

Carers Pack



Information, advice
and forms for our
patients who may
be 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.



Focus on Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Your Health and Wellbeing

It is important that you take care of your own health and wellbeing, even if you are busy looking after someone else's health.

You are eligible for a **free health check every 5 years** at Cricketfield Surgery if you're aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. If the person you're caring for also needs a health check then talk to our Patient Services Team about **booking appointments at the same time**, or close together, to make it easier for you. You may also want to do this for any medical appointments where you both need to see someone at the Surgery. The more notice we have the easier it is to accommodate this.

We offer **online access where you can book and cancel appointments** easily, you can also submit prescription renewal requests. It will give you access to your medical records as well. If you have **third-party access for the person you care for** then you can also request to have access to this service for them. Ask one of our Patient Services Team for an application form.

You may also find **eConsult** is a useful way **to get medical advice and support** or get your concerns directly to the Surgery with a response within 2 working days. You can logon and submit your request at any time that suits you and may save you a trip to the Surgery. You can **also use this for prescription or administrative queries**.

Although for many carers, caring can have positive and rewarding aspects, there are lots of reasons why caring can also leave you needing support. This may be due to physical or emotional exhaustion, or other factors such as employment, finances, relationships which can all be affected by caring and can lead to stress, depression and other mental health issues. If you find any of these aspects are becoming particularly challenging and you think you need **medical advice to help you cope** then contact the Surgery, either via eConsult, online booking or by calling 01626 208020 to book a face to face or telephone appointment. On the reverse of this leaflet you will also find a number of support organisations and methods that can help you find the advice, guidance and support you need with the challenges of caring.

Let Cricketfield Surgery know your **contingency plan** in case of an emergency so we can attach it to your medical record, and those of the person(s) you care for if they are a patient at the Surgery as well. A contingency plan is a record that needs to contain basic, useful information to help others when looking after the person (or persons) you care for, whether it is family, friends or even emergency support services should something happen to you. Don't forget your **Alert Card** it is designed to be carried in your purse, wallet or handbag. A handy credit-card size, it identifies you as a carer so that if you find yourself in an emergency situation where you are unable to inform people yourself, the card will be used to alert a 24-hour emergency call centre that the person you care for might need help.

Additional Support Services

Physiotherapy

You may find that you are experiencing muscular pain due to the physical demands of caring. You can refer yourself for a musculoskeletal (MSK) physiotherapy appointment and do not need to see your GP first. You can do this using their online referral service

<https://www.torbayandsouthdevon.nhs.uk/services/physiotherapy/physiotherapy-appointment-service/>

Or call 0300 456 9987 (local rate) 8.30am to 12 noon, Monday to Friday

Pharmacy First

Your pharmacist will be able to speak to you in private. They may be able to give you the care you need, or they may advise you to see your GP. Most pharmacies have private consultation rooms. You don't have to make an appointment to speak to a pharmacist and they are often available during the evening and at weekends.

Your local pharmacy may be able to help you with medicines and common ailments. This may include (among others) colds, stomach problems, skin conditions, minor eye infections, children's health, vitamins and supplements, and diabetes. You can also ask your local pharmacy about stopping smoking, losing weight or sexual health.

Ask your local pharmacy what services they can offer you and person you care for. This can be a pharmacy close to where you live or work. Whilst it's valuable to build relationships with one pharmacy, so they can understand you and your needs, all pharmacies are available to help you.

Your pharmacy can also help you manage medicines for yourself, and/or the person you care for:

- Free repeat prescriptions.
- Electronic prescription services.
- How you can collect medicines for the person you care for.
- When to give medicines to the person you care for and how to give medicines.
- Storing medicines safely.
- Getting a medicines review if the person you care for has been taking medicines for some time, or advice if they are using medicines for the first time or if they have been discharged from hospital with medicines.

Devon Carers

www.devoncarers.org.uk

0345 434 435

Information, support and advice, peer support, training etc.

Carers.org

Online Information

Citizens

Advice Finance Advice

Online Carers Community

<https://devoncarers.org.uk/the-pod/>

Newton Abbot Area Support Groups

Kingscare Carers Support Groups

All carers welcome - The Avenue Church, The Avenue, Newton Abbot, TQ12 2BY
David Clifford, Kingscare 01626 357090

For carers of people with mental health issues - The Avenue Church, The Avenue, Newton Abbot, TQ12 2BY
Briony Enright, Kingscare – 07554 993842

Rethink Carers Support Group

For carers of people with mental health issues - The Avenue Church, The Avenue, Newton Abbot, TQ12 2BY
Denis Wallis and Ann Wallis – 07949 935269

Time for You Group

All carers welcome - The Avenue Church, The Avenue, Newton Abbot, TQ12 2BY
Rosemary Newman, Kingscare – 01626 357090

CARERS QUESTIONNAIRE

Who is a carer? A carer is someone, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to being elderly physical or mental illness, addiction or disability.

We would be grateful if you could complete the following questions for the Practice's Carers Register. The register enables the practice to proactively manage carers needs with the Practice and to consider the provision of services to carers. The Practice will also ensure that all patients who are carers are informed of and supported in joining the local carers group(s).

Please hand completed forms to our Receptionist or post back to us at your convenience.

IF YOU ARE A CARER PLEASE COMPLETE THIS SECTION:

Full Name																																							
Home address																																							
															Postcode																								
Contact Details												Mobile phone No																											
												Home phone No																											
												Work phone No																											
Email address																																							

About the person you care for:

Approximately how many hours per week would you say you provide care?																													
Is this for a family member?															Yes <input type="checkbox"/>					No <input type="checkbox"/>									
Please detail their relationship to you																													
Do they live at the same address as you?															Yes <input type="checkbox"/>					No <input type="checkbox"/>									
Are they a patient at this surgery?															Yes <input type="checkbox"/>					No <input type="checkbox"/>									
If YES - Do they have Third Party Consent for you to access and be involved in their health care?															Yes <input type="checkbox"/>					No <input type="checkbox"/>									
If NO - you may want to complete a Third Party Consent Form with them																													
If YES please complete the following information -																													
Full Name																													
NHS Number															OR Date of Birth							/			/				
A summary of reason(s) they require care (optional)																													
Do you have a Carers Alert Card (available from Devon Carers Services) https://devoncarers.org.uk/information-and-advice/self-help/peer-support/alert-card/															Yes <input type="checkbox"/>					No <input type="checkbox"/>									

IF YOU ARE BEING CARED FOR PLEASE COMPLETE THIS SECTION:

Full Name																		
Home address																		
										Postcode								
Contact Details	Phone Number																	
Is this through a registered care service?										Yes	<input type="checkbox"/>	No	<input type="checkbox"/>					
Is this by a friend or family member?										Yes	<input type="checkbox"/>	No	<input type="checkbox"/>					
IF YES - Relationship to you																		
Do they live at the same address as you?										Yes	<input type="checkbox"/>	No	<input type="checkbox"/>					
If they need to have access and involvement in your health care please complete the Third Party Consent Form attached.																		