

Policy on carers

Who does this affect?

New Forest health and leisure wishes to make an active lifestyle available to as many people as possible in our communities. We therefore welcome people who need the support of a *carer* and will do our best to make your visit an easy and enjoyable one.

What is a carer?

A *carer* is anyone who cares, paid or unpaid, for an individual, a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support. An individual may also require a *carer* if they are frail or receiving palliative care.

How do I bring a carer?

If you require the support of a *carer* whilst using our facilities, we would ask you to make our reception staff aware, so that we can give you a subscription. This subscription will enable you to always have the support of a *carer* whilst you are using our facilities. The *carer* during these times will be permitted free access whilst accompanying you and enable the *carer* to change as necessary from visit to visit. You are however, required to visit reception on each visit so that we can verify who is with you and permit them access.

We will ask you to clarify what support you require from your *carer* and any information you supply will be treated in strict confidence.

We do understand that not everyone who needs a *carer* necessarily realises that fact, so requests for the subscription may also come from a *carer*, friend or relative.

Will my carer have to pay?

A *carer* will be allowed free access and will be able to accompany you to the changing rooms, swimming pool, gym and even some classes (where numbers are not limited).

However, there are some conditions of use. The *carer* will be allowed to use the facilities, but must at all times, be in a role that is supportive and encouraging. It is not acceptable for a *carer* to be 'doing their own thing' and if this is the case, that person will not be allowed access as a *carer* and will be expected to pay in full.

If a *carer* wishes to use the gym, then they must have a gym induction and the induction must be paid for, although following that, access will be free of charge if accompanying someone requiring support or care.