

# Surrey GP Carers Prescription Service

(Incorporating the GP Carer Breaks Service)

Hosted on behalf of the NHS by  
Surrey Independent Living Council (SILC)

Supported by  
The Better Care Fund

## Guidance Notes for GP Practices based within:

NHS GUILDFORD AND WAVERLEY CLINICAL COMMISSIONING GROUP  
NHS SURREY DOWNS CLINICAL COMMISSIONING GROUP  
NHS EAST SURREY CLINICAL COMMISSIONING GROUP  
NHS North East Hampshire and Farnham CLINICAL COMMISSIONING GROUP  
NHS NW SURREY CLINICAL COMMISSIONING GROUP  
NHS SURREY HEATH CLINICAL COMMISSIONING GROUP



Revised March 2017

## Carers Prescription Service

### Brief Discretionary Guidance for Clinicians



**Who are 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. - Carers Trust.

1. He or she may be new to caring or have been caring for many years.
2. A carer may or may not live with the person they care for.
3. A carer maybe a parent caring for children who are ill or have a disability.
4. The care may be personal care, supervision or emotional support.
5. A carer may be a patient of yours or may accompany one of your patients.
6. A carer may provide care to more than one person.
7. A young carer is anyone under the age of 18 whose life is in some way restricted because of the need to take responsibility for the care of a person who is ill or has a disability, is experiencing mental ill health or is affected by substance misuse.
8. If a carer is registered at a different practice to that of the cared for person the GP can verify any details with that practice. Referral for any of the services on the Surrey Carers Prescription should be made from the Surrey practice the carer is registered with .

### **Project Aim:**

The Carers Prescription provides Primary Healthcare staff with an easy solution to support carers whom clinicians come into contact with. Across Surrey there are a number of organisations and a range of services that carers can be referred to. The GP Carers Prescription is a secure mechanism for Primary Healthcare staff to make a referral which will be processed quickly and efficiently. The support can be provided directly to the carer, or to the person being cared for, to help the carer have a better balance between their caring role and their life outside caring.

If a carer presents with ongoing needs it is a clinician's responsibility (provided consent has been given) to refer them to social care for a full Carer's Assessment. Under the Care Act 2014 local authorities now have a duty to provide services to carers that prevent, reduce, or delay them developing a need for support. There is a duty on the health service to cooperate in this.

Where there is a need for a clinically based early intervention the carer, if eligible, may be referred to the flexible break service (a "GP Carer Break"). Carers/Households who have already received a GP Carer Break (before 1<sup>st</sup> April 2014) should not be referred again. (This is at the discretion of the carer's clinician and does not apply to young carers).

## Objectives:

1. To support unpaid carers and promote their own good health and well-being by providing them with referral on to other support as appropriate.
2. To provide clinicians with the eligibility criteria, process and relevant forms against which GP Carer Prescription referrals can be made.
3. SILC to provide quarterly year monitoring information to all participating practices, CCG leads and wider stakeholders.
4. With regard to GP Carer Breaks, to provide one break per carer household for any caring scenario irrespective of the number of people cared for. If there are multiple carers living in the household one payment should be shared between the carers.

## General Process for the Carers Prescription:

1. All GPs affiliated to Surrey CCGs as listed on the front page are eligible to make referrals once their practice has signed up to the service.
2. Carers who are not patients within the Surrey CCGs or one of the five Farnham based practices should be referred to their local CCG.
3. Any carer registered with a GP practice affiliated to a Surrey CCG is eligible for referral using the Carers Prescription (but see below for specific eligibility criteria with regard to the Carer Break Scheme).
4. Use Read Code 918G for a carer or 918h for a young carer and enter the information on the carer's medical records.
5. A referral to Surrey Young Carers is available where a carer is aged between 5 and 18, and where there are no safeguarding issues. Where there are safeguarding concerns the referral should be to Social Care.
6. Use the Carers Well-being Tool to informally assess whether a carer is under particular strain and whether a referral to support services may help mitigate against this. This tool may be helpful in determining the level of stress on a carer and can be used to prioritise need and support plans for the carer
7. A referral using the Carers Prescription is recommended whatever the score (such as to Carers Support at Action for Carers); if the score is medium to high, a referral for a Carers Assessment should be considered.

## Specific Process for GP Carer Break Service:

1. With regard to the GP Carer Break scheme and to provide an equitable service to all practices within Surrey CCGs, each practice will be allocated funding based on practice population within CCG areas. Notice of annual indicative allocations will be circulated at the beginning of each financial year by SILC following advisement from CCG leads. Surrey County Council host the contract for NHS funding for the GP carers breaks service as part of the Better Care Fund and will invoice CCGs on a quarterly basis.
2. Funding will be held by SILC.
3. Apply set criteria (See below)
4. One allocation per one household up to a maximum of £300 (from 1<sup>st</sup> October 2016) can be paid for any caring scenario. This is a one off payment (at the GPs discretion). Carers will be required to produce receipts as part of the auditing process.
5. For young carers (aged 5 – 18) the one off payment restriction does not apply with the effect that further payments in future years will be allowed. The reason for this difference is that adult carers can get ongoing payments through Adult Social Care if they meet the new Care Act eligibility regulations for carers. However, there is not an equivalent eligibility provision in children's legislation for young carers and we are concerned that young carers supported through preventive services could miss out.
6. A direct payment cannot be paid to a young carer under the age of 16 but a responsible adult is eligible to receive this on their behalf.
7. Where the carer has been recently bereaved and is no longer in a caring role, a referral arising from the health impact on the carer of that caring role should be made within 6 months of the time of bereavement.
8. The funding for GP Carers breaks is finite and forms part of the Better Care Fund. SILC will manage funding on a quarterly basis with regard to practice allocations. If a practice has used its allocated resources for the current quarter it should refer the carer to Carers Support at Action for Carers who will be able to advise them about further support that may be available such as a Carers Assessment.
9. CCG leads retain the right to redistribute funding within their own CCG as necessary, however planning and notice of any redistribution will be notified in advance to individual practices.
10. Complaints should be managed by the practice. Complaints regarding SILC should be referred to the SILC complaints procedure.

## Referral Criteria Summary for a GP Carer Break Payment:

Carers are eligible for referral for a Carer Break payment if they meet the following criteria:

1. They are entitled to receive NHS services.
2. Their caring role is impacting on their health. Please use the Carers Well-being Tool to determine. (Note where the carer is under 18 a low amount of caring may be seen as significant)
3. The carer is registered as a patient with a practice based within one of Surrey's CCGs or one of the Farnham based practices.
4. This service is discretionary, based on a GP's clinical decision and not an entitlement for carers. A GP or other authorised health professional within the practice considers that the carer needs a break for health related reasons – that having a break would benefit the carer's health and well-being. All referrals will need to be made via a GP or through the practice manager.

## Referral through the Carers Prescription:

1. The practice/surgery must be registered with SILC.
2. All practices/surgeries within Surrey CCGs and the five Farnham practices are eligible to access the range of services to support unpaid carers within their practice.
3. Referrals for the GP Carer Breaks Service are made at the discretion of the GP and based on their clinical judgement. The criterion regarding payment being once per caring scenario remains secondary guidance to clinical judgement and not applicable to young carers.
4. The GP Carers Break Service expects individual practices/surgeries to manage their own referral rates within resources and will not exceed their practice allocation.

## Referral Process:

1. Complete the secure on line Carers Prescription to refer carers (including young carers) to a range of support services: [www.actionforcarers.org.uk/gp](http://www.actionforcarers.org.uk/gp)
2. Definition of services available can be found at the same website.
3. The carer will be contacted directly by the service provider.
4. Where the referral is for a GP Carer Breaks payment, explain to the patient that they will generally be contacted by SILC within 10-15 working days. Carers will be required to provide receipts of services purchased with funding.
5. SILC will report back to practice/surgery following completion of a GP Carer Breaks referral.

## Equalities Statement:

It is important to recognise that carers come from diverse backgrounds including age, gender, race, religious belief, disability and sexual orientation. Ensuring that carers are not directly or indirectly discriminated against while promoting and enabling their participation in society is a priority for the NHS.

## Carers Awareness Training:

A half day 'Because Carers Count' training is available through Action for Carers Surrey. [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

E Learning training is available for both adult and young carers' awareness. The modules take approximately 20 minutes to complete. Both are available free on the following link: [www.carersnet.org.uk](http://www.carersnet.org.uk)

Contact your local Carer Support Team at [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk) for details of any other training that may be available.

## For further information please contact SILC:

### Stephen Pugsley

Carer Support Adviser (GP Programme)  
Surrey Independent Living Council (SILC)  
Astolat, Coniers Way, Burpham, Guildford, Surrey GU4 7HL

Tel: **01483 458111** Fax: **01483 459976** Minicom: **01483 459977** Email: [S.Pugsley@surreyilc.org.uk](mailto:S.Pugsley@surreyilc.org.uk)



**Is this patient a carer  
or young carer?**

Does this patient look after someone who could not manage  
without their help?

Is this patient's physical and  
mental health suffering  
as a result of  
their caring role?

Can you help this patient to  
maintain their health and  
well-being whilst they have a  
caring role?

Are there safeguarding concerns?

YES

Contact MASH:  
Phone: 0300 470 9100  
Email: mash@surreycc.gov.uk

NO

There are a range of FREE  
services that can support  
your patient.

To refer your patient to Carer Support Services , Surrey Young Carers  
or for a Carers Assessment from Social Services either:

1. Ask your patient to complete a yellow GP Carer Registration form  
and hand it in to reception.

2. Make an electronic referral via the Carers Prescription  
log onto [www.actionforcarers.org.uk/gp](http://www.actionforcarers.org.uk/gp)

3. Use your Carers Prescription pad to tick which services your patient needs  
to be referred to. Hand the prescription to your carers lead/admin team.

**THINK YOUNG CARER** – all children living with an adult or sibling with a long-term condition  
that affects their ability to care for themselves are potentially **young carers**.  
For more information go to [www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)

In all cases offer the carer an information pack and referral to Carers  
Support Services. Both are available using the online Carers Prescription.



Is this patient under 18 a young carer?  
Or are there children in the household of this patient?



Identify whether these children are caring

All children living with an adult or sibling with a long-term condition that affects their ability to care for themselves are potentially young carers.

Ensure the child is read coded as a carer: 918h for young carer  
or use generic code 918G for carer

Are there safeguarding concerns?

YES

Contact Multi Agency Safeguarding Hub  
Phone number: 0300 470 9100  
Internal email name:  
Surrey MASH/CAE/SCC  
Email: mash@surreycc.gov.uk  
Secure email: mash@surreycc.gcsx.gov.uk

NO

Request parental consent to refer young carer for support

If parental consent is not forthcoming refer to Gillick Competency test  
Children can only consent if they are able to:

1. Understand the nature, purpose, benefits, risks and consequences of not proceeding
2. Retain the information discussed
3. Use and weigh this information, and
4. Communicate their decision to others.

Use the Surrey Carers Prescription to refer to the  
Surrey Young Carers Service

To make an electronic referral via the Surrey Carers Prescription  
log onto [www.actionforcarers.org.uk/gp](http://www.actionforcarers.org.uk/gp)

For further information and support, or to book **Carer Awareness Training** for staff, please contact Debbie Hustings Partnership Manager (Carers)  
debbie.hustings@nhs.net