

## Being a Carer - A guide for existing and new carers

What to expect from your WBHC GP Practice and how to access local services and advice.

<p><b>What is the definition of a carer?</b></p>	<ul style="list-style-type: none"> <li>• <b>Anyone who looks after another person</b> <ul style="list-style-type: none"> <li>• Young carers are 5-18 years old</li> <li>• Young adult carers are 19-24 years old</li> <li>• Adult carers are &gt; 24 years old</li> </ul> </li> </ul>
<p><b>Who can register as a carer at WBHC?</b></p>	<ul style="list-style-type: none"> <li>• <b>Any patient at WBHC (&gt;5 years old) who is a carer.</b> <ul style="list-style-type: none"> <li>• The cared for person does not have to be a WBHC patient.</li> <li>• You do not need to be a family member of the person you care for.</li> </ul> </li> </ul>
<p><b>How do I register as a carer at WBHC?</b></p>	<ul style="list-style-type: none"> <li>• <b>Fill in the Carer's form.</b> It is available via: <ul style="list-style-type: none"> <li>• GP Practice website. (Click on General Enquiries, then Register a Carer) or,</li> <li>• Request from reception, a link to an on-line form. Print &amp; hand in the completed form to reception.</li> </ul> </li> </ul>
<p><b>What information do I need to supply?</b></p>	<ul style="list-style-type: none"> <li>• <b>Name, address, D.O.B &amp; other contact details for you and the person you care for</b> <ul style="list-style-type: none"> <li>• Include the health conditions of the person you care for (for Carer's Grant application)</li> </ul> </li> </ul>
<p><b>Does WBHC have any restrictions on who can be registered as a carer?</b></p>	<ul style="list-style-type: none"> <li>• <b>No. Registration is taken on trust.</b> <ul style="list-style-type: none"> <li>• If you are caring for a patient of WBHC, staff may check the health conditions of that patient.</li> </ul> </li> </ul>
<p><b>When you have registered as a carer at WBHC, your GP surgery will:</b></p>	<ul style="list-style-type: none"> <li>• <b>Add a 'Carer Flag' to your record</b></li> <li>• <b>Send you a link to 'Action for Carers'</b> <ul style="list-style-type: none"> <li>• Registered charity offering free, independent information and benefits advice</li> </ul> </li> <li>• <b>Invite you for seasonal vaccinations</b> <ul style="list-style-type: none"> <li>• eg Flu and CoVid</li> </ul> </li> </ul>
<p><b>What should I do once I have registered as a carer?</b></p>	<ul style="list-style-type: none"> <li>• <b>Get the Surrey Carer's ('In case of Emergency') card.</b> <ul style="list-style-type: none"> <li>• It lets people know you are a carer and who to contact if you are unable to continue caring. Contact registered charity 'Action for Carers' to arrange for a card.</li> </ul> </li> <li>• <b>Request access to 'GP On-line Services for Carers'</b> <ul style="list-style-type: none"> <li>• To enable you to remotely act on behalf of the cared for person. Eg: Book appointments; Order prescriptions; View medical records etc.</li> <li>• Please ask reception if this service is available to you. You will be eligible if: <ul style="list-style-type: none"> <li>• You and the 'cared for person' are registered at GP Practices who both use the same clinical records provider and</li> <li>• You can show written consent.</li> </ul> </li> </ul> </li> <li>• <b>Have a signed 'Consent in writing' letter from your cared for person to act on their behalf.</b> <ul style="list-style-type: none"> <li>• For access to their medical records; Attend appointments with them etc .</li> <li>• The letter should contain your name, address, d.o.b, &amp; signature.</li> <li>• The letter is held on the medical records of the 'cared for' person</li> </ul> </li> </ul>
<p><b>What should I do if the person I care for needs to visit / go into hospital?</b></p>	<ul style="list-style-type: none"> <li>• <b>It is advised to have the 'Consent in Writing' letter to show hospital</b> <ul style="list-style-type: none"> <li>• Carers details are not shared between NHS organisations</li> </ul> </li> <li>• <b>Contact Action for Carers to talk with a hospital carer advisor.</b> <ul style="list-style-type: none"> <li>• Carer advisors can help with communication between you and the hospital and support with the discharge process.</li> </ul> </li> </ul>

<p><b>What support and advice is available to me as a carer?</b></p>	<ul style="list-style-type: none"> <li>• <b>You may be entitled to benefits.</b> <ul style="list-style-type: none"> <li>• Check Action for Carers website (contact details below)</li> </ul> </li> <li>• <b>A Carer's Assessment to assess your own support needs.</b> <ul style="list-style-type: none"> <li>• Request the assessment from Surrey County Council (contact details below)</li> </ul> </li> <li>• <b>Young Carers have an automatic right to a carers assessment.</b> <ul style="list-style-type: none"> <li>• This is triggered when a young carer is referred to Surrey Young Carers charity.</li> </ul> </li> <li>• <b>Carer's respite care.</b> <ul style="list-style-type: none"> <li>• You can apply to Surrey Independent Living Council via a GP referral. Availability is at the discretion of SILC. Numbers are limited.</li> </ul> </li> <li>• <b>Social Prescribing team.</b> <ul style="list-style-type: none"> <li>• You can self refer via <a href="http://woking.gov.uk/socialprescribing">woking.gov.uk/socialprescribing</a> and/or attend a 'drop in hub' (contact details below)</li> </ul> </li> <li>• <b>Charities and local support groups</b> (contact details below)</li> </ul>
<p><b>Should I tell my GP Practice if I have or need a carer?</b></p>	<ul style="list-style-type: none"> <li>• <b>There is no need to tell your GP if you have a carer.</b> <ul style="list-style-type: none"> <li>• You can however request an alert on your notes if you have a specific need. Eg. Phone conversations to be with your carer, not you.</li> </ul> </li> <li>• <b>If you need a carer, WBHC staff will signpost you to social services.</b></li> </ul>
<p><b>Useful Information</b></p>	
<p><b>Registered charities:</b></p>	<ul style="list-style-type: none"> <li>• <b>Action for Carers Surrey.</b> <ul style="list-style-type: none"> <li>• Provides information, advice and support for carers of all ages.</li> <li>• Contact: <a href="http://www.actionforcarers.org.uk">www.actionforcarers.org.uk</a> Phone 0303 0401234, Text 07723 486730, Email <a href="mailto:CarerSupport@ActionforCarers.org.uk">CarerSupport@ActionforCarers.org.uk</a></li> </ul> </li> <li>• <b>Surrey Young Carers</b> (part of Action for Carers, Surrey). <ul style="list-style-type: none"> <li>• Specialist support for young carers</li> <li>• A parent, teacher or someone working with the family can refer to the charity who will assess the young carer's situation to see if they can provide suitable help.</li> <li>• Contact 01483 568269. Email <a href="mailto:syc@actionforcarers.org.uk">syc@actionforcarers.org.uk</a></li> </ul> </li> <li>• <b>Surrey Young Adult Carers</b> (part of Action for Carers, Surrey). <ul style="list-style-type: none"> <li>• Provides support and advice including applying for carer support payments.</li> <li>• Contact 0303 040 1234. Email <a href="mailto:yac@actionforcarers.org.uk">yac@actionforcarers.org.uk</a></li> </ul> </li> <li>• <b>Crossroads Care Surrey.</b> <ul style="list-style-type: none"> <li>• Provides a range of services and 24 hour support to unpaid carers and a directory to find local support services and national information.</li> <li>• Contact: <a href="http://crossroadscaresurrey.org.uk">crossroadscaresurrey.org.uk</a> Phone: 01372 869970 (Mon to Fri 9am - 5pm). Email <a href="mailto:enquiries@ccsurrey.org.uk">enquiries@ccsurrey.org.uk</a></li> </ul> </li> </ul>
<p><b>Local support:</b></p>	<ul style="list-style-type: none"> <li>• <b>Surrey County Council. Adult Carer's Team</b> <ul style="list-style-type: none"> <li>• Contact 0300 200 1005. Email <a href="mailto:social.Care@surreycc.gov.uk">social.Care@surreycc.gov.uk</a></li> </ul> </li> <li>• <b>Carers 'Drop-In' Hubs.</b> For information, advice, and refreshments. <ul style="list-style-type: none"> <li>• <a href="#">Addlestone Community Centre</a>, Garfield Road, Addlestone, KT15 2NJ. Every 2nd &amp; 4th Wednesday each month between 10:00am - 2:30pm</li> <li>• <a href="#">Knaphill Methodist Church</a>, Broadway, Knaphill, Woking GU21 2DR. Every 1st &amp; 3rd Monday each month between 10:00am - 2:30pm (park at Vyne Centre opposite the church).</li> </ul> </li> </ul>