



The Ross Practice

Help for Carers

It is important to let us know if you are a Carer for one of our patients.

Sometimes when people are looking after someone they can get tired or frustrated and would like to know that there is someone outside the family who might understand and can help them. If we know that you are a main carer, we can offer you that help.

We know that caring for someone is an important and valuable role in the community. We also believe carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

Not only can we take greater care of you, but we also need to know who is supporting our patients. The information you give us will be added to the notes of the person you are caring for, so we can contact you quickly in an emergency or if we have any other concerns. Also if you have concerns we know we can talk to you, as their main carer, with their permission.

As a Carer, you are also entitled to have your needs assessed by Adult Care Services. A Carer's Assessment is a chance to talk about your needs as a Carer and the possible ways help could be given. It also looks at the needs of the person you care for. This could be done separately, or together, depending on the situation. There is no charge for an assessment.

If you are a carer, this is an opportunity to let the Practice know so that we can update our records and pass on your details to the Carers Service who can provide relevant information and advice, local support services, newsletters and telephone link line. We can also refer you to Adult Care Services for a carer's assessment.

To notify us that you are supporting one of our patients, please call the surgery and speak to the Practice Manager.