

## Carers Declaration

At **Oakley Health Group** we are committed to identifying and supporting carers according to the requirements of the Care Quality Commission and as evidenced against the NHS England quality markers for general practice.

Quality marker	How achieved
<div style="background-color: #4b1d3d; color: white; padding: 5px; border-radius: 10px; display: inline-block;">                     identification and registration                 </div>	OHG keeps a register of identified Carers within the clinical system.
	Carers section on registration form.
	Form available on front desk all three sites and website to enable carers of all ages to request being put on the carers register.
	Alert system in place – Clinical system warnings box includes a ‘Patient is a carer’ prompt.
	Named Carer’s champion.
<div style="background-color: #0070c0; color: white; padding: 5px; border-radius: 10px; display: inline-block;">                     holistic support                 </div>	OHG supports carers to maintain their physical and emotional health. <ul style="list-style-type: none"> <li>All Carers encouraged to have the flu vaccination.</li> <li>All carers between ages of 40-74 not on disease registers invited in for NHS health check.</li> <li>Long Term Conditions annual health reviews are monitored by care coordinators.</li> </ul>
	The practice is aware of local carer support services.
	Carers can be referred to the social prescriber.
	Carers, including young carers are advised of their right to request a carer’s assessment.
<div style="background-color: #808080; color: white; padding: 5px; border-radius: 10px; display: inline-block;">                     in-practice support                 </div>	Dr Fiona Salkeld is the GP strategic lead for Carers.
	OHG knows how to refer carers to the local carer support organisation. Signposts to Carer support organisation and patient then self refers.

	Designated Carers Champion.
	Communication via website and social media regarding activities and helpful meetings/resources for carers.
Appointments and access	Practice offers contact via a total triage system, Anima and telephone appointments.
	Carers can order repeat prescriptions online.
	Clinicians (eg ICT ) will visit carers who are unwell , if they are unable to leave the person they care for.
	Vaccinations such as Covid boosters can be offered at home if carer unable to leave the person they care for.
information, involvement and communication	OHG provides up to date information to carers (including those not currently identified) and clearly displays this on notice boards across 3 sites
	OHG uses digital and social media to communicate with carers of all ages.
	Information for carers is provided in the practice, on the website and in newsletters
	Posters and leaflets available aimed at different ages
	Carers Information booklet available and provided.
awareness and culture	All staff receive carer awareness training
	Adult carers are represented in the virtual PPG
<b>How did the practice involve carers in this declaration?</b>	All Coded carers were sent an SMS message in Feb 2024 asking them if they were still carers to ensure our register is as up to date as possible. Carers are sent resources such as Carers week and State of Caring Carers survey links. Waiting room screens have information encouraging carers to identify themselves.

NAME:.....Louise Cook, Carers Champion.

DATE:...03.07.24.....