

Tips for including carers

Carers play an important role throughout the healthcare journey. Even if carers are not physically present during healthcare visits, healthcare professionals can still gather valuable information about the carers involved in that person's life. During the initial visit with the person who requires care, healthcare professionals can enquire about the significant people in their life and any caregiving arrangements that support their health and wellbeing.

Early discussions about consent and seeking permission to include carers in the treatment and ongoing care are important, both for continuous care and in potential crisis situations. The individuals closest to the person who requires care are likely to possess valuable insights and information that can contribute to a more comprehensive and effective medical response.

It is important to revisit the topic of consent regularly since people's preferences may change over time. This can facilitate better collaboration and more personalised and responsive care.

Initial Visit

- Identify carers
- Clarify their role
- Seek permission to involve them
- Record consent
- If consent not given, make a note to revisit later

Ongoing Care

- Confirm carers, role, and consent preferences
- Update patient records to reflect their wishes
- Involve carers in developing and implementing care/treatment plans

Consumer Crisis

- Ask carer about events leading up to the crisis
- Enquire about health and wellbeing of the carer
- Provide information to support carers

Carer Crisis

- Provide information on supports and resources for wellbeing
- Discuss potential referrals

Patient Referral

- Include carer details with referral