

Supporting Carers
For More Support in your Caring role:

An Information Guide for Carers

What is a Carer?

Carers are people who, without payment, provide help and support to a family member, friend or neighbor who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought on by old age. Caring roles can include administering medication, lifting and handling, personal or emotional care.

If you are a Carer, you might find it useful to access our services our promise to you is that if you identify yourself as a Carer, our staff will try to offer you:

1. Home visits and/or telephone appointments if caring responsibilities mean you cannot leave the person you care for at home or bring them with you to the surgery.
2. Flexibility or priority appointment times where possible.
3. Support for the person you care for in the waiting room or a private area if you need to bring them to the surgery but would like an appointment in private.
4. Information about local carers support services which may be able to arrange transport and/or sitting services to help you leave home to attend surgery.
5. Telephone ordering for prescriptions where possible.
6. An Annual Health Check if you do not have any chronic diseases and do not already come in to see the Practice Nurse/Doctor.

We will also offer you a seasonal flu jab.

7. Information about your right to a Carer's Assessment of your own needs as a Carer.
8. Advice on safer lifting and other aspects of providing care such as medication.
9. Discussing with you what you would like us to do in the event of you or the person you care for having a medical or other emergency.

This list is not exhaustive.

In some cases caring roles are full time and very demanding. We would like to support you in your caring role where we can. We will avoid making assumptions about the amount of care you wish to take on.

Carer's Support Policy

Dr H Singh & Partners
2 Heathcote Street
Chesterton
Newcastle
Staffordshire

Tel: 01782 561057/97
Fax: 01782 563907

www.chestertonsurgery.co.uk

Practice/Assistant Manager: Sharon Shotton & Michelle Vernall

Lead Practice Nurse and Practice Nurse: Sister Lesley Kirk and Katie Anderson
Health Care Support Worker Gina Hulme-Smith

Please tell us how your caring role is affecting you and if you have any support needs.

We will try to help you by:

Respecting your privacy and confidentiality and conducting conversations of a personal nature in private.

Discussing the benefits of appropriate information sharing with patients who need or may in future need care from a relative or friend.

Providing you with information about the condition and needs of the person you care for, such as the effects of medication, **where that person gives consent**.

Always listening to and respecting the information you give us about your caring role and the needs of the person you care for.

Providing you with general information about health conditions when you ask for it when we do not have consent from the person you care for to share their personal information.

Please contact them if you have any queries about our support for carers– they will be happy to help and treat the conversation in the strictest confidence.

Caring should not be at the expense of your own health and wellbeing.

North Staffs Carers 01782 793100
Association

Carers UK Advice Line 0808 808 7777

Adult Social Care 0800 561 0015

Young Carer's Social
Care

Age UK Advice Line 0800 169 2081

Approach 01782 214999

North Staffs Wellbeing
Service 01782 711651

CONSENT FOR MEDICAL INFORMATION

Due to confidentiality, consent is needed from the person who you care for in order for any of the Practice members to discuss any medical issues with you. Please fill out the consent form that should be attached if you wish to be able to discuss details regarding the person who you care for.

If no consent is sought, the Practice will only be able to provide general information not relating to the person for who you care for regarding medical conditions/ treatments.