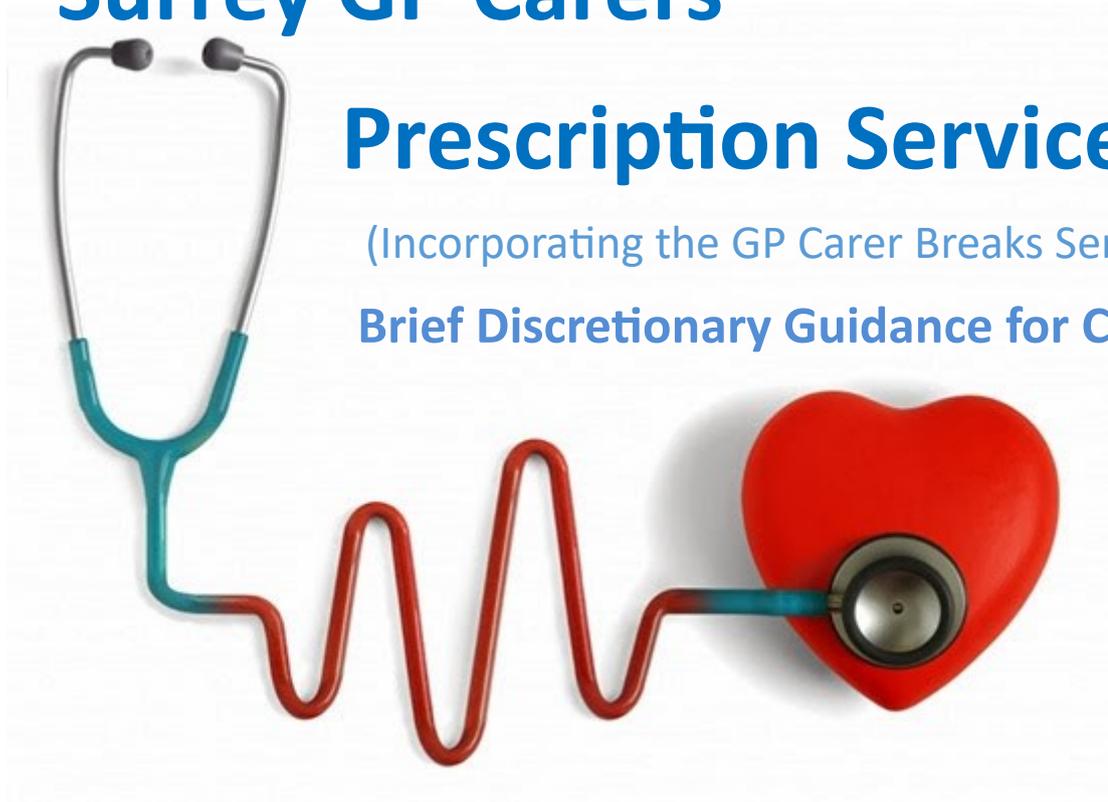


Surrey GP Carers

Prescription Service

(Incorporating the GP Carer Breaks Service)

Brief Discretionary Guidance for Clinicians



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 2019

Table of Contents

<u>Equalities statement:</u>	1
<u>Who are Carers?</u>	2
<u>What if a Carer is registered at a different practice from the cared for?</u>	2
<u>Project aim and objectives</u>	3
<u>Project aim:</u>	3
<u>The project objectives:</u>	3
<u>General prescription process</u>	4
<u>GP Carer breaks</u>	5
<u>Specific guidance:</u>	6
<u>Referral criteria summary:</u>	6
<u>Making a referral through the GP Carers Prescription:</u>	6
<u>The referral process:</u>	6
<u>General data protection regulation - GDPR</u>	7
<u>How has this impacted the carers' prescription?</u>	7
<u>Support for GP Practices:</u>	8
<u>Carer Practice Advisors:</u>	8
<u>Carer Awareness Training:</u>	8
<u>GP Carers Flow Chat:</u>	9



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

Who are Carers?

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.

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.

Carers may...

be new to caring or have been caring for many years

not live with the person they care for

be a parent caring for children who are ill or have a disability

provide personal care, supervision or emotional support

be a patient of yours or may accompany one of your patients

What if a Carer is registered at a different practice from the cared for?

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. **You may do this under GDPR using legitimate interests.**

Project aim and objectives

Project aim:

The GP Carers Prescription is a 'one –stop shop' – a secure and GDPR Compliant online referral mechanism to a range of local carers' services. 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.

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 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 1st April 2014) should only be referred again at the discretion of the carer's clinician. This does not apply to young carers.

The project objectives:

To support unpaid carers and promote their own health and well-being by providing them with referral to other support as appropriate.

To provide clinicians with the eligibility criteria, process and relevant forms against which GP Carer Prescription referrals can be made.

SILC to provide quarterly year monitoring information to all participating practices, CCG leads and wider stakeholders.

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 prescription process

- 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. This data will be migrated on to SNOMED in due course. A new GP Carer Registration form has been developed for this purpose and is available as a download as this link: https://www.actionforcarers.org.uk/files/4615/2905/6825/GP_carer_registration_form.pdf
- 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.
- 5) 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/burden on a carer and can be used to prioritise overall need for carers within practice
- 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 to either adult or young carers support should be considered.

Since 25th May 2018 new data protection requirements have come into effect.

Please note that if the 'Consent' tick box and the 'Fair Processing Notice' tick box are not marked affirmatively then the referral will be collapsed in transmission, and no detail will be received by SILC.

GP Carer breaks

Specific guidance:

- 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 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 may be able to access 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 an annual basis with regard to practice allocations. If a practice has used its allocated resources it should refer the carer for Carers Support at Action for Carers Surrey 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:

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.

Making a referral through the GP 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.

The 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
- 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.

General data protection regulation - GDPR

The new General Data Protection Regulation (GDPR) came into place on 25th May 2018. This data protection law aims to give people more control over their personal information. In line with this law, we've made a few changes to some of our resources.

How has this impacted the carers' prescription?

The list of services available has been scaled back to make life easier and now only includes Carers Information Pack; Adult Carer Support; Young Carer Support; GP Carer Break Payment. This is because we have commissioned a new 'One-stop shop' style service for carers in Surrey. Following referral our provider will triage assess each carers needs and will develop individual carer support plans which may include where appropriate an onward referral for other services such as a statutory carers assessment.

What happens next? Once you submit a prescription, this will be sent to Surrey Independent Living Council (SILC) will still process the GP Carer Break payments and any Carers Information Pack requests. If you have ticked any of the other boxes your carer will be referred to Action for Carers Surrey. They will contact the carer, have a discussion about their needs and refer them on to other services (including social care) as appropriate.

We now have a fair processing notice leaflet. This explains to the carer what information will be shared, why it is being shared and with whom. To be GDPR compliant it is crucial that this document is provided to each carer who receives a carer's prescription.

You can find the new prescription and fair processing notice at: <https://www.actionforcarers.org.uk/professionals/general-practitioners/>

Support for GP Practices:

Carer Practice Advisors:

Carer Practice Advisors in Surrey County Council Adult Social Care develop practise that supports carers. To strengthen integration between health and social care, they are willing to work with GP surgeries to support the development of good carer practice.

Areas of support might include:

- Staff Carer Awareness Training

- Support to identify carers for GP Carers Break payments

- Signposting

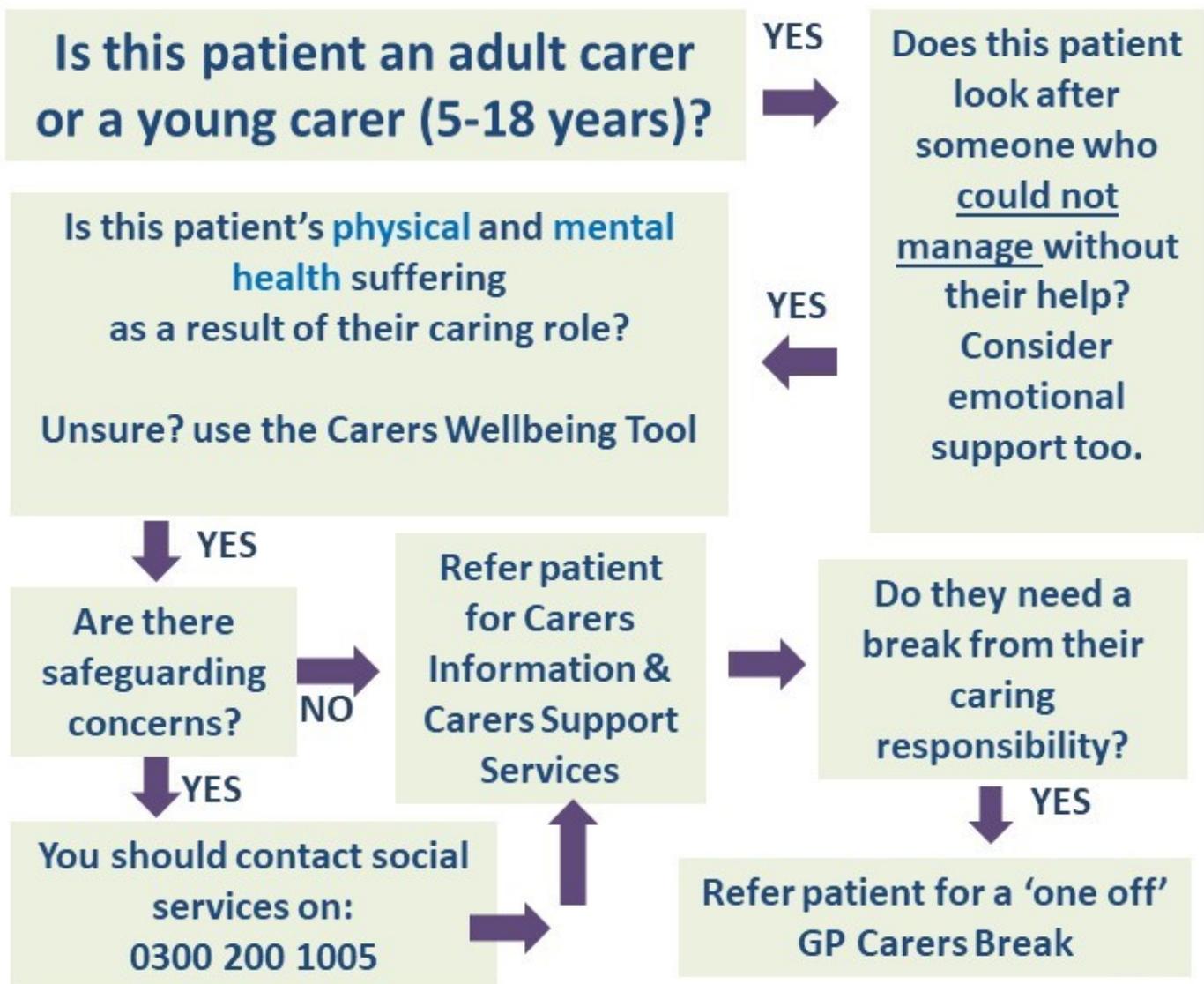
- Carer drop-ins

Carer Awareness Training:

A half day 'Because Carers Count' training is available through Action for Carers Surrey. 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

Contact your local Carer Support Team at CarerSupport@actionforcarers.org.uk for free training at your surgery.



To refer your patient to Carer Support Services, Surrey Young Carers or a Carers Assessment, you should:



- Ensure the patient is registered as a carer on the system. If not ask them to complete a GP carers registration form and hand it to reception
- Make an electronic referral using the carers prescription www.actionforcarers.org.uk/gp

Under GDPR all referrals using the carers prescription require carers consent to process data. Please ensure you provide carer with a Carers Prescription Fair Processing Notice leaflet available on link above

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 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

**For information on carer services provided by Action for Carers Surrey please contact
Adult Carer Support Carer Information Centre**

Tel. 0303 040 1234

Calls to 03 numbers from any network will cost no more than those to 01 and 02 numbers and count as part of any call package. The cost of calls per minute depends on the network. Please check with your provider.

Email: CarerSupport@actionforcarers.org.uk

SMS: 07714 075993