



Carer Support Guide for Healthcare Professionals in Primary Care.

South Tees



**WE CARE
YOU CARE.**

Purpose of the Pack

In England and Wales an **estimated 5 million residents aged 5 years and over provided unpaid care in 2021** (ONS, 2021). This is **likely to be much higher** as we know **many carers don't recognise 'carer' as a term they would use**. Understandably, they see their relationship with the person they care for as one of being a parent, child, neighbour, friend, partner etc.

One of the main obstacles to carers getting the right support is identification – both self-identification and identification by health professionals. (Carers Trust, 2018)

The purpose of this pack is to increase awareness and understanding of identifying and signposting unpaid carers in Primary Care within Middlesbrough, Redcar and Cleveland (South Tees).

The pack aligns with local and national guidance and has been developed from:

- [NHS England's Quality Markers for Unpaid Carers](#) – this set of markers provides practical ideas on actions that can be taken to support unpaid carers – a note on the relevant Quality Markers are noted on each slide
- [NICE quality standard on supporting adult carers \(QS200\)](#) helps improve the quality of care provided to adult carers and supports better outcomes. The NICE quality standard should be read together with the [NICE guideline on supporting adult carers \(NG150\)](#)
- The [South Tees Carers Forum's Strategic Plan](#)- Forum members include representation from both Local Authorities, NHS, Tees Esk and Wear Valley NHS Foundation Trust, Voluntary Sector Services and Carers. The aim is to work together to ensure carers in our local area are identified, recognised and supported effectively.

Who Are Carers?

'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.' NHS England definition adopted by South Tees Carers Forum.

<p><u>Adult Carers</u></p>	<p>Adult carers provide unpaid support to a family member or friend who due to illness, frailty, disability, mental health or substance misuse could not manage without their support.</p> <p>Note that unpaid carers can also be cared for, as well as providing a caring role.</p>
<p><u>Young Carers</u></p>	<p>A young carer is...</p> <ul style="list-style-type: none"> • Someone, under 18, who supports someone who needs help e.g. brother, sister, parent/ guardian • A young person that helps someone in their family home who may have a mental health issue, illness, frailty, disability (physical or learning) or substance misuse. • A child who gives up personal time to help support a family member. <p>Young Carers require parental consent for a referral to be made to support services.</p>
<p><u>Young Adult Carers</u></p>	<p>Young adult carers are young people aged 16–25 who provide unpaid care for a family member or friend with an illness, frailty, disability, mental health condition or substance misuse.</p> <p>Young Adult Carers age 18 and over do not require parental consent for a referral to support services.</p>
<p><u>Parent Carers</u></p>	<p>Parent carers provide support to their children, including grown up children who could not manage without their help. The child/adult can be ill, disabled, have mental health or substance misuse problems.</p>
<p><u>Kinship Carers</u></p>	<p>Kinship carers are relatives (grandparents, siblings, Aunts, Uncles or other relatives) or even sometimes just friends of the family, who provide full-time caring support (either temporary or permanent) for a child or children of parents who are unable to provide care and support.</p>

Please note that these definitions only provide the 'headlines' on the many ways that people who support others are defined. For more information on definitions under the Care Act 2014 please see this [website](#).

Key Messages

Ask the question '**Do you look after a someone who relies on you to provide care and support?**' this will help to establish if people are unpaid carers.

Note: Many unpaid carers do not identify with this term.

Ensure all carers (including young carers) are **aware of the local support services** (outlined on page 5).

All carers should be signposted to the We Care You Care website (www.wecareyoucare.info) for carers information or provided with a hard copy guide for those without digital access. [Download here](#).

The term carers, unpaid carers and informal carers are interchangeable.

Whether or not a carer is in receipt of Carers Allowance they are still an 'unpaid' carer.

Offering flexibility with appointments for carers may reduce Did Not Attend (DNA) rates.

Carers Support Services in South Tees

Eligibility	Organisation/ Service	Contact/ Referral Form
Carers (aged 18 and over)	<u>Carers Together</u>	<u>Registration form.</u> Phone: 01642 488977
Carers (aged 15-25)	<u>Next Steps Transition Service</u> Delivered by The Junction Foundation and Carers Together.	Phone: 01642 756000 or 01642 488977
Young carers (aged 5-16)	<u>The Junction Foundation</u>	Phone: 01642 756000
Carers (aged 18 and over) for positive health and wellbeing support.	<u>Teesside Mind Carers Service</u>	<u>Self-referral form.</u> Phone: 01642 257020
Aged 18 and over providing care for somebody in Middlesbrough	<u>Middlesbrough Council</u> (Carers Assessment)	Phone: 01642 726004.
Aged 18 and over providing care for somebody in Redcar & Cleveland	<u>Redcar & Cleveland Council</u> (Carers Assessment)	Phone: 01642 065070.
Information platform for all carers and practitioners	<u>We Care You Care</u>	<u>www.wecareyoucare.info</u> <u>Fortnightly e-bulletin sign-up</u>
Aged 18 and over.	Social Prescribing available in all PCN's across South Tees.	

For the full list of local support services and activities for carers in Middlesbrough and Redcar & Cleveland visit [We Care You Care.](#)

The Benefits of Supporting Carers

The Quality Outcome Framework recommends:

- Offering annual health checks which provide an opportunity for the practice to identify patients that are target populations on a disease register. For example: in the Clinical Domain: carers with diabetes, carers with asthma, carers with COPD, carers with dementia, carers with depression, carers with rheumatoid arthritis.

The benefits of supporting carers in line with CQC inspections:

- CQC advise that – ‘We may ask questions about how practices support carers: carers registers / holistic support needs / in-practice support / appointments and access / information for carers / awareness and culture’.

Other benefits

- Proactive health surveillance promotes optimum health and wellbeing, therefore reducing call on infinite resources.
- Reduce burnout in carers so they can continue in their caring role.

Quality Markers	Awareness and Culture / Identification and Registration
NICE NG150 / QS200	1.2 Identifying Carers

Creating a Carer Friendly GP Practice

South Tees Primary Care Co-ordinator (Teesside Mind) offers support to surgeries to gain Carer Friendly recognition. Below is the offered cycle of engagement:



For more information contact Susan Lee (Primary Care Co-ordinator, Carer Support) on 07543309039 or email susan.lee@teessidemind.org.uk

Coding Carers for a Carers Register

To keep an accurate carers register it is recommended that all carers are coded in electronic patient records.

1. It is recommended that as a minimum data set unpaid carers are coded as follows using one of the below SNOMED CT codes:

SNOMED CT code	Term Description	Definition for NHS LTP delivery and associated metric
224484003	Patient themselves providing care	Person 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.
302767002	Cares for a relative	Person 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.

2. It is recommended that as appropriate unpaid carers are coded as follows using the below SNOMED CT codes:

SNOMED CT code	Term Description	Definition for NHS LTP delivery and associated metric
136632100000106	Has Carer Contingency Plan/ Has Carer Emergency Plan	Carer has contingency plan in place for a situation when they cannot provide care and relevant information is accessible to professionals
19936100000101	Is no longer a carer	When a person is no longer providing care unpaid

[A South Tees Carers GP Registration Form](#) has been developed to make it easy for carers to inform their practice of their caring role. This will aid identification of carers. Please ensure on receipt of completed forms, patient records are updated.

Quality Markers	Identification and registration / holistic support
NICE NG150 / QS200	Quality Statement 1 Identify Carers / Quality Statement 2: Working with Carers / Quality Statement 3 – Carers Needs

South Tees Carers Stories

[We Care You Care](#) capture local carers experiences to improve understanding of unpaid care and its diversity, and to provide carers with a voice.

Take some time to watch the film below or [read some of our carers stories](#) to aid your knowledge of unpaid care.



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Identifying and Supporting Unpaid Carers who are Employees in Your GP Practice

A growing number of people are having to play a dual role in balancing their jobs with their caring responsibilities. The NHS Staff Survey in 2021 advised that 1 in 3 of NHS Staff have unpaid caring responsibilities.

Good practice:

- **Manager support and communication** – the importance of timely, compassionate conversations around support needs to maintain good staff wellbeing is essential, take time to understand the individual's circumstances.
- **Respite breaks** - holding regular wellbeing conversations provides an opportunity to offer some time out to the individual, allowing them to unwind and take carer respite breaks.
- **No size fits all** – having wellbeing conversations that considers age, disability, religion or belief and other protected characteristics can play a key part in improving the lived experience of staff with caring responsibilities.
- **Flexible working** – establishing new hours of work and hybrid working doesn't mean that service will be compromised, protecting flexible working patterns and providing more agile working can boost staff wellbeing both physically and mentally.
- **Clear policies** – having an established policy helps managers provide better support and be able to meet the needs of staff and improve their experience.

Further Information & Queries

If you have any **queries regarding any of the information provided** you can contact, We Care You Care by emailing hello@wecareyoucare.info
Alternatively, you can contact any of the organisations detailed on page 5.

We Care You Care guides for carers can be downloaded [here](#) or requested by contacting hello@wecareyoucare.info

To **keep up-to-date with the latest news both local and national relevant to unpaid carers** sign up to the fortnightly We Care You Care [ebulletin](#). [Follow We Care You Care on Facebook](#).

Find out more about how [Teesside Mind](#), Primary Care Co-ordinator, can **support you to become a Carer Friendly GP Practice**. Phone: 01642 257020 or 07543 309039
Email: susan.lee@teessidemind.org.uk

Acknowledgments

South Tees Practitioners Guide created by Kelly Hodgson, We Care You Care Lead (MVDA) and Susan Lee, Primary Care Co-Ordinator (Teesside Mind) with support from Campbell McNeill (NHS England).