

1. Identify a Carers Lead

Carers Lead will be the main point of contact between the medical centre and Carers WA. They will:

- Keep staff up to date with carer support updates.
- Oversee the monitoring of numbers of registered carers and other carer aware strategy action points.
- Ensure all staff are upskilled on carer recognition and understand the needs of carers.
- Be the contact point for carers who have questions away from the medical appointment.

2. Carer Identification - Finding and Recognising Carers

There are many opportunities to identify carers including but not limited to:

- When a patient registers - do they have a carer, are they a carer?
- At the point of diagnosis/first concern of the patient.
- Home visits by doctor or nurse.
- General appointments when someone accompanies the patient.
- Many conditions may mean a carer is involved.
- General health checks and conversations.
- Hospital admission or discharge.
- Encourage carers to self-identify using posters in waiting rooms.
- Carer questionnaire.
- Record details - on patient records with consent of both carer and patient and record on carers records with carer consent.

3. Processes of Recording Information and Following Up

Keeping track of the carers who are registered and followed up is important so no carer falls through the cracks. Each practice will find a way that works for them and may involve using software such as Best Practice or developing a flow chart checklist such as this one.

4. Information for Carers

- Print off relevant information from the Carers Toolkit on the GP Carer Aware website.
- Referral onto Carers WA.
- Explain what the practice can offer eg. health checks, vaccinations, home visits, flexible appointments etc.
- Ensure there is information for carers on display in the practice – such as posters and leaflets to assist self-identification.

5. Supporting Carers Within Your Practice

Monitoring the individual carer's situation and identifying problems or issues at an early stage is useful, ensuring that appropriate healthcare, support and information is provided for the carer, as well as the person they are caring for. Completion of a Carer Questionnaire may disclose important information relating to the carer's situation and raise issues they are concerned about.

Support may include some of the following:

- Flexible or longer appointment times.
- Home visits for those finding it difficult to leave their care recipient.
- Access to preventative health measures.
- Reminders for health checks.
- Depression screening.
- Regular health checks focusing on mental and physical health.
- Regular check-ins and referrals if needed.
- Access to immunisations – flu/pneumonia/COVID.
- Initiatives to identify and support both the carer and the person with care needs around trigger factors for hospital admission, for example falls and incontinence.
- Referral to Carers WA.
- Helping carers access other services.
- Planning for emergencies.
- Identifying carers from communities that may be overlooked or hard to reach.

6. Carer Aware Self-Assessment

Regularly referring to the Carer Aware self-assessment tool found in the GP Toolkit, the practice can identify areas of strength and areas and opportunities for development and improvement on their journey to becoming Carer Aware.