



Do You Look After Someone?

Then you are a Carer. A carer is anyone who cares, **unpaid**, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. **Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age.**

Carers are extremely important to the NHS and society in general, however, too often carers do not receive the recognition and support they need and deserve.

The Surrey NHS Carers Prescription

The Carer's Prescription is a secure online referral mechanism which allows doctors, health and social care professionals including those who work in the voluntary sector and district and borough council staff to support carers they come into contact with by referring them to a range of support services available across Surrey. The support provided can be to the carer directly, or to the person being cared for. The purpose is to help support the health and wellbeing of the carer and improve the balance between their caring roles and their life away (alongside) from caring.

The following are the services available through the Carer's Prescription:-

- **Carer's Information including Surrey Digital Offer where email is provided**
- **Adult Carer's Support** - Action for Carers Surrey provide advice, information, support and advocacy to carers across Surrey.
- **Young Carer's Support** – Action for Carers Surrey host the Surrey Young Carer's Service which provides support for children and young people aged 5-24 years who look after someone.
- **Moving & Handling** – Action for Carers Surrey in partnership with White Lodge Centre provide specialist information, advice and training for those who undertake moving and handling as part of their caring role.
- **Carer's Assessment** - The assessment is an opportunity to discuss with a social care practitioner what support or services a Carer needs. The assessment will look at how caring affects the Carer's life, including for example, physical, mental and emotional needs, and whether they are able or willing to carry on caring. This is a Surrey County Council service.
- **Crossroads Care Surrey** provides a flexible home-based care service for carers looking after family or friends. This includes free unlimited service for those caring for a loved one with a life limiting illness during the last year of their life. A palliative care trained Carer Support Worker will take over the caring role to give the unpaid Carer regular breaks.
- **Alzheimer's Society** provides free support and advice for Carers who care for people with dementia.
- **Community Practitioner Alliance CiC** provides unpaid carers via a Clinically led digital platform awareness learning sessions about the steps they need to take to create a hygienically safer environment during the Covid-19 Pandemic, with the aim of reducing infection rates.

What do we do with your information?

On receipt of your Carer's Prescription, you will be contacted by a member of staff from the organisation responsible for each service requested as listed above to discuss your needs and what options are open to you.

Please note that any personal information provided in your application for services will be used solely for purposes of providing services listed above and the data is held securely in accordance with current Data Protection Regulation.

Our legal bases for processing information

We only process your personal information where it is lawful to do so. The lawful basis on which we process your information is either:

Our legal bases to process information, is covered by Article 6:

- 6(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of authority vested in the controller
Our separate condition for processing special category data is covered under Article 9
- 9(2)h processing is necessary for the purposes of, the provision of health and social care or treatment or management of health and social care systems.

Fair Processing Notice

In order to refer you to Carer's Services we need to collect some personal, confidential information.

How we use your information:

- Personal information provided in the application for services will be solely for the purposes of providing services listed on the front side of this leaflet.
- The data without identifiers or personal information will be used to monitor activity and help service planning; this data does not identify individuals
- All data is held securely in accordance with current Data Protection Regulations

Your legal rights

You have the right to get a copy of the information that is held about you. This is known as a subject access request.

This right of subject access means that you can make a request under the Data Protection Act to any organisation processing your personal data. The Act calls these organizations' 'data controllers' or 'data processors'.

You can ask the organisation you think is holding, using or sharing the personal information you want, to supply you with copies of both paper and computer records and related information. There is no charge for this service.

For more information please see our privacy notice on www.surreynhscarersprescription.org.uk

Contact Details

The following organisations are responsible for your data. To make a subject access request or if at any time you wish to opt out of your consent to take part in this service, please confirm in writing to:

Adult Carers Support, Young Carers Support & Moving and Handling Service:

Action for Carers Surrey can be contacted at: Action for Carers Surrey, Astolat, Coniers Way, Burpham, Guildford, Surrey. GU4 7HL

Carers Assessment:

Surrey County Council can be contacted at: Corporate Information Governance Manager, SCC, Legal & Democratic services, County Hall, Room 138, Penrhyn Road, Kingston upon Thames, KT1 2DN

Respite Care:

Crossroads Care Surrey can be contacted at: 121 Kingston Road, Leatherhead, Surrey KT22 7SU

Support for carers of people with dementia:

Alzheimer's Society can be contacted at: Information Governance Manager, Alzheimer's Society, 43-44 Crutched Friars, London, EC3N 2EA

Community Practitioner Alliance CiC can be contacted at: Gresley House, Ten Pound Walk, Doncaster, DN4 5HX

Other useful contacts/organisations

- Surrey County Council Adult Social Care – 0300 200 1005
- Surrey County Council SMS service – 07527 182861
- Adults Team – 0300 200 1005
- Children's Team – 0300 200 1006
- Out of hours – 01483 517898
- www.surreycc.gov.uk/adultsocialcare
- NHS Direct – 111
- Surrey Independent Living Council (SILC)
Tel: 01483 458 111
SMS service – 07919 418 099
Email: admin@surreyilc.org.uk
Web: www.surreyilc.org.uk

- Action for Carers Surrey – 0303 040 1234
SMS service - 07714 075993
Email: CarerSupport@actionforcarers.org.uk
Web: www.actionforcarers.org.uk
- Carers Direct – 0300 123 1053
📄 www.nhs.uk/carersdirect
- Crossroads Care Surrey – 01372 869970
Web: www.crossroadscaresurrey.org.uk
- NW Surrey Alzheimer's Society – 01932 855582
- East Surrey Alzheimer's Society – 01883 740010
- SW Surrey Alzheimer's Society – 01483 642055
Email: surrey@alzheimers.org.uk
Web: www.alzheimers.org.uk