

CARERS POLICY

General

A carer is anyone who looks after a relative or friend who needs support because of age, mental health problems, physical or learning disabilities or illness. 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.

Under the Carers (Recognition and Services) Act 1995 and the Carers and Disabled Children Act 2000 support is available. 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 practice will maintain a Register of Carers incorporated within the Computerised clinical records system. All Practice personnel are authorised to insert data into this register as and when it becomes known. We have the question are you a carer on our new registration forms and posters in the waiting area and on reception desk, also opportunistically at consultations or when we receive correspondence.

Information held within the Register

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

Support for Carers

We aim to make carers aware of help organisations available to them and full details of how to do this are shown on the posters in reception and on reception desk. It is important that they are referred to the Social services for assessment if and when this is required or desired by the carer. Full guidelines on referral to Social Services or any other assistance available to Carer's are available from reception.

The practice manager is always available to talk to carers and discuss any help which may be needed, even if the role of carer may only be temporary, anyone with an ailing relative who is temporary incapacitated, to those patients who are caring for the terminally ill. Each person in the caring role has individual needs, which we will always try to accommodate where possible.

By being proactive and identifying patients who are carers and anticipate their own health needs we can reduce any impact on those they care for. This will ultimately benefit the carer and the cared for

. We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read our GDPR Privacy Policy carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

STATEMENT UPDATED ON FRIDAY 25TH OCTOBER 2020, NEXT REVIEW DATE ON MONDAY 26TH OCTOBER 2020