

CARERS' POLICY

Policy Statement

As a community leisure trust, Sencio encourages participation and involvement with all sections of the community and appreciates that certain customers require assistance from carers. This policy clarifies arrangements in support of those customers who may have specific additional needs that require them to have additional support in order to participate in an activity.

Scope of Policy

The definition of a carer is *a family member or helper who regularly looks after a child or a sick, elderly or disabled person.*

The Equality Act 2010 defines disability as *a physical or mental impairment that has a 'substantial' and 'long term' effect on one's ability to do normal daily activities.*

- *'Substantial' is more than minor or trivial - e.g. it takes much longer than it usually would to complete a daily task like getting dressed.*
- *'Long term' means 12 months or more - e.g. a breathing condition that develops as a result of a lung infection.*

In these instances, Sencio Community Leisure recognises that there would be a need for these customers to have additional support needs and makes provision for carers to attend free of charge when acting in such a support capacity.

Guidelines for Carers

Carers are given free entry into the facility in order to carry out a supporting role for the person(s) they are accompanying. In accessing the facilities in a carer's role, it is expected that their primary role is to support the individual rather than participating in an activity for their own benefit.

Carers are able to help with access to all parts of the facilities including, sports hall, swimming pool, gym and fitness classes to assist/facilitate easier access for the person they are assisting. A typical carers' role would be to provide additional support in, for example, getting changed; general access around the centre and being able to use facilities and equipment.

Carers are responsible for the person(s) in their care.

In the event of emergency, carers should be immediately available to assist the person(s) they are responsible for and to ensure that they can leave the area safely.

Guidance in Specific Areas

Gym Area

The carers' role is to help and ensure that the person(s) they are supporting are safe and well. Carers cannot coach or instruct, write a gym programme or provide personal training (PT) to the person(s) they are supporting.

Ideally, the carer would be at the gym induction in order to fully understand the safe and effective use of equipment.

Classes

Where necessary, carers may physically assist the person(s) they are supporting but, generally, they are not expected to participate in the class (unless paying). Carers are able to sit in a safe place and oversee the person(s) they are supporting.

Swimming Pool

Within the pool area, carers may enter the swimming pool free of charge in a supporting capacity; they must remain with the person(s) they are supporting at all times. They are there to help and assist and ensure that the person(s) they are supporting are safe and well. Carers are not there to coach and instruct or to provide 1:2:1 lessons for the person(s) they are supporting.

If the carers do not need to be in the pool to provide support, they may watch the activity from an appropriate view point but should be able to support the person(s) in an emergency.

Sports Hall Activities

Carers are able to join in bookable activities such as badminton, short tennis and football if it helps the participant. However, carers should also be aware that their primary concern is the person(s) that they are supporting rather than for their own benefit.

Proof of Eligibility

Person(s) who attend with carers must provide one of the following documents of proof in order to bring a carer in with them:

- Disability Working Allowance
- Incapacity Benefit
- Severe Disablement Allowance
- Mobility Allowance
- Industrial Injuries Disablement Benefit
- Invalid Care Allowance
- Disabled Persons Tax Credit

- Signed letter from GP (additional ID may be required)
- Signed letter from school (additional ID may be required)

Carers Card

A Carer's Card will be issued if the above is met and will hold details of the person entitled to be accompanied by a carer and will act as a sign that they have a legitimate need for additional support and care in carrying out their leisure pursuit.

The card will need to be renewed annually in the case of conditions which are transitory but discretion will be used for participants with permanent disabilities.

Sencio reserve the right to charge a £7.00 replacement fee for lost cards.

If a Sencio Carer's Card is not presented, Sencio will reserve the right to charge full non-member fees for the carer.

Breaches/Abuse of Carers Admissions Policy

If a carer is accessing the facility in a support role but is found to be using the facilities for their own benefit they will:

- Be reminded by a Duty Manager/Manager about the terms of the policy and their role as a designated carer
- If it continues they will be given a formal warning
- If persistent, they will be asked to leave the facility and excluded for a minimum period of one year.