

Identification of Carers Policy

Version	Edited by	Date issued	Next review date
0001	Rebecca Ellery-Ash / Jade Topham	10.10.2025	10.10.2026

Position	Named individual
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1 Introduction

1.1 Policy statement

The purpose of this document is to detail the procedures that University Health Service has implemented to identify and record carers. It is the responsibility of all staff to give accurate, relevant information to those individuals identified as carers while also recognising and signposting those individuals who are providing a service but who are not registered as a carer.

1.2 Status

In accordance with the [Equality Act 2010](#), we have considered how provisions within this policy might impact on different groups and individuals. This document and any procedures contained within it are non-contractual, which means they may be modified or withdrawn at any time. They apply to all employees and contractors working for the organisation.

2 Policy

2.1 Who are carers

[CQC GP mythbuster 44: Caring for carers](#) explains that a carer is a person of any age (including children) who provides unpaid support to a partner, relative, friend or neighbour who could not cope without their help. This could be due to old age, frailty, disability, a serious health condition, mental ill health or substance misuse. Parents of children who are disabled or who have a serious health condition are also considered to be carers.

There is a difference between a carer and care professionals who are paid to provide care. Some carers receive statutory payments or a direct payment for their caring role. Even when carers do not receive such payments, they are still considered to be carers.

Many carers may not identify themselves as a carer. Instead, they see themselves as someone's partner, relative or friend who is simply 'doing their best' to help someone they care about. For this reason, asking 'do you look after someone?' can be a more effective opening question than 'are you a carer?'

2.2 Significance of identifying carers

This organisation will use the [NHS England Carers toolkit](#) which provides detailed guidance on how the organisation can identify and support the wellbeing of carers and their family. Furthermore, by effectively identifying and appropriately supporting carers, this organisation can make sure carers are able to lead a positive life outside their caring role.

2.3 Mechanisms for identifying carers

This organisation uses two methods to identify carers – self-identification and organisational identification. Self-identification is reliant on individuals informing staff that they are carers.

Organisational identification uses the following methods to raise awareness of the support available to individuals:

- Displaying posters in the waiting room and clinical areas
- Including a carer section on new patient registration forms
- Promoting carer information on the organisation website and other social media
- When an individual is collecting a prescription on behalf of someone else
- During a discussion with a patient in consultation or other opportune times

All staff have a responsibility to try to identify, support and signpost carers.

2.4 Recording carer details

Staff are to ensure that carers are correctly coded on the clinical system using SNOMED CT code: Carer (SCTID: 133932002). Furthermore, individuals identified as carers will be added to the carers' register and an alert added to the clinical system to ensure whole team awareness.

2.5 Support to carers

To ensure carers are identified and supported effectively, this organisation will adhere to the NHS England [Supporting carers in general practice: a framework of quality markers](#).

2.6 Carers champion

There is a nominated Carers Champion at this organisation and it is their responsibility to take the lead on all carer-related matters, providing advice and direction to staff and patients as required.

2.7 Additional resources for carers

Additional services and agencies to which carers can be signposted are:

- [Carers UK](#)
- [Carers Trust](#)
- [Age UK](#)
- [Healthwatch](#)

Further support is also available from <https://unpaidcarerssupport.org.uk/>.

Annex A – Example of a carer’s identification form

By identifying yourself as a carer, we will update your medical record and signpost you to relevant support services. If you consent, we will also refer you to Unpaid Carers Support for an assessment; they will identify your needs and provide further support to you as a carer.

Carer’s details:			
Forename		Surname	
Date of birth		NHS number	
Address		County	
Town or City		Postcode	
Telephone		Email	
Mobile		Ethnicity	
Details about the person you care for:			
Forename		Surname	
Date of birth		NHS number	
Address		County	
Town or city		Postcode	
Telephone		GP and practice	
Details about the care you provide:			
The person I care for has given consent for their details to be passed on			Y/N
I consent to you referring me to Unpaid Carers Support Southampton for an assessment.			Y/N
Signature			
Date			

Please return the completed form to reception.