**Investors in Carers GP Accreditation Scheme 2019\_2020 Silver Award Criteria**

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| **Carer Outcome** | **Element** | **Detail and Evidence** |
| **Increased numbers of carers are identified and recognised.** | Carers register. | Number of carers registered with the practice specified. (1)  Evidence that the Practice proactively identifies Young Carers. (3)  Number of Young Carers registered with the Practice. (2)  Estimated % of patient population. (1)  Process in place for checking and updating Carers Register. (8)  Plan for increasing number on Carers Register. (5)  Patient record includes flag or other system alert to identify patient as a carer. A corresponding reminder on cared-for patient’s home page. (6)  The Practice uses and promotes a form to enable the person with care needs to give consent to sharing information with their carer. (52) |
| **Carers and Practice staff know who to contact within their Practice to find out where to get help with carer related issues.**  **The carer Topic Lead (and Deputy) are clear about their role and areas of responsibility and are supported by the Practice to achieve them.** | Carers Topic Lead and Deputy in place and names displayed on Carer notice board. | Name and position of Carer Topic Lead and Deputy displayed on carer noticeboard. (7)  Carer Topic Lead has formal role description. (7)  Carer Topic Lead role is included in staff appraisal. |

**Investors in Carers GP Accreditation Scheme 2019\_2020 Silver Award Criteria continued**

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| **Carer Outcome** | **Element** | **Detail and Evidence** |
| **Carers are able to get the help and support they need.** | Carer referrals. | ~~When a patient is given a life-changing diagnosis or has a life-changing accident, process in place for actively identifying, referring and supporting those, including children and young people, in order to reduce or prevent inappropriate caring responsibilities~~ (26) **criterion removed following discussions at Carers Lead meetings 2019.**  All carers, including Young Carers are advised of their rights to a carers’ needs assessment. (19)  Evidence that the Practice engages with its Primary Care Network (PCN) to link in with local social prescribing schemes/link workers ensuring appropriate referrals and plans are put in place. (17)  Agreed referral process in place for adults. (31)  Agreed referral process in place for children and young people (aged between 5 – 18 years).  Carers are referred to Carer Support Wiltshire. (32)  Young Carers are referred via Wiltshire Council using the Single Agency Referral Form. (32)  *Note: Where appropriate a whole family approach is undertaken that will enable identification of both children, young people and adults who are undertaking caring role.* |
| **Carers are able to arrange appointments with the GP and/or other practice health staff that are flexible to fit around their caring role.** | Introduce a formal system within the Practice to prioritise flexible appointments for carers. | Standard Operating Procedure to ensure all staff are aware of the need to offer carers’ appointments to suit the carer and fit around their caring role. (15) (36, 37, 40, 41, 42,43, 44) |
| **Staff who are carers** | Develop a carer-friendly employment policy. | Employment policy demonstrating carer-friendly practice which encourages staff to identify themselves as carers so that they are supported and their needs are accommodated. (73, 74, 75) |
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| **Investors in Carers GP Accreditation Scheme 2019\_2020 Silver Award Criteria continued** | | |
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| **Carer Outcome** | **Element** | **Detail and Evidence** |
| **Carers are able to identify themselves as such and can obtain relevant, good quality information.** | Information available for carers, both within the surgery and the local community (e.g. leaflets, notice boards and a link from the surgery website to Carer Support Wiltshire website: [www.carersuppotwiltshire.co.uk](http://www.carersuppotwiltshire.co.uk) | Bullet point summary of carer’s information available. (9) (16, 19) (46, 49, 56, 57, 58, 59)  Information about Carers Emergency Card to be provided. (53) |
| **Carers are supported to maintain good health.** | Priority flu jabs actively promoted to carers to link in with annual vaccination programmes. | Percentage of carers who were offered a flu jab. (12)  Evidence of this promotion eg poster/letter/tele printer. |
| **Carers are supported to have a break from their caring role.** | Identify carers who would benefit from a break. | Referrals to Carer Support Wiltshire highlighting consideration for a break. |
| **Carers Leads demonstrate an understanding of carers’ issues by exchanging ideas and sharing best practice with other Practices in Wiltshire.** | Carers Lead or Deputy either attend annual Carers Leads meeting or, if not possible arrange meeting with CSW. | Date attended and by whom. |
| **All Practice staff demonstrate an understanding of carers’ issues.** | Annual Carer Awareness talk (minimum 15 minutes) to be given by Carer Support Wiltshire to a range of staff e.g. clinical/reception/administrative staff. This will cover information on all aspects of the caring role including Young Carers, substance misuse, Mental Health Carers. Those unable to attend to have access to an online version. | Date talk received by staff team. Key information provided by CSW to be sent to all staff who were not able to attend. ( 61, 62) |
| **All staff aware of carers issues.** | Carers’ issues regularly discussed at team meetings. | Evidence that carers are included on team meeting agenda as a regular item. (60, 63, 64) |
| **Care planning** | Carers are treated as expert partners in care. | ~~Evidence that carers are involved in discusions about, and care planning for, the cared-for person subject to consent being given by the cared-for person~~. (51)**criterion removed following discussions at Carers Lead meetings 2019.** |
| **Carers influence services within the Practice.** | Any feedback from carers is formally considered. | Feedback recorded and mechanism in place for this to be discussed. |

**Investors in Carers GP Accreditation Scheme 2019\_2020 Gold Award Criteria**

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| **Carer Outcome** | **Element** | **Detail and Evidence** |
| **Carers are supported to remain physically and emotionally healthy.** | Hold a minimum of one Carer Clinic per year with a formal system (SOP) for prioritising carers not previously registered with the Practice as a carer. Offer appointments for a health check with nurse or health care assistant, and then a meeting for an initial assessment with the CSW Community Connector. | Date/s of clinic and number attended.  Copy of Standard Operating Procedure for Carer Clinics document. Number of health checks undertaken. Number of carers identified during the clinic who have a previously unidentified health condition. Number of carers referred for clinical emotional support. (13, 14) (33) (38) |
| **Carers have information about support, organisations and activities available both locally and nationally.** | Demonstrate an understanding of the Practice patient carer population by the way the Practice engages with and supports them.  This could be by holding information events such as coffee mornings, open days, in which other agencies could be invited to participate.  Where the layout or location of the premises make holding an event difficult, to develop events in conjunction with other Practices e.g. in the Locality.  Alternatively this element could be met by identifying specific groups of carers and ensuring they are receiving support tailored to their needs. | Evidence of having looked at the Carers Register to identify themes amongst the patient carer population. (47)  Process in place for supporting carers who are providing end of life care for another.  Arrangements in place for referring carers and their family members to bereavement support.  Provide details of event(s) date, time, type of event, number of carers who attended. (34)  Summarise how this work has benefited the carers in these groups. |

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| **Investors in Carers GP Accreditation Scheme 2019\_2020 Gold criteria continued** | | |
| **Carer Outcome** | **Element** | **Detail and Evidence** |
| **Carers receive improving service** | Review provision of service to carers. | Describe how you review your performance with regard to carers and feed learning from this into practice. |
| **Carers are treated with the respect and dignity they deserve. They are treated as expert care partners and are given the opportunity to shape their local practice.** | Carer representation in Patient Participation Groups. | Carers’ issues are discussed at Patient Participation Group. (66, 71)  Clear information on how carers can join its patient participation group/patient reference group. (54) |

**Investors in Carers GP Accreditation Scheme 2019\_2020 Platinum Award Criteria**

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| **This is an advanced level. To achieve this level a Practice will have fulfilled the Gold criteria and in addition:** |

1. Practices need to demonstrate excellence and creativity in the way they engage with, and support their patients who are carers. Practices should provide evidence that they have developed their own systems and initiatives which reflect their local Practice population.
2. Practices should solicit feedback in order to be able to provide evidence of how work they have done has benefited their patients who are carers and that carers feel supported. (68, 69, 70)