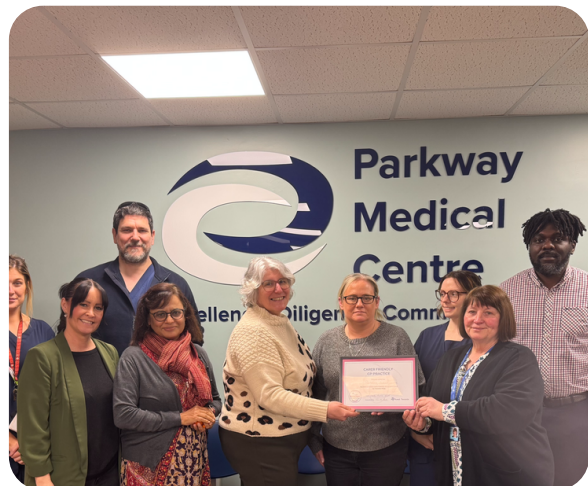


Carer Friendly GP Practice South Tees

Support and Resource Pack



**WE CARE
YOU CARE.**



**mind
Teesside**

Contents

This toolkit and resource pack is to support you in maintaining and building a carer friendly approach. You'll find resources to help you promote your carer friendly status once you've achieved it, along with practical tools to support unpaid carers in your practice, all in one place.

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Congratulations

Congratulations on engaging with the NHS Care Quality Framework and on working towards becoming a **Carer-Friendly GP Practice** in South Tees.

This reflects the genuine care and commitment the practice has shown to supporting unpaid carers in the community.

We know how much time, thought, and effort goes into making these changes from identifying hidden carers to improving access and supporting your own staff. It really does make a difference. Because of what you're doing, carers are more likely to feel seen, understood, and supported in looking after both their own wellbeing and the people they care for.

As part of your progress, your practice will:

- Appoint **Carer Ambassadors** to champion carer awareness and support
- Identify **hidden carers** and encourage self-identification
- Promote your carer-friendly status through your website, materials, and engagement
- Improve access for carers through **flexible appointments and tailored health checks**
- Access carer awareness **staff training**
- Support employees in the practice who have caring responsibilities outside of work.

Carer-friendly status is an ongoing journey and reviewed by the practice annually. It's about continuing to build on a firm foundation and embedding this knowledge and support.

Many thanks

Susan Lee, Primary Care Co-ordinator at Teesside Mind and
Melanie Kendall, Project Lead at We Care You Care



Promotional Resources

You Are Not Alone Video

This video is ideal for waiting or reception areas and helps raise awareness of carers. It offers an overview of what it means to be a carer and what the role can involve, helping more people to recognise themselves as carers and seek the support they may need.

<https://www.youtube.com/watch?v=p2VwoBILjOM&t=222s>

Email Signature

Add to staff email signatures to promote your carer friendly status once you've submitted the evidence and received confirmation of your success.



**WE ARE PROUD TO BE AN ACCREDITED
CARER FRIENDLY GP PRACTICE**

**SUPPORTING CARERS OF ALL AGES AS PART OF THE SOUTH TEES
CARERS STRATEGY**





Resources to Support Carers

GP Surgery Carer Registration Form

Make it easier for patients to tell your practice they are an unpaid carer, helping you identify hidden carers and provide the right support.

To download the form scan the QR code



Or visit

<https://wecareyoucare.info/info-advice/your-gp-surgery>

Informing Your GP Surgery if You Look After Somebody **WE CARE YOU CARE.**

If you are a child or adult who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without your support, you are a carer.

Please complete this form and hand it, or send it to your GP surgery, who will record in your notes that you are a carer. This can help your surgery provide you with arranging repeat prescriptions, Flu immunisation, annual health checks and arranging appointments which fit in with your caring role.

About me (carer)	
My GP surgery	
My NHS number (if known)	
My full name	
My D.O.B	
My address	
My contact phone number	
My relationship to person cared for	

Person cared-for	
Only complete this section if you are both at the same GP surgery.	
Full name	
D.O.B	
Address	
Phone number	

For information and self-signposting to local support visit www.wecareyoucare.info

Carer Guide

A useful, easy-to-read guide that helps carers understand the support available to them, access local services, and look after their own wellbeing while caring for someone else. It includes information on Carers' assessments, local support services, carers' rights and financial support

To download the guide scan the QR code or visit

<https://wecareyoucare.info/professionals/resources/carers-guide>



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Does someone rely on you for care and support? Do you provide...

- Practical support
- Emotional support
- Personal care
- Physical help
- Help with medication
- Help with finances

...did you know you are a carer?

For lots of useful information and resources visit:

www.wecareyoucare.info

Connect to FREE local support today!

Carers Together - A charity dedicated to unpaid carers.
☎ 01642 488977

Teesside Mind - Emotional & practical support for carers and families.
☎ 01642 257020

The Junction - Young Carers and Young Adult Carers Support (under 18 years and up to 25 years).
☎ 01642 756000

WE CARE YOU CARE.



Carer Support Services Information Poster to display in your GP Practice (see page 12)

Dementia Care Resources

Dementia Carer Guide

The guide provides clear and accessible information for carers of people living with dementia, offering practical advice, signposting to support services, and information to help carers feel informed and supported in their role.



To download copy of the guide scan the QR code or visit

<https://wecareyoucare.info/am-i-a-carer/looking-after-someone-with-dementia>

Herbert Protocol

A national scheme used by Cleveland Police to support people living with dementia who may go missing. Completing the form in advance helps reduce delays and stress in an emergency.



To download the form scan the QR code or visit

<https://wecareyoucare.info/professionals/resources/herbert-protocol-form>

Age UK Teesside Dementia Advice Service (DAS)

A free support service for people living with dementia or Alzheimer's disease, their carers, family members, and professionals involved in their care. The service can help with:

- Advice and information about dementia
- One-to-one support from dementia advisors
- Support for family carers
- Welfare benefits guidance
- Information about Lasting Power of Attorney and deputyship
- Group activities and support groups
- Signposting or referrals to other organisations when additional help is needed.

For more information call: 01642 805500

Dementia Action Teesside

For **carers and family members**, Dementia Action Teesside focuses on helping both the person with dementia and those who support them. They offer Dementia information sessions, music and social activities as well as information and signposting.

For more information call: 07544 859 951, email: info@dementiaactionteesside.org or visit: www.dementiaactionteesside.org

Local Carer Support Services

Organisation	Info	Contact Details
Carers Together	Support for carers aged 18+	01642 488977 info@carerstogogether-rc.org.uk www.carerstogogether.co.uk
Next Steps Transition Service (The Junction Foundation & Carers Together)	Support for carers aged 15–25	01642 756000 info@thejunctionfoundation.com www.thejunctionfoundation.com
The Junction Foundation	Support for young carers aged 5–16	01642 756000 info@thejunctionfoundation.com www.thejunctionfoundation.com
Teesside Mind Carers Service	Support for carers aged 18+	01642 257020 carers@teessidemind.org.uk www.teessidemind.org.uk
Teesside Mind Dementia Advisory Outreach Service (DAOS)	For people living with dementia and their carers	01642 257020 daos@teessidemind.org.uk
Middlesbrough Council Access Team	Carers aged 18+	01642 065070
Redcar & Cleveland Access Team	Carers aged 18+	01642 771500
We Care You Care	Info for all carers	www.wecareyoucare.info
Mobilise	Online peer community	www.mobiliseonline.co.uk

Other Useful Information

Safe Haven – Teesside Mind

Safe Haven provides practical, compassionate out-of-hours support for people experiencing severe mental health distress. It offers a safe and welcoming space for those who may feel they have reached a crisis point and don't know where to turn. A dedicated team is available during evenings and weekends, providing both practical and emotional support.

For more information call 01642 989077 or email safehaven@teessidemind.org

People First

Independent advocacy service for people living in South Tees. This service works independently from all health and social care services.

For more information call: 0300 303 8037 or visit www.wearepeoplefirst.co.uk

Healthwatch South Tees

(Middlesbrough and Redcar & Cleveland)

Supports people to find the right health and social care services for them and makes sure their views and experiences are heard.

For more information call: 0800 989 0080 or visit www.healthwatchmiddlesbrough.co.uk | www.healthwatchredcarandcleveland.co.uk

Dates for the Diary

Carers Rights Day 2026

Thursday 19 November 2026 | Theme: 'Know Your Rights, Use Your Rights'

Carers Week 2027

Monday 7 June - Sunday 13 2027 | Theme: 'Building Carer Friendly Communities'

Carers Rights Day 2027

Thursday 18 November 2027

Supporting Working Carers in Your GP Practice

Many GP staff also have caring responsibilities outside of work. Supporting them doesn't need to be complicated or costly, but it does require awareness and openness.

Good Practice Includes:

- Encouraging staff to identify as carers
- Creating a workplace where staff feel comfortable sharing their situation
- Offering flexible working arrangements or job sharing
- Promoting Carer's Leave (up to 5 days unpaid per year pro rata)
- Introducing the NHS Carer's Workplace Passport scheme - to find out more visit www.carerspassports.uk/hospitals/resources/
- Ensuring policies reflect support for carers

Balancing work and caring can be extremely challenging. Small adjustments can make a significant difference.

Additional Actions

- Signpost staff to local carer support services
- Develop peer support or informal networks
- Use the Staff Carer Survey (see page 10) to identify staff who may need support



Staff Survey (Insert name of surgery) pride ourselves in supporting staff who have unpaid caring responsibilities outside of work.

As part of our commitment to being a **'Carer Friendly GP Practice'**, we use the following survey to identify staff with unpaid caring responsibilities who may require support. **Am I a Carer?** A carer is anyone, including children and adults, who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. 1. Do you provide unpaid carer for a loved one, family member or a friend?

Yes	No
-----	----

If you answered YES to question, please answer the questions below:

2. As an unpaid carer are you aware of what support is available from your employer?

Yes	No

3. Are you aware of Support Services that are available to Carers from the following agencies or receive support from the agencies below?

Organisation	Yes	No	Receiving Support	Comments
Teesside Mind Carers Support and Outreach Service				
Carers Together (South Tees)				
The Junction Foundation				
CitizensAdvice, Social Services, GP				

The Carers Leave Act came into force on 6th April 2024. This new Act gives unpaid carers in paid employment the legal right to five days of unpaid carers leave. Requests will be carefully considered, however cannot be guaranteed.

Thinking about your caring role, do you feel that you need additional support from your manager?

As you are a carer, would you be happy to inform your manager? If so, please sign below to give consent

Signed.....

All information contained in this survey will remain confidential.

Informing Your GP Surgery if You Look After Somebody

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YOU CARE.**

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Please complete this form and hand it, or send it to your GP surgery, who will record in your notes that you are a carer. **This can help your surgery provide you with arranging repeat prescriptions, Flu immunisation, annual health checks and arranging appointments which fit in with your caring role.**

About me (carer)

My GP surgery	
My NHS number (if known)	
My full name	
My D.O.B	
My address	
My contact phone number	
My relationship to person cared for	

Person cared-for

Only complete this section if you are both at the same GP surgery.

Full name	
D.O.B	
Address	
Phone number	

For information and self-signposting to local support visit
www.wecareyoucare.info



Does someone rely on you for care and support? Do you provide...

- Practical support
- Emotional support
- Personal care
- Physical help
- Help with medication
- Help with finances

...did you know you are a carer?

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Teesside Mind - Emotional & practical support for carers and families.

☎ **01642 257020**

The Junction - Young Carers and Young Adult Carers Support (under 18 years and up to 25 years).

☎ **01642 756000**

**WE CARE
YOU CARE.**



We Care You Care



Information on all the resources found in this pack can be found on the We Care You Care website.

Carers and professionals can also receive regular ebulletins covering everything relevant to unpaid carers across Middlesbrough and Redcar and Cleveland.

www.wecareyoucare.info

**WE CARE
YOU CARE.**



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