

All about Carers



A Compendium of Information about Paid & Unpaid Carers with Support Organisations and other useful information, for people with neurological conditions, their families and carers

Disclaimer

All the information in this compendium has been collated in good faith by Essex Neurology Network, as a resource for local people with neurological conditions and their families, & local carers.

We cannot be responsible for any false, inaccurate, inappropriate or incomplete information presented.

Every effort has been made to contact all the organisations listed, but where this has not been possible, we shall be happy to acknowledge and credit future editions.

Listings or references to any products, services or third-party content does not constitute an endorsement or recommendation of any kind by us.

This compendium was created and agreed by Essex Neurology Network in March 2024 and will be reviewed in March 2025

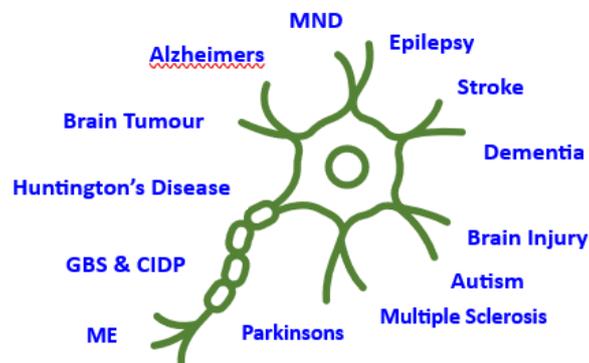
Essex Neurology Network

Essex Neurology Network is an umbrella organisation that brings together local neurology service providers, national and local support organisations, people, families and carers affected by neurological conditions and researchers.

The Network currently works in close partnership with the University of Essex.

The Mission of the Network is to work together to ensure the best services and support for Essex people, their families and carers, who are affected by neurological conditions, so that they have access to high quality resources and the support they need to enable them to live an active and fulfilled life.

Essex Neurology Network



and 587 other neurological conditions

Bringing together
Patients, Families & Carers
NHS & Social Care Professionals
Support Charities & Groups
University of Essex Researchers



e: essexneuronetwork@gmail.com

w: [Essex Neurology Network | University of Essex](#)

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**The information in this pack includes reference
to both unpaid carers and paid carers/personal assistants**

All about Carers

A Carer is someone who provides help and support to someone else, who could not manage without that help.

“A smile is the light in your window that tells others that there is a caring, sharing person inside.”
Denis Waitley, author

Who are the carers? Most carers are family members, neighbours, or close friends; they are unpaid and are defined as ‘an individual who provides or intends to provide care for an adult’. They may live in the same house as their ‘cared for person’, live nearby and visit occasionally, regularly visit a number of times a week, or as and when needed.

Volunteers working for charities may also act as befrienders or volunteer carers.

Paid carers are those paid as part of a contract as a personal assistant, either directly or through an agency and may live-in or visit regularly. They support people who need regular care from a personal assistant on a one-to-one basis.

How old are these carers? The majority of carers are below state pension age and the peak age for caring is 50-64 years, with 1.5 million people in this age bracket being carers. Almost 1.3 million people in England and Wales, aged 65 or older, are carers and there are over 175,000 young carers aged 5 – 18yrs and just under 600,000 BAME carers.

Who do they care for? The majority of unpaid carers care for relatives. One in ten carers (9%) care for a friend or neighbour. 40% of carers care for their parents or parents-in-law & 26% care for their spouse or partner. 8% care for disabled children under 18 and 5% care for adult children, 4% care for grandparents and 7% care for another relative.

What does a carer do? Anything from helping with personal hygiene and care, to dressing, administering prescribed drugs, preparing meals, doing household chores, befriending and acting as a companion, taking the person out on visits including to hospital and GP appointments, mobility support and running errands.

What it means to have a good carer It means everything to the cared-for person - security, being able to stay in one’s own home, independence, friendship with someone who cares about you, takes an interest in you and talks to you.

What makes a good carer? They must have a passion for caring, much patience and empathy, respect for the needs, desires, and wants of the person being cared for, reliability and dedication and a positive and encouraging attitude.

Impact of caring on carer’s health Caring can have a significant impact on the health and wellbeing of the carer, especially when the caring may last many years. 60% of carers report a long-term health condition or disability compared to 50% non-carers. Over a quarter of carers (29%) feel lonely often or always.

Impact of caring on carer’s income Carers are facing unprecedented pressure on their finances, especially in these difficult financial times. Many suffer financial hardship, cutting back on their own essentials like food or heating and are extremely worried about managing their monthly costs. 44% of working-age carers are in poverty. A carer’s allowance can be claimed from government - it is the lowest benefit of its kind in the UK.

Support for the carer Carers need support themselves, although many do not acknowledge it. They need information about conditions or needs, or about the best way to help their ‘person’ to do things. They need time out for themselves, time to meet other carers, some respite time from the daily round of mundane caring jobs, perhaps even a holiday or a change of scene. Young carers in particular need support.

With thanks for much of this information collated from Carers UK Survey: (see details final page)
[soc23-health-report_web.pdf](#) ([carerstogether.co.uk](#))

and

[Changes in the value & division of unpaid care work in the UK – Office for National Statistics \(ons.gov.uk\)](#)

Finding Help, Carers & Care Homes



Age UK can help you find the right home care options. Everybody needs a little help sometimes. If it's getting harder to manage, you may be able to get the extra care and support you need through social care. Home care, home adaptations, care homes and specialist housing.

Status: Charity & Registered Company

w: <https://www.ageuk.org.uk> t: 0800 678 1602

At Home Care 'because there is no place like home'
The UK's leading independent provider of professional, caring and affordable live-in care **Status: Registered Partnership**

w: [Live in Care - Affordable, Bespoke 24hr Care at Home. \(at-home-care.co.uk\)](https://www.at-home-care.co.uk)

e: info@at-home-care.co.uk



Autumna is the largest and most detailed directory of later life care providers in the UK. Autumna is on a mission to help families understand and find the best later life care, not only through its database of care homes, retirement living developments, home care and live-in care providers, but also its free advice line and shortlist service. **Status: Registered Limited Company**

w: www.autumna.co.uk t: 01892 349 802 e: info@autumna.co.uk



Carers Choices provide help in the home through our Community Care Services across South Essex. If you're caring for a friend or relative you'll need to take a break, so let us help you. Our highly qualified community carers can visit you at home to help with meals, housework other things, or your loved one can attend one of our excellent day centres.

w: [Home - Carers Choices](https://www.carerschoices.co.uk) t: 0300 302 1212 e: online form



The **Essex Care Services Directory** has been produced by Care Choices to help you make decisions about care in Essex and Southend-on-Sea. Use it to find care homes near you, home care in your area, and much more. The information on carers includes: Where carers can go for support, How to stay independent for longer, How paying for care works.

t: 01223 207770 for a free copy of the Essex and Southend-on-Sea Care Services Directory or download from [Essex 2024 Ebook.pdf \(carechoices.co.uk\)](https://www.carechoices.co.uk/Essex_2024_Ebook.pdf)



A Class Care is a home care agency that tailors its service for each client to meet their own individual needs. Our high-quality service provides specialised home care services tailored to the needs of both older and young adults, and promotes independence and choice, whilst providing comfort, companionship and support.

w: <https://www.aclasscare.co.uk> t: 01223 864066 e: referrals@aclasscare.co.uk



A well-established and highly respected independent UK home care provider, **Home Instead** is part of a worldwide organisation devoted to providing the highest-quality care for people in the comfort of their own homes. Care isn't always an easy topic. **Home Instead** will help you make an informed, compassionate choice for your loved one.

Their dedicated, professional team provide high quality home care throughout the UK. Recognised as Outstanding by the CQC.

Status: **Independently owned franchises**

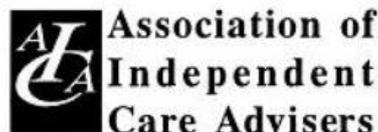
w: <https://www.homeinstead.co.uk>

t: see website for local offices in Essex



The UK Live-in Care Association is a membership-based not-for-profit organisation set up to promote the benefits of live-in care. It is committed to bringing together live-in care providers who collectively promote live-in care in the UK and provides answers to all those questions and concerns you may have about live-in care. **Status: Not for profit organisation**

w: <https://www.liveincare.org.uk> Contact through website form



The **Association of Independent Care Advisers (AICA)** represents organisations based in the UK dedicated to helping people identify the most appropriate type of care service and care provider for their individual needs. The Care Adviser will be able to guide you through all the options of care available in the UK, whether for

convalescence, home care or long-term residential care or nursing care.

w: www.aica.org.uk t: 01483 203 066



We are proud care-at-home providers for vulnerable adults across the UK. We deliver personal care and support for you and your loved ones when you need it the most. Recognised for our trusted support and care expertise in both local and national awards. **Status: Registered Company**

w: <https://www.rightathome.co.uk> t: See website for local offices in Essex



At **Bluebird Care**, we believe that care matters and are committed to providing the highest quality home care, so that our customers can remain in their own homes. A small family business started in 2004, which today is proud to be one of the largest providers of home care services in the UK, with over 200 Bluebird Care locations franchises across the UK.

w: <https://www.bluebirdcare.co.uk> t: 02392 009978 e: care@bluebirdcare.co.uk

Southend-on-Sea City Council Adult Social Care How to get help, care homes and sheltered housing, specialist support, independence and recovery and help and advice for carers

w: www.southend.gov.uk/social-care t: 01702 215008 e: council@southend.gov.uk



Essex Care Association provides support, knowledge and advice to social care providers in Essex, Thurrock and Southend. It represents the interests of social care providers in the area, alerts members to issues which affect social care organisations relating to legislation regulation and development of best practice and offers members a range of services to meet their needs and a mutual support network. It keeps members abreast of new developments within the sector, whilst signposting them to sources of information which may be helpful to them and provides funding information, advice and guidance on training and development.

Status: independent voluntary 'not for profit' organisation

w: Essex Care Association t: 01268 565551 e: office@essexcare.org.uk



Essex Home Help Service We are THE service that meets the needs of the older and vulnerable community in Essex. Our services are delivered with Dignity and Respect at all times because we care about our clients and their loved ones. We understand how important it is to be able to stay in your own home to live an enjoyable and independent life. We offer a range of services from housework, shopping and sitting/companionship.

w: [Home | My Site 31794 \(essexhomehelpservice.com\)](http://Home | My Site 31794 (essexhomehelpservice.com))

e: essexhomehelpservice@gmail.com t: 07536993764 or 07536995092



The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. We provide friendship, conversation and support 24 hours a day, 7 days a week. Everyone needs someone to talk to sometimes. We need connection whatever our age – especially if we live alone or further away from family. Age UK's Silver Line Helpline gives anyone aged 55 or over

the opportunity to exchange a friendly word, access support, or enjoy a long enriching conversation.

t: Free on 0800 4 70 80 90



Volunteer Responders

Volunteer Responders is a free, flexible, and easy-to-use volunteering programme supporting the NHS and healthcare teams across England, delivered by Royal Voluntary Service and GoodSAM. Volunteers are available to support with a range of services. Healthcare teams can refer people for Check In and Chat and Check In and Chat Plus friendly telephone calls. They can also request Pick Up and Deliver support with the delivery of medication, and supplies and Community Response support with essential shopping, lateral flow tests and prescription delivery. It's incredibly straightforward to request volunteer support, via the website or by calling our Support Team. Members of the public can request Check In and Chat, Check In and Chat Plus, and Community Response support from volunteers, either for themselves or someone they know (with that person's permission).

Status: Charity & Company limited by guarantee

w: <https://nhscarevolunteerresponders.org>

t: 0808 196 3382 (Healthcare Professionals) 0808 196 3646 (Members of the public)

Support for Unpaid Carers

Unpaid carers include relatives, friends and neighbours of people who need support in order to live life as well as they are able. They are unpaid and often care for loved ones up to 24 hours a day. There are support groups for them and most charities dealing with neurological conditions have support for spouses, family and carers, some more specific than others. Try Googling for your 'cared for person's' condition for more information.

Benefits and financial support if you're caring for someone, including benefits & financial support, Carer's allowance, Universal credit and Pension credit.

w: [Benefits and financial support if you're caring for somebody – GOV.UK \(www.gov.uk\)](https://www.gov.uk)



Action for Family Carers provides information, advice, support and respite for carers of all ages in Essex including as Essex County Council's commissioned provider of adult carer information, peer support, coaching and counselling in West and North-East Essex (working in partnership with Essex Carers Support), Young Carer Clubs in 8 locations across Essex, Young Carer support in schools in West, Mid and North-East Essex, whole family support in Chelmsford, plus respite breaks for carers provided in the form of Activity Groups for people with dementia in West Essex and Day Care for vulnerable older people in Maldon. **Status: Essex-based Charity**

w: [Adult Carers | Action for family carers \(affc.org.uk\)](https://affc.org.uk) t: 03007 708 090 e: info@affc.org.uk



Action for families also runs a befriending service. A Carer can sometimes feel lonely. You might become more isolated because other people don't understand your responsibilities or an increase in your caring role has led to you stopping doing some of the activities you used to enjoy with others. Befrienders are volunteers who can help you feel less lonely by offering regular chats over the phone. Our befriending volunteers can provide you with companionship and understanding. You will have the chance to chat over the phone with somebody regularly or just when you need some extra contact. **Status: Charity**

w: <https://affc.org.uk/services/adult-carers/befriending/> t: 03007 708 090 e: info@affc.org.uk



Carers Trust works to transform the lives of unpaid carers. It partners with its network of local carer organisations to provide funding and support, deliver innovative and evidence-based programmes and raise awareness and influence policy. Carers Trust's vision is that unpaid carers are heard and valued, with access to support, advice and resources to enable them to live fulfilled lives.

w: <https://carers.org> t: 0300 772 9600 e: info@carers.org **Status: Charity**



Our mission is to make life better for unpaid carers. We provide high-quality information about caring, help carers connect with each other, campaign for lasting change and use innovation to help improve services.

w: carersuk.org t: 0808 808 7777 e: advice@carersuk.org **Status: Charity**



Carers Connect is Carers UK's supportive online forum, where you can talk with current & former unpaid family carers about anything related to caring. Our community is here for you to connect with other carers, support each other and signpost each other to relevant information, advice and support.

w: [Carers Connect - The Carers UK online community](#) Status: Charity



Essex Carers Network and **Essex Carers Support**

A registered charity dedicated to helping unpaid carers get the best from life. Need the support of other carers? Join the online Cuppas chat sessions or see their Facebook page. Or watch one of their training sessions. Status: Charity

w: [Home | Essex Carers Support](#) t: 01255 474 410 e: advice@carersuk.org

Essex County Council Adult Social Care includes social care help, advice on disabilities and health conditions, Blue Badge, paying for care and support for carers

w: www.essex.gov.uk/topic/adult-social-care-and-health

t: 0345 603 7630 e: socialcaredirect@essex.gov.uk

Support of Carers - Information, support and guidance for people who look after someone. Your role, your rights, training & advice, financial advice, support, legal affairs, young carers.

w: [Support for carers | Essex County Council](#)



Headway is the UK-Wide charity that works to improve life after brain injury by providing vital support and information services. It aims to promote understanding of all aspects of brain injury and provide information, support and services to survivors, their families and carers. Headway's Health Unlocked community provides a place where people can share their experiences of brain injury. There are a number of other online resources for carers, which provide information and forums to discuss your situation with others. Status: Charity

w: [Carer support groups | Headway](#) t: 08088 002 244 e: enquiries@headway.org.uk



Learn how to manage your own wellbeing while caring for someone else. Get information and tips on looking after your mental health and finding support. Seeking help is often the first step towards getting well and staying well. But sometimes it can be hard to know how to start or where you can turn to. It's common to feel unsure, and to wonder

whether you should try to handle things on your own. However, there are organisations who could help make things easier and offer you extra support.

w: [Where to find support for carers - Mind](#) Status: Charity & Registered Company

t: 0208 215 2243 e: supporterrelations@mind.org.uk



At St Luke's Hospice we recognise and appreciate the support and care that family members and friends provide to someone living with a life-limiting condition. This can lead to increased strain, stress and worries on the carer, who may not know where to turn to access help for themselves.

A wide range of practical advice, financial advice, training and emotional support can be provided, as well as ways to look after yourself whilst in your carer's role. We also offer a variety of support groups – both virtual (online) and face to face. We want every carer to have the opportunity to access support. Status: Charity

w: [St. Luke's Hospice's Carers Support \(stlukeshospice.com\)](http://St.Luke'sHospice'sCarersSupport(stlukeshospice.com)) t: 01268 524973

e: carers@stlukeshospice.co.uk



SCAFT aims to relieve the social, emotional, mental, physical and educational needs of carers and their families in the county of Essex through the provision of support, person and group centred interventions, advice, guidance and sign posting to other services as appropriate. Status: Charity

w: [SCAFT – Supporting Carers and Families Together](#) t: 01268 741 811 e: info@scaft.org.uk

Health of Unpaid Carers

There is mounting evidence that unpaid caring should be considered a social determinant of health. Carers experience poor physical and mental health, struggle to access services and are at risk of financial hardship. More robust evidence is needed to identify if there are unique consequences for those people caring for older adults and how best to support them.

See: Public Health England Report under Reports and Fact Sheets section

Support for Paid Carers & Personal Assistants

Paid carers are those paid as part of a contract for a private carer or personal assistant, either directly or through an agency and may live-in or visit regularly. They support people who need regular care from a personal assistant on a one-to-one basis.

Support for Black, Asian and Minority Ethnic Carers – a good practice briefing by **Carers UK**.

w: [cuk-black-asian-and-minority-ethnic-carers-good-practice-briefing.pdf \(carersuk.org\)](#)

Benefits and financial support if you're caring for someone, including benefits & financial support, Carer's allowance, Universal credit and Pension credit.

Benefits and financial support if you're caring for somebody – GOV.UK (www.gov.uk)

[Benefits and financial support if you're caring for someone - GOV.UK \(www.gov.uk\)](#)



Learn how to manage your own wellbeing while caring for someone else. Get information and tips on looking after your mental health and finding support. Seeking help is often the first step towards getting well and staying well. But sometimes it can be hard to know how to start or where you can turn to. It's common to feel unsure, and to wonder

whether you should try to handle things on your own. However, there are organisations who could help make things easier and offer you extra support.

w: [Where to find support for carers - Mind](#) **Status: Charity & Registered Company**

t: 0208 215 2243 e: supporterrelations@mind.org.uk



Working closely with Local Authorities and Carer Support Organisations across the UK, we provide free online support to unpaid carers. Our enhanced services with our partners also include free support calls and coaching programmes with our carer support team.

We are commissioned by Essex County Council, so enhanced services are offered through them.

Status: Registered Company

w: <https://www.mobiliseonline.co.uk> e: info@mobiliseonline.co.uk

Support of Carers - Information, support and guidance for people who look after someone. Your role, your rights, training & advice, financial advice, support, legal affairs, young carers.

w: [Support for carers | Essex County Council](#)

Support & Benefits for Carers – An NHS webpage about Carer's assessments, Carers' breaks and respite care, Benefits for carers, Help for young carers, Being a young carer - your rights.

w: [Support and benefits for carers - Social care and support guide - NHS \(www.nhs.uk\)](#)

Support for Young Carers

There are over 175,000 young carers aged 5 – 18yrs in the UK and it is estimated that there are 10,000 young carers in Essex, some as young as 5 years of age. Young carers are often in particular need of support.

The **Supporting Carers in General Practice elearning programme** includes a section about young carers – see entry under Further Information.

Support & Benefits for Carers – An NHS webpage about Carer's assessments, Carers' breaks and respite care, Benefits for carers, Help for young carers, Being a young carer - your rights.

w: [Support and benefits for carers - Social care and support guide - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Essex County Council Support of Carers - Information, support and guidance for people who look after someone. Your role, your rights, training & advice, financial advice, support, legal affairs, young carers.

w: [Support for carers | Essex County Council](http://www.essex.gov.uk)



Sidekick is an anonymous and confidential helpline, run by Action for Children, for young carers aged 13 to 18 who are looking after someone at home. Text or email us about anything that's bothering you and get support from friendly coaches. We protect and support children and young people, providing practical and emotional care and support, ensuring their voices are heard, and campaigning to bring lasting improvements to their lives. **Status: Charity & Company limited by guarantee**

w: <http://sidekick.actionforchildren.org.uk> t: 07888 868 059

e: sidekick@actionforchildren.org.uk

Support for Young Carers

w: [Help for young carers - Social care and support guide - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Carers First

Carers First, commissioned by Essex CC, provides support across Mid and South Essex, working directly with, and for, young & adult carers, providing personalised information & tailored support in the way that suits them, helping them find balance, and to live their lives to the fullest - today, and for years to come.

Status: Charity & Company limited by guarantee

w: <https://carersfirst.org.uk>

t: 0300 303 1555

e: hello@carersfirst.org.uk



Action for Family Carers provides information, advice, support and respite for young & adult carers in Essex and is commissioned by Essex County Council as a provider of adult carer information, peer support, coaching and counselling in West and North-East Essex (working in partnership with Essex Carers Support), Young Carer Clubs in 8 locations across Essex, Young Carer support in schools in West, Mid and North-East Essex, whole family support in Chelmsford, plus respite breaks for carers provided in the

form of Activity Groups for people with dementia in West Essex, and Day Care for vulnerable older people in Maldon. **Status: Essex-based Charity**

w: [Adult Carers | Action for family carers \(affc.org.uk\)](http://affc.org.uk) t: 03007 708 090 e: info@affc.org.uk

The Children's Society

Are you caring for someone and need to talk to someone? Young carer projects can offer advice, connect you with other young carers and arrange breaks from your caring responsibilities.

Our 'Include' service helps young carers, families and those who work with young carers.

We want you to be healthy, happy and focused on the future. We know caring for someone can be difficult, but you need to make time for yourself as well.

We can help you understand your rights as a young carer, introduce you to other young carers, advise you on different ways into education and employment. If you are a professional looking for advice, we also have resources to help you to support young carers.

Status : Charity

w: <https://www.childrenssociety.org.uk/> t: 0300 303 7000 or 01962 711511 e: [online](http://www.childrenssociety.org.uk/)



Kool Carers South East Ltd Young carers will be provided with a safe environment, to gain professional support, whilst having the opportunity to participate in tailored group activities, where they can develop life-skills, gain new knowledge, attend therapeutic interventions and respite opportunities. **Kool Carers** will work in partnership with young carers, their families and professionals in-order to safeguard, protect and secure positive outcomes for young carers. **Status: Charity**

w: [Kool Carers – Charity Number: 1179010](http://www.koolcarers.co.uk) t: 01268 555935 e: Contact@KoolCarers.co.uk



SCAFT aims to relieve the social, emotional, mental, physical and educational needs of carers and their families in the county of Essex through the provision of support, person and group centred interventions, advice, guidance and sign posting to other services as appropriate. **Status: Charity**

w: [SCAFT – Supporting Carers and Families Together](#) t: 01268 741 811 e: info@scaft.org.uk

Young Carers Action Day is celebrated annually in March - a nationwide event organised by the Carers Trust and network partners such as Action for Family Carers. It aims to raise awareness of the importance of young carers across the country.

w: [Young Carers Action Day](#) **Status: Charity & Company limited by guarantee**

Further Information

Number of Carers in Essex

In NHS Suffolk and North East Essex Integrated Care Board area there are 32,826 carers.

In NHS Mid and South Essex Integrated Care Board area there are 40,000 carers.

In NHS Hertfordshire and West Essex Integrated Care Board area there are 51,235 carers.

It is estimated that there are 10,000 Young Carers in Essex, some as young as 5 years of age.

Most of them will become patients too, after looking after someone!

National Economic Effect of Carers

Unpaid carers in England and Wales contribute a staggering £445 million to the economy every day – £162 billion per year. The value of unpaid care is equivalent to a second NHS in England & Wales, which in 2020/21 received an estimated £164 billion in funding.

Health of Unpaid Carers

There is mounting evidence that unpaid caring should be considered a social determinant of health. Carers experience poor physical and mental health, struggle to access services and are at risk of financial hardship. More robust evidence is needed to identify if there are unique consequences for those people caring for older adults and how best to support them.

See: [Public Health England Report under Reports and Fact Sheets section](#)

Carers Passports

A Carer Passport is a record that identifies a carer in some way and sets out an offer of support, services or other benefits in response. A Carer Passport helps carers to be identified, recognised and supported as part of the day-to-day life of an organisation or community.

At Carers UK, we have been working in partnership with Carers Trust, with funding from the Department of Health and Social Care, on a project designed to help local areas introduce Carer Passports in five key settings: hospitals, employment, community, education & mental health trusts.

See: [Home | Carer Passport Schemes](#)

You can also watch these videos explaining the Carer Passport Scheme:

[What is a Carer Passport? \(youtube.com\)](#)

[Carer Passport in Hospitals \(youtube.com\)](#)

[Carer Passport in your Workplace \(youtube.com\)](#)

The Zarit Burden Interview, also known as the Zarit Scale of Caregiver Burden, is a widely used instrument for assessing the burden experienced by caregivers of older persons with dementia and other types of disability.

w: [ZBI - Zarit Burden Interview \(mapi-trust.org\)](#)



Department
of Health

Dept of Health & Social Care

The Care Act and **Making Sure the Care Act Works** – two EasyRead booklets written by the Government.

w: [Care Act easyread.pdf \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

w: [Making Sure the Care Act Works EASY READ.pdf \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

Supporting Carers in General Practice

Online learning for primary healthcare workers who support carers in the community

Supporting Carers



In General Practice

The **Supporting Carers in General Practice elearning programme** has been developed for primary care professionals, to help them to support people who care for others. It has been developed by the Royal College of General Practitioners, in partnership with the Princess Royal Trust for Carers and with support from The Children's Society. The programme contains six elearning sessions:

- Supporting those who provide care for other people
- Identifying carers
- Organising your practice to support carers
- Supporting young carers
- Support for older people and their carers
- Supporting the carers of people with challenging problems

w: [Supporting Carers in General Practice - elearning for healthcare \(e-lfh.org.uk\)](https://e-lfh.org.uk)

Why it matters that GPs support Carers

A carer is someone who provides support to a partner, child, relative, friend or neighbour who could not manage without this help. This could be due to age, physical or mental illness, addiction or disability. Carers underpin our social care system within the UK. With an ageing population, the role of the carer is ever more vital to our society. However, although many carers enjoy their caring role and want to continue caring, there is evidence to suggest that they suffer physical, psychological and social consequences as a result of their caring role.

It is extremely important that GPs are aware of the issues these patients have to cope with and provide appropriate support. On any GP practice patient list, approximately 12% of general practice patients, or 1:10 people, is a carer, with 22% of those carers performing caring duties for more than 50 hours every week.

Carers are more likely to have seen their GP recently than any other support professional. It is vital for GPs within primary care teams to know how to identify and support carers in order to maintain the health of the carer, and to preserve the care giving situation.

Every GP surgery has a multidisciplinary team, working alongside GPs, which include social prescribing link workers (SPLWs), pharmacy staff, nurses, health and wellbeing coaches, surgery administrative staff and care co-ordinators who identify and support all carers in their practice. Sometimes a **Care Co-ordinator** is shared between several GP practices, but they play a crucial role within a Primary Care Network (PCN).

Care Coordinators potentially provide extra time, capacity and expertise to support patients in preparing for or in following-up clinical conversations they have with primary care professionals. They work with patients to develop an integrated personalised care and support plan with a strong focus on prevention, based on what matters to the patient.

The **Workforce developmental framework for care co-ordinators** provides guidance for care co-ordinators in the NHS and those employing them. It sets out professional standards and competencies, gives guidance on supervision, training, and continuous professional development.

w: [NHS England](https://www.nhs.uk) » [Workforce development framework for care co-ordinators](https://www.nhs.uk)



The Care Act 2014 came into effect from 1 April 2015 and is all about adults with care and support needs and those who care for them. It aims to ensure the wellbeing of people in need of care and support services, and also aims to bring about the personalisation of care services, putting the person at the centre of the process.

w: [The Care Act: What changed in 2015? | Age UK](#)

The **Care Act 2014** is a law that reforms the social care system in England. It sets out the duties and responsibilities of local authorities in relation to assessing people's needs and their eligibility for publicly funded care and support. It also supports the personalisation of care services, putting the person at the centre of the process. The Act also created the first ever entitlement to support for carers.

The Care Act 2014 gives unpaid carers over the age of 18 in England the right to support from their local authority. It gives carers as much right to support as the people they care for.

Care and Support Statutory Guidance (This guidance is currently under review)

w: [Care and support statutory guidance - GOV.UK \(www.gov.uk\)](#)

Care Co-ordinators

Care co-ordinators help to co-ordinate and navigate care across the health and care system, helping people make the right connections, with the right teams at the right time. They can support people to become more active in their own health and care and are skilled in assessing people's changing needs. Care co-ordinators are effective in bringing together multidisciplinary teams to support people's complex health and care needs.

They can be an effective intervention in supporting people to stay well, particularly those with long term conditions, multiple long-term conditions, and people living with or at risk of frailty. They may work in nursing care facilities, speciality care centres, clinics, dental offices, physicians' offices and hospitals. Their duties and responsibilities vary widely depending on the medical facility in which they work.

A Care Coordinator, or Patient Care Coordinator works with both patients and Healthcare Professionals to ensure seamless, organised and effective care. Their primary duties include rearranging care plans when problems arise, visiting patients to monitor the care provided and working with the care team to assess the treatment.

Care co-ordinators - Resources to support and embed care co-ordinators

w: [NHS England » Care co-ordinators](#)

Reports & Fact Sheets

See online: 'Carers' employment rights today, tomorrow and in the future' 2023

w: [carers-uk-crd-employment-report-2023_final.pdf \(carerstogether.co.uk\)](#)

See online: Healthwatch Essex Report

'Support and help for people who care for others in West Essex'

November 2022 - February 2023

w: [Support and help for people who care for others in West Essex – Healthwatch Essex](#)

See online: 'State of Caring 2023 - The impact of caring on health' Nov 2023

w: [soc23-health-report_web.pdf \(carerstogether.co.uk\)](#)

**Caring as a social determinant of health
Findings from a rapid review of reviews and analysis of the GP Patient Survey
Public Health England March 2021**

w: [Caring as a social determinant report.pdf \(publishing.service.gov.uk\)](#)

See online: Healthwatch Essex Report June 2016
w: [Carers-said-report.pdf \(healthwatchessex.org.uk\)](#)

**See online: Dept of Health Report 2011
'Working for personalised care'**
w: [Working for personalised care: a framework for supporting personal assistants working in adult social care - GOV.UK \(www.gov.uk\)](#)

Government Fact Sheets Nos 1 - 13 Fact sheets about carers, linked to the Care Act 2014
w: [Care Act factsheets - GOV.UK \(www.gov.uk\)](#)



Care Co-ordination - improving care for people with long term conditions
Information sheet 3 - an 'at a glance' guide for healthcare professionals 2011.
w: [dh_124050.pdf \(publishing.service.gov.uk\)](#)