England guidance [An integrated approach to identifying and assessing Carer health and wellbeing](#), and [NHS England's Commitment to carers](#).

Improving carer engagement and support

A carer lead will be appointed to improve identification of, engagement with, and support for carers within the practice and will participate in the CCG carer champion network.

Close links will be developed with local carer organisations, social services, and the voluntary sector.

Carer awareness and carer friendly concepts will be embedded within the entire practice team structure and ethos.

Identification of carers

Carers will be identified, recognized, and registered.

A variety of methods and strategies will be used to improve identification of carers, including:

- Opportunistically by reception staff, GPs, and practice nurses during patient encounters and consultations.

- New patient checks and questionnaires.
- Adding carer questions to chronic disease templates.
- Asking at chronic disease reviews or at NHS health checks.
- Encouraging patients to self-identify (for example, using posters, a carer notice board in the waiting room, information on the practice website, and practice leaflets).
- Through social media.

Recognising the importance of carers and their needs

All staff at this practice will:

- Recognise and respect carers.
- Respect, involve, and treat carers as experts in care.
- Treat carers with dignity and compassion.
- Recognise that carers may need help both in their caring role and in maintaining their own health and wellbeing.

Assessing carers needs

Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health. This may involve working with colleagues in other agencies.

A whole family approach will be taken so that the needs of young carers can also be assessed.

The support needs of carers who are more vulnerable or at key transition points will be identified early.

Supporting carers

Support for carers will include, but is not limited to:

- Providing information using a variety of different media.

- Offering enhanced access and flexibility of appointments for carers to make it easier for them to access healthcare.
- Offering carer health checks to monitor physical and mental health and annual influenza immunisation.
- Signposting carers to where they can get more information and support.
- Supporting information sharing between health, social care, carer support organisations, and other partners.

Distribution

Employees will be made aware of this policy via TeamNet.

Patients will be made aware of this policy using patient leaflets and on the practice website.

Training

All staff will be given training on the role of carers at induction and at regular intervals thereafter.

Any training requirements will be identified within an individual's Personal Development Reviews. Training is available in the Training module within TeamNet.

Equality and diversity impact assessment

In developing this policy, an equalities impact assessment has been undertaken. An adverse impact is unlikely, and on the contrary the policy has the clear potential to have a positive impact by reducing and removing barriers and inequalities that currently exist.

If, at any time, this policy is considered to be discriminatory in any way, the author of the policy should be contacted immediately to discuss these concerns.

Monitoring and reporting

Monitoring and reporting in relation to this policy are the responsibility of the practice manager.

The following sources will be used to provide evidence of any issues raised:

- PALS.
- Complaints.
- Significant and learning events.

Any incidents relating to carers will be monitored via incident reporting.

Summary of NHS legal and mandatory documentation

Care Act 2014

Children Act 2004

Versions

Document review history

Version number	Author/reviewer	Summary of amendments	Issue date
1.0	Spencer Casey	Policy written	2.6.2021
2.0	Spencer Casey	Reviewed and Amended	04/08/2021
3.0	Spencer Casey	Annual review	24/02/2023
4.0	Spencer Casey	Annual Review and amendment due to law changes	18/08/2024
5.0			
6.0			
7.0			

Bibliography

NHS England. Supporting carers in general practice: a framework of quality markers.

NHS England. What carers want.

CQC. Nigel's surgery 44: Caring for carers.

NHS England. [Carers toolkit](#).

Department of Health and Social Care. [Care and support statutory guidance](#).

Royal College of General Practitioners. [Carers support](#).