



# Wootton Medical Centre

Dr C Moore & Partners



## Caring for our Carers'



# Definition of a Carer:

Wootton Medical Centre has started to work closely with Northamptonshire Carers to help support our carers.

**“A carer is someone who, without payment, provides support to a partner, child with additional needs, relative, friend or neighbour who could not manage without their help.”**





# Carers' Champion:

Our Carers' Champion is...

- Jill Gore

For us, having a non-clinical lead was important, Jill is available to our registered carers and taking the lead and paving the way forward.





# Support from Us:

Wootton Medical Centre supports carers' in many ways, including:

- Referrals to Northamptonshire Carers;
- A dedicated notice board in our waiting room;
- A dedicated section on our website;
- Free flu vaccines;
- Carers' champion, and understanding of all staff.





# Northamptonshire Carers Support:

Northamptonshire Carers support carers in many different ways, including:

- Support groups;
- Free gym sessions;
- Holistic therapies;
- Social groups & activities;
- 1:1 support;
- Telephone support;
- Use of free holiday homes.





## Northamptonshire Investors in Carers GP Standard

### Aim:

- Acknowledge work already being undertaken to support carers by Northamptonshire General Practices;
- Encourage further development work;
- Provide an accredited framework for General Practices, within which to develop services and good practice.

### Levels of Attainment:

- **Bronze** – 7 easily attainable elements (must be attained before a practice progresses).
- **Silver** – starts to look at cultural change within the practice. Set criteria includes reflection on how the practice supports carers, as well as an action plan for further development.
- **Gold & Gold Plus** – a chance for practices to demonstrate excellence in identifying & supporting carers.



# Going for **Bronze**...

We are due to submit work for the **Bronze** Carer's Accreditation in October 2019.

The requirement is 1% (minimum) of our patient population to be registered for Bronze Accreditation. For us, this means 70 patients. As of October 2019, we have 132 patients on our carers' register.

All of these patients have been offered a referral to Northamptonshire Carers.





# Bronze

1. Carers register protocol & promotion of registration to carers. 1% (minimum) of the practice population to be registered.
2. Carers lead designated.
3. A clear system for referral to Northamptonshire Carers. 15% (minimum) of carers registered to have been referred.
4. All practice staff to be aware of the carers register and Northamptonshire Carers support services.
5. Practice staff to be aware of young carers. There are 700,000 young carers in the UK and being so can impact on their health, social life and well-being.
6. Practice takes account of needs of carers, as well as patients, when making decisions about appointments / home visits.
7. Information for carers promoted by the practices.
8. Priority flu vaccines offered to carers.





# Compiling our Carers' Register:

## How we found our carers':

- Patients we already know are carers.
- A question on our new patient registration forms.
- A question on the right hand side of prescriptions.
- A notice on our jayex display board.
- Carers notice section in waiting room.
- Information on website.
- Self-identification.
- Opportunistically asking patients.





# Compiling our Carers' Register:

- We contacted every carer asking if they would like to speak with our carer's champion and / or if they would like a referral (and read coded accordingly).
- We wrote a protocol that everyone can access and refer to.
- We developed a clear system for referral to Northamptonshire Carers.



- **15%** of carers' registered need to be referred to Northamptonshire Carers for Bronze. Out of our patient carers population this is **20 people**, we have so far referred **70**.



# Young Carers:

Children can be carers too. There are about 700,000 young carers in the UK and approximately 500 young carers (between the age of 5-17 years old) in Northamptonshire.

Young carers often do more than other children would. On top of providing emotional support to the person they are caring for they may also have to learn how to nurse them or look after their personal needs like bathing and dressing.

It can be hard work being a young carer. Sometimes other children do not understand their responsibilities and they have less free time than others.

We have 2 young carers on our register.

We want them to know that whatever they are dealing with and however they are feeling, support is available.



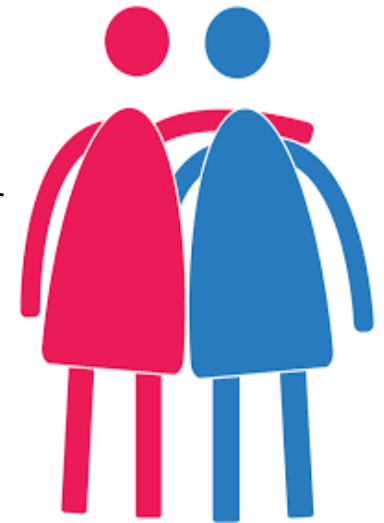


# How you can help:

- Look out for new carers, the most effective way to identify carers is through proactive engagement:
  - Does someone come with a patient for their appointments?
  - Does someone collect prescriptions for someone?
  - Do they mention they pop in to keep an eye on a neighbour?

Not everyone sees themselves as a carer.

- Advise them they can go on our carer's register to obtain support and we can refer them to Northamptonshire Carers.
- Show them our notice board, full of information there to help carers, updated regularly.
- Show empathy when dealing with them on front desk & over the telephone, being more flexible when booking an appointment / home visit for them & / or the person they are caring for.
- By embedding carer awareness and carer friendly concepts within the entire practice team structure & ethos, the identification & support of carers becomes second nature to all staff members & real noticeable changes & improvements can result.

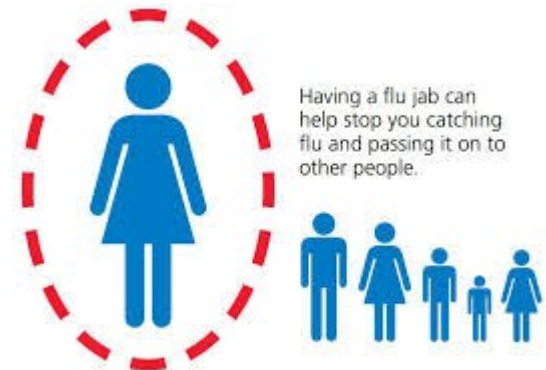




# Priority Flu Vaccines:

Carers are often included in other risk groups.

We contact those who are not, and promote the availability and importance of having a flu vaccination on our carers' notice board.





# What next?

Silver then **Gold & Gold Plus** Carers'  
Accreditation Awards.

