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**Gateshead Health NHSFT**

**Carer Passport**

**Support for employees who are unpaid carers**

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| **Name of employee** |  John Smith |
| **Name of line manager** | Jane Doe |
| **Date of agreement** | 01.01.2023 |
| **Review date** *This is designed to be a ‘live’ document, to be reviewed periodically and when circumstances change* | 01.06.2023*(Appraisal six-month review)* |

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What is 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. ([www.carers.org](https://www.carers.org/))

Many of us will be a carer at some stage in our lives. The role can come about unexpectedly and many people will put their own lives on hold to help someone close to them.

What is the Carer Passport?

The Carer Passport provides carers, and their line managers, with information about how the individual's responsibilities impact their work. It includes any solutions agreed between the carer and their line manager.

* **The Carer Passport** includes information about the available and agreed support, which the organisation has agreed to provide.
* **The Carer Passport** stays with the employee so if they are transferred within department or across the workplace it is avail­able to any new line manager.
* **The Carer Passport** must be kept confidential once completed.
* **The Carer Passport** should be reviewed regularly, at least each time circumstances change or on an annual basis.
* **The Carer Passport** saves both the employer and employee time by not having to repeat information.

**Step 1 - Preparing for the conversation**

This outline will help you as a carer to think through your current situation — both in your caring role and at work.

**Section One**

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| **Information about you** |
| Name | John Smith |
| Job Title | Staff Nurse |
| Department/ Business Unit | Ward 14 |
| Work location | QE Hospital |
| Name of line Manager | Jane Doe |
| Work e-mail address | jane.doe@nhs.net |
| Work telephone number | 0191 445 0000 |
| Normal working hours and pattern | 37.5hrs, Monday – Friday, 9:00am – 5:00pm |

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| **Information about the person you care for** |
| Name of the person you care for | Parents |
| Relationship to the person you care for  | Daughter |
| How long have you been providing care? | Approximately 5 years |
| Are you a primary carer or a secondary carer (another person carries out the main caring role)? | Primary |
| Condition/illness of the person you care for: | Both parents are elderly. Mother is 84 and has various underlying health conditions. She finds it difficult to walk and leaving the house is becoming more limited. Father is being tested for Dementia. He has deteriorated badly over the past couple of years and is finding it mentally harder to function on a daily basis. |
| What are your caring responsibilities or what does the person you care for rely on you for? | * General help with cleaning
* Attending various hospital & doctor’s appointments
* Shopping
* General day to day tasks they are no longer able to carry out
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**Section Two - The impact of your caring responsibilities**

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| Do your caring responsibilities have a physical impact on you? Can you describe that impact? |
| Yes. Certain tasks will regularly involve manual labour and/or heavy lifting, and I suffer from a bad back. This can lead to flare-ups and limit my mobility. |
| Do your caring responsibilities have an emotional impact on you? Can you describe that impact? |
| Yes – it is upsetting to see them deteriorating and it has also had an impact on my mental health recently. Being the primary carer sadly falls to myself and emotionally can take its toll.  |
| Have your caring responsibilities increased over a period of time? Can you describe that? |
| Sadly yes – both parents are becoming more dependent and need more help/care.  |
| Do you anticipate that your caring responsibilities will increase in the future? Can you describe that? |
| Yes – both parent’s conditions will only get worse and will need my help more. |
| How do your caring responsibilities impact upon your work? |
| * Hospital appointments which fall within working hours
* Unexpected/emergency situations when my care/help is needed
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| How does work impact upon your caring responsibilities? |
| Generally work is a good distraction for me but recently due to the increasing care my parents need, it has had an impact mentally in juggling both of late. I do however have a very supportive manager who is aware of my situation.During times of high pressure at work, I can find it tough at times to manage the stress from various sources. |

 **Section Three – Support inside and outside of work**

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| Do you have any arrangements in place at work to support you in your caring role? Can you describe these?  |
| Yes:* I am able to attend the Trust’s Carers Circle support group where I am able to talk to other staff members who are in a similar position
* Line manager has given me carer’s leave for hospital appointments
* Flexibility to be able to work from parent’s house when needed
* I am able to utilise TOIL at short notice
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| Are there any additional arrangements or adjustments which would be helpful to you? (Either in your working arrangements, or in a practical way, e.g. keeping a mobile phone with you in case of emergencies; having a private place to make phone calls) |
| As a primary carer, I would like to be contactable in case of emergency wherever possible. Being able to carry a phone with me and having the flexibility to accept emergency calls at short notice will be a weight off my mind. |
| If these additional arrangements or adjustments were met, what impact would they have on your team/ service delivery? |
| If I receive an emergency call, I might need to accept it at short notice which might mean I for example have to dip out of a meeting or cease working for 5 minutes. Following this, I might also need to act upon the call – this might include using TOIL to be able to leave work and visit my parents in extreme cases. |
| Have you any suggestions as to how the impact on the organisation of the support / changes you would like could be reduced? |
| Perhaps to make this more viable, we could work out a ‘cover system’ so in the case of an emergency that would require me to leave the site, someone would be ready to step in and cover any urgent work that could not be delayed. |
| Are you aware of agencies outside of work which can help working carers, such as Gateshead Carers Association? |
| Yes – Carers UK, Gateshead Carers Association, Age UK, Trust Carers Circle. I also know a full list of local groups is available on the health and wellbeing website, balancegateshead.com. |
| Would you like more information on sources of external support? |
| No thanks |

**Step 2 – Having the conversation**

Use the information in the template above to guide your conversation with your line manager.

Find an appropriate venue to hold the meeting, and be open and honest about the impact that your caring responsibilities are having on you, and about the support which you need.

It is useful for your line manager to have a full picture of the impact, so that together you can think about the practical measures which can be taken in order to ensure that you are able to meet both your work and caring commitments, as well as ensuring your own health and well-being is supported and maintained.

**Step 3 – Agreed support**

Use this section to record any actions and support which have been agreed by your manager and the organisation.

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| Date of meeting | 03/08/2022 |
| Name of line manager | Dale Jones |
| Any other attendees | No |

Agreed actions/ support

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| **1** | John will provide Jane with regular updates where comfortable to help Jane judge as to whether further or altered help could offer any benefit. This will include but should not be limited to the six-monthly review. This is in particular recognition of the notion that it is likely that John’s carer support responsibilities are only likely to increase over time. |
| **2** | John will advise Jane that working carer responsibilities are impacting upon her mental health wherever comfortable/possible. Jane will use these prompts to consider how John might be supported, which might include short-notice use of TOIL, annual leave, flexi hours, reprioritisation of work, support at work and more. |
| **3** | John can work remotely when needed and should notify/inform Jane of any need to do so as reasonably in advance as is possible for the benefit and awareness of the wider team.  |
| **4** | John will inform Jane of any upcoming or relevant appointments on behalf of those he cares for – and Jane will consider how carers leave can be provided where suitable.  |
| **5** | Jane will attempt to ensure that John can always attend monthly Carer’s Circle and look to manage any diary clashes to enable attendance wherever possible. Where attendance looks problematic due to any particular reason, John should raise this with Jane as far in advance of the meeting as reasonably possible to explore potential solutions. |
| **6** | Jane understands that due to the nature of John’s caring responsibilities, John may need to work more flexibly at times. To manage this, John may request to utilise TOIL at short notice to enact caring responsibilities.  |
| **7** | John will be able to carry around his mobile phone wherever possible/suitable to ensure that he always has a route of contact with his parents in case of emergency. Jane will work with John and another member of the team to agree a cover plan to ensure that in case of emergency, any urgent work of John’s can be picked up efficiently and effectively. |
| **8** | Jane will arrange a meeting to conduct a stress risk assessment with John. This will be aimed at identifying any potential changes at work that can help limit, reduce or avoid stress to help John maintain good mental wellbeing and balance. |
| **9** | John has agreed that Jane will refer him to Occupational Health’s counselling service to explore the mental health struggles that have been prompted in recent times. John is free to have a chat with the Occupational Health team to alleviate any uncertainties and pursue further support through them if desired following an initial chat. |
| **10** | Jane has agreed to keep a look out for any further potential support available for working carers, and inform John of its availability as and when available. |

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| Start date for implementation of support | 01.01.2023 |
| Review Date | 01.06.2023 |
| **I consent to my line manager keeping a copy of this carer passport on my personal file** |
| Signature of employee | John Smith |
| Signature of line manager | Jane Doe |