What examples are there of General Practice teams working to support carers?
Is your practice using a model that works well to support carers? Let people know about it. Email info@carers.org to share your good work across the country.

**Practice-based carers support in West Sussex**

The Carers Development Worker (Primary and Community Care) project at The Princess Royal Trust Worthing & District Carers Liaison Service has had a dramatic effect on the numbers of carers identified by GP practices, with some increasing their numbers of registered and supported carers by many times since 2004. One full time equivalent Carers Development Worker based at the service works with 37 GP practices.

The project:
- Identifies a link person in each GP practice.
- Completes an annual Monitoring Tool.
- Uses an Action Plan for task completion.
- Provides Carer Awareness training and information/support for all GP staff.
- Promotes healthy living practices at carers’ events.
- Ensures that GPs work to the GMS contract (Management Indicator 9).

For more information, please contact via www.carerswsx.org.uk.

**Networking Primary Care Carers Champions in Cheshire and Greenwich**

As part of its Carers Strategy, Western Cheshire PCT has asked each GP practice to identify a Carer Link from their staff. These links will act as the main support point for carers, keep practice information up-to-date, link with other services and meet with each other with PCT support. A group including carers and carers’ organisations steers the project.

For more information, please contact Tom Livingston at Chester Crossroads on chester@crossroads.org.uk

Greenwich Carers’ Centre (The Princess Royal Trust for Carers) has developed a carers support protocol for local GPs which the PCT promoted to all their surgeries. The protocol includes leaflets and information posters. The Centre is now developing a Carers Champion E-group for local primary care partners. Each surgery will nominate a Carers Champion who will receive regular updates from the centre, share good practice and represent the surgery at carer forums organised by the local council and the carers’ centre throughout the year.

For more information, please contact CEO Sue Mitchell on sue.mitchell@greenwichcarerscentre.org.

**Hospital based resources for carers in East Sussex**

The Princess Royal Trust for Carers member Care for the Carers and East Sussex hospitals NHS Trust have produced a range of resources for supporting carers, including a Good Practice Guide for hospital staff covering information such as knowledge-sharing,
Carers Information Leaflet and a Care Passport, allowing carers to help the cared-for person express their care needs and let staff know they can share information with the carer.

For more information and relevant contact details, please see www.carers.org/local/south-east/eastbourne/ for more and relevant contact details.

**Macmillan Crossroads Cancer and Palliative Care Service in Huntingdonshire**

Macmillan Crossroads and Palliative Care Service is a partnership to support carers and people affected by cancer through their journey with cancer. A Steering Group of carers, health and social care providers and commissioners, as well as representatives from Macmillan Cancer Support and Crossroads, oversees the service.

This new specialist service aims to:

- Improve the quality of life of both carer and person with care needs.
- Reduce the number of admissions to hospital and hospice.
- Reduce the length of stays in hospital.

It is hoped that savings made by reducing time spent in hospital, reducing emergency admissions and avoiding admission to hospital will make the business case for the PCT to contribute to funding during and at the end of the Macmillan funding period.

**Safe handling project in Birmingham**

Research carried out by the Carers Support Initiative ‘Your Health, Who Cares?’ report of June 2001, found that over 50% of the carers who responded to the survey indicated that back pain was a health issue that affected them. Birmingham Crossroads provides carers with training in safer lifting and handling in carers’ own homes and in group training sessions as well as first aid training. Outreach work allows the service to identify where safe handling equipment in the home is not being used and facilitate a tailored training session for the carer. Home-based training is useful for carers who cannot attend groups, or who work. The service maintains an efficient referral pathway to occupational therapy teams in the area and facilitates safe and effective discharge from hospital through training carers.

Carers receive the training free through an open referral system. The service is also sold to individuals in receipt of direct payments so that their personal assistants can be trained. A steering group includes representatives from funders, occupational therapists and carers. The service has produced a training video. The service is staffed by a full time manager and seven part time trainers.

For more information, please contact Barbara Rudge at West Birmingham Crossroads on barbarawbcrossroads@yahoo.co.uk.

**Carers emergency planning and respite in Sefton and Merton**

Sefton Council commissions The Princess Royal Trust for Carers Sefton Carers’ Centre to provide the Carers’ Emergency Respite Team (CERT). The service provides home-based respite support to carers in crisis or emergency situations for a period of up to 48 hours. During the 48-hour period the team can provide a series of ‘pop in’ calls or, if necessary, will arrange a total move in to support the person being cared for. An important feature of the service is the advanced care planning which is carried out when a carer registers with the service, so that everyone in the team is clear about the individual’s needs and support required in an emergency. The care plan includes an exit strategy,
which considers how support will continue to be provided beyond the 48-hour period if this is required. Typically the exit strategy will include the carer’s network of support, and if this is limited, the service links and the local authority social services department.

For more information, please contact Liz Williams on help@carers.sefton.gov.uk.

The London Borough of Merton (LBM) has provided a partnership-based solution to deliver an emergency response service. LBM commission Carers Support Merton (The Princess Royal Trust for Carers), Mascott (telecare services) and Merton Crossroads – Caring For Carers, to provide the scheme. Initial contact to the scheme is via Carers Support Merton who provides the carer’s alert card. This process initiates the essential planning element required for any emergency response. The card is carried by the carer and gives the 24-hour telephone number run by Mascott. In an emergency anyone using the card can contact Mascott who alert the person nominated by the carer to provide care in an emergency situation. The nominated person can be a relative, friend or neighbour. However not all carers have a nominated carer or one that can attend immediately or for the whole time that the emergency exists. Merton Crossroads are therefore commissioned to provide care for the cared-for in the short term during the emergency until more permanent arrangements can be made. This short term emergency home-based care is provided for periods of up to 48 hours and during this time long term arrangements can be developed if necessary. Merton Crossroads provides an on call care support worker 24/7 who can, in an emergency, provide pop in calls, substantial care hours or a total move in for a period of 48 hours. The home-based service is designed to either replace the carer in total or support the nominated person in their caring role. The service is an extension of the respite care service already provided by Merton Crossroads and supports carers who are unable to continue in their normal caring role due to sudden injury, illness or unplanned hospital admission.

For more information, please contact Harsha Ganatra on harsha.ganatra@carerssupportmerton.org.uk.

Reducing the risk of fire in Suffolk

Suffolk Family Carers (The Princess Royal Trust for Carers) works in partnership with Suffolk Fire and Rescue Service to provide home fire safety checks for family carers and vulnerable people so they can discuss how to prevent fire in the home. The Fire and Carers Together (FACT) scheme is a free service which recognises that some people may have particular difficulty in leaving the home in the event of a fire. FACT also offers an emergency database within the Control and Command Room to identify households registered on the scheme. For more information, please see www.suffolkfamilycarers.org.

The caring café for dementia carers in Richmond upon Thames

Richmond Crossroads, with support from Alzheimer’s Society, Big Lottery and others, provides carers and people affected by dementia the opportunity to socialise in a friendly and welcoming environment, supported by a skilled staff team. The café is open every Saturday from 11 am to 4 pm in the centre of Richmond on premises given free by Richmond Age Concern and provides respite, support, social opportunities and activities to tackle isolation. Transport is provided when needed.

Up to ten people with dementia can use the café whilst their carer goes into town for up to two hours, but most carers wish to remain with the person they care for. Workers, including a part time coordinator, four café support workers, receptionist, Dementia Advice Worker and volunteers receive dementia care, personal care, moving and handling and other training.

For more information, please contact Eleanor Willett at Richmond Crossroads on richmonduponthames@crossroads.org.uk.
**Surgery Link in Gloucester**

‘Surgery Link’ provides trained team members to visit Surgeries once every four to six weeks. The aims of the service are:

- To raise awareness of carers services among health professionals, and increase referrals.
- To raise awareness with patients.
- To provide a service tailored to the individual practice’s requirements.

Currently the team has links with 56 surgeries around the county. Enthusiasm for contact about carers’ issues varies with many nurses, practice staff and receptionists ahead of their GPs on this issue. The service includes regular personal delivery of business card style flyers, carer notice boards and A4 folders of information to practice managers and visits to speak to practice teams. Most surgeries nominate a team member, often a nurse, as their Carers Lead. One surgery operates a carers’ group in partnership with a nearby care home that can support cared-for people whilst the carers meet. A nominated receptionist in one surgery phones all carers aged over 65 on a monthly basis. Carers’ outreach workers approached patients waiting for flu jabs with information in some surgeries and some have monthly carer clinics with both practice and carers’ centre staff present.

For more information, please contact Roger Hare at Carers Gloucestershire at RHare@gloscarers.org.uk.

**Use of electronic records in Lewisham**

One of the GP practices in the London Borough of Lewisham has introduced an electronic health record system that allows patients to register to access their own records remotely online. The local Lewisham Carers’ Centre, who form part of The Princess Royal Trust for Carers network, has agreed with the practice that there should be a website link from the record site to the centre’s site so that there is easy access to information for carers.

For more information, please contact cathy@carerslewisham.org.uk.

**Specialist carer support within GP practices in North Yorkshire**

In the 1990s, The Carers’ Resource (Harrogate, Craven and Airedale) ran a number of one-year pilots, providing a Carers Support Officer 20-25 hours per week to single general practices, backed up by a comprehensive information service. Since then, Carer Support Officers (from five to 20 hours per week) have been embedded in a number of local practices, with practice agreements to ensure effective cooperation. Additional PCT contracts include:

- Providing focussed carer services with six Memory Clinics whilst consultants in psychiatry (elderly medicine) and psychologists investigate dementia sufferer’s situation.
- Providing carer support in palliative care cases.
- Carer Support Officers linked with Single Assessment Process teams to ensure carers’ needs are addressed properly through this emerging new system.

For more information, please contact Anne Smyth at director@carersresource.org.

**Hospital-based carer support in North Yorkshire**

The Carers’ Resource (Harrogate, Craven and Airedale) has developed a number of hospital-based programmes, including a specialist Carer Development Worker for one local hospital and provision in other hospitals linking the organisation with hospital admissions teams, discharge
teams, community rehab teams, child development centres, cancer teams etc. In some wards, families visiting patients are directly referred by nursing staff to the carers service.

The Carers’ Resource has analysed the situations of more than 7,300 carers who have received sustained, ongoing one-to-one support through this work. The service also assists in training medical students and on the curriculum development team of a university departments of health studies.

For more information, please contact Anne Smyth on director@carersresource.org.

Partnerships for Older People Projects (POPPs) in North Yorkshire and Somerset

The Carers’ Resource (Harrogate, Craven and Airedale) had two of the first pilot POPPS contracts to prevent admission to hospital by providing enhanced carer support and by providing older person peer mentoring for vulnerable elderly people living on their own. These services are now main-streamed.

For more information, please contact Anne Smyth at director@carersresource.org.

North Somerset Crossroads has developed a scheme to assist carers aged 50 and over to access services of their choice. They have produced a ‘menu’ to give older cares ideas of the services they might like, using a budget allocated for each carer and funded by POPP to design the service needed by the individual to help them in continue to care. The menu includes day trips, night sitting, gardening, personal development courses such as cookery and relaxation techniques, courses relevant to caring such as moving and handling, complimentary therapies and help to access short term nursing care.

For more information, please contact carescheme@nscrossroads.org.uk.

PCT and council partnerships in Sandwell

The Princess Royal Trust Sandwell Carers Centre has pioneered several effective partnerships with the PCT and the council. There is a Carers Champion, who is a GP, on the Professional Executive committee of the PCT. The centre works with GP practices to ensure they have adequate carers information in place. One practice has started a carers group, with agendas set by the over 20 carers who attend. As a result of the carers’ input, the practice has a daily “carer’s appointment” accessible in an emergency for carers who want to see a doctor. The centre is now developing Gold, Silver and Bronze carer support and involvement awards for practices.

For more information, please contact cares.sandwell@btinternet.com.

HIV support in Lanarkshire

Princess Royal Trust Lanarkshire Carers Centre works with Terrence Higgins Trust (THT) and NHS Lanarkshire Blood Borne Virus Network, who part fund their support for carers affected by HIV and other blood borne viruses. This includes a part time bilingual support worker working with BME carers affected by blood-borne viruses. The centre and THT, share information, hold joint meetings and support groups, and provide carers workers with Lesbian, Gay, Bisexual and Transgender (LGBT) training.

For more information, please contact Lesley Fishleigh at Lesley.Fishleigh@prtlcc.org.uk.