

Supporting Unpaid Carers

A Checklist for Pharmacists & Pharmacy Staff

- If you have identified a carer or a patient who is supported by a carer log this information on your patient medical record (PMR) for yourself and your colleagues. Where possible obtain contact details of the carer for any queries.
- Let carers and those they care for know about all of the services that may help them:
 - Multi-compartment compliance aids (MCAs) (where they are clinically appropriate for the cared-for person following an assessment with the Pharmacist)
 - Prescription delivery if available
 - Discharge Medicines Review Service
 - Flu vaccine
 - Common Ailments Service
 - And any other services provided by the pharmacy
- If new medications are being collected make sure you proactively offer carers the opportunity to ask any questions they might have. This is especially important for young carers who may be nervous to ask.
- Ensure you are familiar with the letter from the Chief Pharmaceutical Officer for Wales entitled Dispensing Medicines to Young Carers, dated 11/11/13. (Please contact Carers Trust Wales if you need a copy of the letter.)
- Consider appointing a “Carers Lead” or “Carers Champion” to take responsibility for making sure your pharmacy is Carer Aware and that your policies and procedures recognise and support the challenges facing unpaid carers.
- Promote carer awareness in your pharmacy by displaying posters and relevant information from the Carer Aware project **Carer Aware Project - Carers Trust** & local services (contact Carers Wales or Carers Trust Wales for advice on local services).
- Get in touch with your local carers service and the Carers Lead in your local health board. Many local services will provide training, resources or outreach support to work either with your staff or directly with your patients with caring responsibilities.

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