



Carers Support West Sussex
for family and friend carers

**Carer
Awareness
Training**



Carers Awareness Training - Aims

1. Understand what defines a carer
2. Gain Knowledge from what the Statistics tell us
3. Starting conversations with carers
4. Think Carer – One Two Three....
5. Listen to what carers say is important to them
6. How the changes you make, can have an impact carers.
7. Quick reminder of Carers Support West Sussex
8. Questions and Breath.



Who is a carer?

**TOGETHER,
WE CAN HELP CARERS.**

A carer is someone who looks after a family member or friend who could not manage without their support, due to illness, frailty, disability, mental health problems or addiction.

Lara is a parent carer, her son Daniel has autism

Aleksander cares for his wife, Lena who has limited mobility

Maya cares for her husband Sajar who has dementia

Kristina cares for her neighbour Hannah who is frail

Joey cares for his mum Patricia who has epilepsy

Niamh cares for her mum Dierdre who has cancer

At least 8% of your patient population are unpaid carers.

IDENTIFY
Tell local carers about their local carers organisation or make a referral.

REFER
Value the contribution unpaid carers give in all aspects of planning care.

SUPPORT
Recognise the unpaid friend and family carers you come into contact with.

We are asking for your help in referring or signposting those carers to Carers Support West Sussex, so they can access the support they are entitled to.

If you and your team need support to recognise unpaid carers, contact us today to find out how we can help you.
Email: PrimaryCareEngagement@Carerssupport.org.uk



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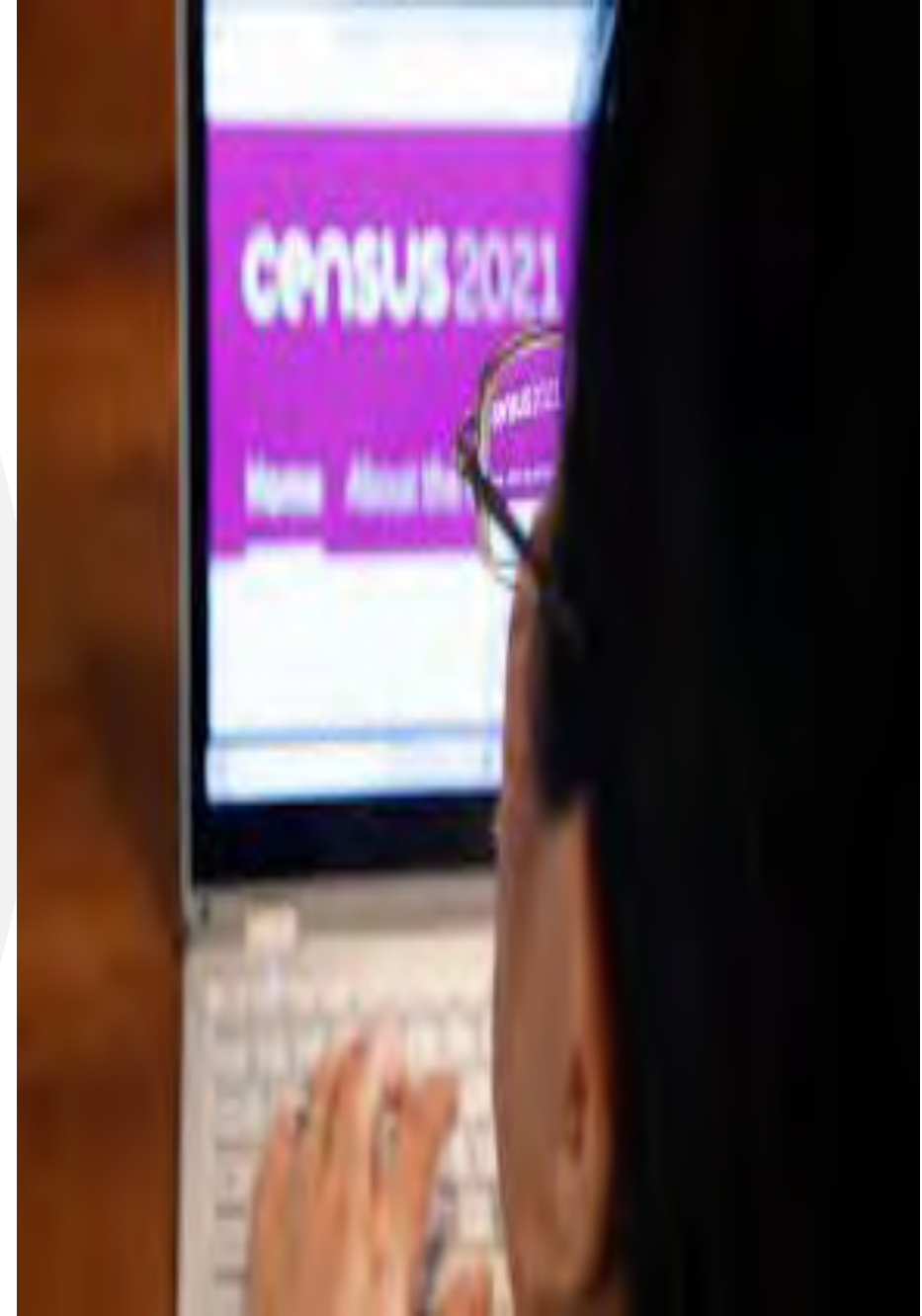
NHS definition: A carer is anyone, including children and adults who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

You're a **young carer** if you're under 18 and help to look after a relative with a disability, illness, mental health condition, or drug or alcohol problem.

A **parent carer** is aged over 18 and provides care to a child with a special educational need or disability (SEND) for whom they have parental responsibility.

Carers – What the stats say

- There are 72,815 carers in West Sussex. 5 million carers in England & Wales
- 18,599 carers reported they are not in good health
- In Sussex, unpaid carers have been identified as a 'Plus' population in our [CORE20PLUS5 programme](#), because they experience **health inequalities**.
- There is increasing evidence that caring should be considered a **social determinant of health** (Public Health England, [Caring as a Social Determinant of Health](#), 2021).
- The value of care West Sussex carers provide is £2.18bn per year. This equates to £6m every day
- Over 31,000 carers registered with Carers Support West Sussex



How would you recognise a carer?

A carer will not wear a badge or carry a banner saying they are a carer. So, what may lead you to think, they are carer and what would your next question be? Let's Talk

Does a child or adult regularly attend the appointments of a family member or friend?

Is someone regularly booking an appointment on behalf of someone else?

Is someone else regularly collecting prescriptions?

Ask 'do you help to look after your [husband/Wife]?'

Asking a patient with a long-term condition if someone provides support to them?

Ask open ended questions 'how are things at home'

Give hard copy information if it is unclear whether they'd like to talk? Invite them to speak to the receptionist next time they're in the surgery.

Invite them to book an appointment for their own health needs



Think Carer



1. Identify - Listen with your eyes.
2. Refer – Tell them your offer and register.
3. Support – Here is a leaflet these people can help.

Carers Insight Video

We are now going to watch a video recorded as part of our on-going work with carers to encourage them to use their voice to highlight some the things they would like at their GP Surgery.

<https://vimeo.com/903752738/30e605e391?share=copy>



Listen to What Carers Say They Want



Show some empathy

Being Polite

Continuity

Being invited into a room

Offered a double appointment

Being viewed as an expert in the care of the person I look after

Access to arrange appointments on behalf of the person I care for

Someone calling back, when they say they will

Early Identification – benefits to the carer

- ✓ Improved wellbeing through earlier support for their physical health and emotional wellbeing needs
- ✓ Better informed and connected to the support services available to them
- ✓ Carers can be fast-tracked to preventive and low-level support, including wellbeing checks
- ✓ Reduction in Carer/family crisis and breakdown

How can this benefit to GP practices?

- ✓ Improved carer health and wellbeing could lead to reduced demand for services and a reduction in prescribing and associated costs
- ✓ Identification and registration of carers makes it easier to offer practical things, like health checks, flu vaccinations and screening
- ✓ Support for carers can lead to better care planning and more effective implementation of subsequent care plan

Benefits to both Carers and Practitioners By Offering Tailored Appointments

Provides appropriate health support to prevent avoidable illness, including flu vaccinations, health checks, screening for anxiety and depression.

Referral routes through to wider emotional and practical support via Carers Support West Sussex.

Ensures appointments are accessible to carers and the person with care needs, so that they can attend.

Plan for emergencies for the person with care needs.

Where appropriate and with consent, share medical information with the carer so that the person with care needs can be effectively supported.

Where appropriate and with consent, enable proxy access to enable a carer online access to organise appointments, collect prescriptions and see test results.

Ensure that referrals to secondary care include information about the carer.

CSWS project offer to GP surgeries



Are you looking after someone who could not manage without your help?

Carers Flu Vaccination

You are eligible for a FREE vaccination if you:

- Are the main carer for an older person (over 65 years old)
- Are the main carer for a disabled person
- Receive Carers Allowance

Contact your surgery to find out more.

If so, you are an unpaid carer.

www.carerssupport.org.uk

Carers Support West Sussex



Are you looking after someone who could not manage without your help?

If so, you are an unpaid carer.

Carers Support West Sussex is a FREE service set up to offer you guidance and practical and emotional support.

- Planning for emergencies
- Practical support – responding to your individual needs
- Benefits advice
- Emotional support and carer groups
- A Carers Assessment and tailored planning
- Access to counselling
- Funding to help you buy equipment
- Gaining access to free or discounted offers in West Sussex

Visit Carers Support West Sussex website for more information.

www.carerssupport.org.uk

Carers Support West Sussex



Are you looking after someone who could not manage without your help?

If so, you are an unpaid carer.

Plan for what happens if you are unable to care

The Carers Emergency Contact card helps you to

- Plan for emergencies
- Identifies you as a carer (carry it with you)
- Access to a 24 hour emergency telephone line for carers
- Access to discounts and special offers

Visit Carers Support West Sussex website

Tel: 0300 028 8888 Email: info@carerssupport.org.uk Website: carerssupport.org.uk

Carers Support West Sussex



Are you looking after someone who could not manage without your help?

If so, you are an unpaid carer.

Carers Covid Booster

You are eligible for a FREE vaccination if you are:

- 16 or over and the sole or primary carer of an elderly or disabled person who is clinically vulnerable.
- Eligible for Carers Allowance

Contact your surgery to find out more.

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Carers Support West Sussex

- **Carer referral route** for practical and emotional carer support.
- **Tailored one to one support for GP surgeries** to establish good systems identification and support.
- **Mini campaign packs** (flu / winter / carers rights day).
- Access to a **carer learning set** covering topics such as carer awareness, caring and cancer, young carers.
- **Carers Lead Network** – access to collaborative meetings, tailored communications for you to adopt and send to carers.
- **Toolkit** materials and resources to make it as easy as possible to adopt carer friendly practice.

How Carers Support West Sussex Can Help

Dedicated Response Line

Carer Wellbeing support using a strength-based conversation with each carer using the Carers Star™

Welfare Benefits advice

Carer Equipment Service

Carers Emergency Card

Carer Discount Card

Carer Funds

Carer Counselling

Carer Assessment Team

Hospital Service

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Other Support

Carer Groups

E-Newsletters

Carer Learning & Wellbeing Programme

My Future – Young Adult Carers

Primary Care Team

Grant funded projects



How to Refer

Through our Website:

<https://www.carerssupport.org.uk/refer-a-carer/>

Through Mosaic – for statutory assessments only

By Phone: 0300 028 8888





**THANK YOU
ANY QUESTIONS**