

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

What is the definition of a carer?	<ul style="list-style-type: none"> • Anyone who looks after another person <ul style="list-style-type: none"> • Young carers are 5-18 years old • Young adult carers are 19-24 years old • Adult carers are > 24 years old
Who can register as a carer at WBHC?	<ul style="list-style-type: none"> • Any patient at WBHC (>5 years old) who is a carer. <ul style="list-style-type: none"> • The cared for person does not have to be a WBHC patient. • You do not need to be a family member of the person you care for.
How do I register as a carer at WBHC?	<ul style="list-style-type: none"> • Fill in the Carer's form. It is available via: <ul style="list-style-type: none"> • GP Practice website. (Click on General Enquiries, then Register a Carer) or, • Request from reception, a link to an on-line form. Print & hand in the completed form to reception.
What information do I need to supply?	<ul style="list-style-type: none"> • Name, address, D.O.B & other contact details for you and the person you care for. • Health conditions of the person you care for (for Carer's Grant application)
Does WBHC have any restrictions on who can be registered as a carer?	<ul style="list-style-type: none"> • No. Registration is taken on trust. <ul style="list-style-type: none"> • If you are caring for a patient of WBHC, staff may check the health conditions of that patient.
When you have registered as a carer at WBHC, your GP surgery will:	<ul style="list-style-type: none"> • Add a 'Carer Flag' to your record • Send you a link to 'Action for Carers' <ul style="list-style-type: none"> • Registered charity offering free, independent information and benefits advice • Request on your behalf, the Carer's Grant. <ul style="list-style-type: none"> • This is a one off payment (£300) for carers from Surrey Independent Living Council (SILC). • Invite you for seasonal vaccinations (eg Flu and CoVid)
What should I do once I have registered as a carer?	<ul style="list-style-type: none"> • Get a Carer's 'In case of Emergency' card. <ul style="list-style-type: none"> • It lets people know you are a carer and who to contact if you are unable to continue caring. It is available free of charge from Action for Carers or Crossroads Care Surrey (registered charities) • Request access to 'GP On-line Services for Carers' <ul style="list-style-type: none"> • To enable you remotely act on behalf of the cared for person. Eg: Book appointments; Order prescriptions; View medical records etc. • Please ask reception if this service is available to you. You will be eligible if you and the 'cared for person' are registered at GP Practices who both use the same clinical records provider and you can show written consent. • Have a signed 'Consent in writing' letter from your cared for person to act on their behalf. Eg. Access to medical records; Attend appointments with them etc . <ul style="list-style-type: none"> • The letter should also contain your name, address, d.o.b, & signature. • The letter is held on the medical records of the 'cared for' person
What should I do if the person I care for needs to visit / go into hospital?	<ul style="list-style-type: none"> • It is advised to have the 'Consent in Writing' letter to show hospital <ul style="list-style-type: none"> • Carers details are not shared between NHS organisations • Contact Action for Carers to talk with a hospital carer advisor. <ul style="list-style-type: none"> • Carer advisors can help with communication between you and the hospital and support with the discharge process.

<p>What support and advice is available to me as a carer?</p>	<ul style="list-style-type: none"> • You may be entitled to benefits. Check via Action for Carers website • A Carer's Assessment to assess your own support needs. Request the assessment from Surrey County Council via your GP website. Click on Wellbeing, Carers, Carer's Assessment. • Young Carers have an automatic right to a carers assessment. This is triggered when a young carer is referred to Surrey Young Carers charity. • Carer's respite care. You can apply via : <ul style="list-style-type: none"> • Crossroads Care Surrey (contact details below) • Surrey Independent Living Council via a GP referral. Availability is at the discretion of SILC. Numbers are limited. • WBHC social prescribing team. Referral required from your GP • Charities and local support groups (contact details below)
<p>Should I tell my GP Practice if I have or need a carer?</p>	<ul style="list-style-type: none"> • There is no need to tell your GP if you have a carer. <ul style="list-style-type: none"> • 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. • If you need a carer, WBHC staff will signpost you to social services.
<p><u>Useful Information</u></p>	
<p>Registered charities:</p>	<ul style="list-style-type: none"> • Action for Carers Surrey. <ul style="list-style-type: none"> • Provides information, advice and support for carers of all ages. • Contact: www.actionforcarers.org.uk Phone 0303 0401234, Text 07723 486730, Email CarerSupport@ActionforCarers.org.uk • Surrey Young Carers (part of Action for Carers, Surrey). <ul style="list-style-type: none"> • Specialist support for young carers • 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. • Contact 01483 568269. Email syc@actionforcarers.org.uk • Surrey Young Adult Carers (part of Action for Carers, Surrey). <ul style="list-style-type: none"> • Provides support and advice including applying for carer support payments. • Contact 01483 568269. Text: 07736 561976 Email yac@actionforcarers.org.uk • Crossroads Care Surrey. <ul style="list-style-type: none"> • Provides a range of services and 24 hour support to unpaid carers across Surrey including free of charge respite care (up to 35 hours) and a directory to find local support services and national information. • Contact: crossroadscare Surrey.org.uk Phone: 01372 869970, • Email enquiries@crossroadscare Surrey.org.uk
<p>Local support:</p>	<ul style="list-style-type: none"> • Woking Borough Council <ul style="list-style-type: none"> • Carer support and activities can be found at https://www.woking.gov.uk/living-well/staying-independent-home/dementia-and-carers-support/how-we-can-help-carers • Action for Carers 'Drop-In' Hubs <ul style="list-style-type: none"> • For information, advice, refreshments and a friendly welcome. • Every 2nd & 4th Wednesday each month between 10:00am - 2:30pm at Addlestone Community Centre, Garfield Road, Addlestone, KT15 2NJ.