

## Why your Practice should hold a Carers Clinic

The Carer Clinic Model has been included in The Carer Friendly GP Practice Award as it has demonstrated success in outcomes for carers.

Carers often neglect their own health needs whilst prioritising those of the person for whom they care. They may not book an appointment for themselves when experiencing symptoms such as low mood or musculoskeletal problems, putting these off due to the demands of their caring role. A Carers Health Check gives the carer the opportunity to raise these issues alongside receiving routine checks such as blood pressure. This can prevent potential problems escalating.

The holistic nature of the appointment means that all aspects of the caring situation are considered. It ensures carers are referred to a range of support services, including those provided by Carer Support Wiltshire (CSW), which enables them to continue in their caring role. It aims to prevent crises occurring but also allows for timely intervention should a crisis occur.

## Carer Clinic Guidance – How to run a Carer Support Clinic

This guidance sets out:

- What the GP Practice needs to provide.
- The Service CSW provides at the Carers Clinics.
- How to ensure the Carers Clinics run efficiently and effectively.

The Carer Clinic is a 40-minute holistic appointment made up of a 20-minute health check by a Practice Nurse or Health Care Assistant (HCA) followed by a 20-minute appointment with a member of the CSW Carer Project Team.

The Carers Health Check is designed to identify any potential health concerns which may require further investigation. Checks will include blood pressure, urine dip, and may also include a pin prick cholesterol check.

Discussions may include exercise levels, weight, mental health and smoking cessation advice. Any concerns identified will be referred to the appropriate practitioner for follow up and further investigation. Anonymised statistics for this, citing the health concern will be provided to CSW for reporting on outcomes from the clinic.

The appointment with the Carer Project Worker (CPW) is an opportunity for the carer to talk about their caring role and identify support needs. It will focus on the following:

- Emotional wellbeing.
- Physical wellbeing.
- Financial situation.
- Whether the carer works.
- What support is already in place.
- What further support would benefit the carer.
- Any training that would help the carer in their caring role.

As a result of this discussion the carer may be signposted to services provided by CSW or other organisations for more in-depth support and/or an Assessment of Need as a carer under the Care Act 2015.

### Procedure for Holding a Carers Clinic

- 1) Carers Lead contacts CSW CPW Team to arrange a clinic date. The clinic will be held for a morning or afternoon session offering up to 7, 20-minute appointments with an administration break factored in after the third appointment.

Time	HCA/Nurse	Time	CARER SUPPORT WILTSHIRE
9.00	Carer A	9.00	
9.20	Carer B	9.20	Carer A
9.40	Carer C	9.40	Carer B
10.00		10.00	Carer C
10.20	Carer D	10.20	
10.40	Carer E	10.40	Carer D
11.00	Carer F	11.00	Carer E
11.20	Carer G	11.20	Carer F
11.40		11.40	Carer G

  

Time	HCA/Nurse	Time	CARER SUPPORT WILTSHIRE
2.00	Carer A	2.00	
2.20	Carer B	2.20	Carer A
2.40	Carer C	2.40	Carer B
3.00		3.00	Carer C
3.20	Carer D	3.20	
3.40	Carer E	3.40	Carer D
4.00	Carer F	4.00	Carer E
4.20	Carer G	4.20	Carer F
4.40		4.40	Carer G

- 2) Practices are encouraged to prioritise offering Carer Clinic appointments to newly identified carers, carers who have not previously had the opportunity to attend a Carers Clinic, or a carer about whom the Carers Lead has particular concerns (if contact with CSW is required urgently, a referral should be made to the Business Support Team).
- 3) Carers Lead to send the 'Guided Conversation Assessment of Need' (current situation) document to carers for completion prior to the appointment. This will assist the CPW in directing the conversation efficiently on the day of the clinic. (See Appendix A Guided Conversation).
- 4) A list of the names of the carers booked into attend the carers clinic needs to be sent to the secure email address [csw.admin@nhs.net](mailto:csw.admin@nhs.net) at least 48 hours before the clinic date. This allows the CPW to look up any carers registered with CSW and identify key areas for discussion.
- 5) The GP Practice will provide a vacant room for the use of the CPW, ideally with Wi-Fi access.
- 6) The arrangement for letting the CPW know when a carer has finished the health check appointment, and is now available, will be discussed and agreed on the arrival of the CPW.
- 7) At the end of the clinic the Carers Lead, HCA or Practice Nurse will advise the CPW of any previously unidentified health concerns requiring further investigation.

Please also see Appendix B for example of Standard Operating Procedure for Carers Clinics