

Guidance for the support of unpaid carers within Mersey West Lancashire Teaching Hospitals NHS Trust

Version No: 1

Document Summary:

To provide Trust staff with guidance on how to support unpaid carers.

Document status	Approved	
Document type	Policy	Trust wide
Document number	STHK0583	
Approving body	Patient Experience Council	
Date approved	05/06/2024	
Date implemented	11/06/2024	
Review date	30/06/2027	
Accountable Director	Director of Nursing, Midwifery & Governance	
Policy Author	Quality Matron - Patient Experience	
Target audience	All staff	

The intranet version of this document is the only version that is maintained. Any printed copies should therefore be viewed as “uncontrolled”, as they may not contain the latest updates and amendments.

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust		
Document Number:	PD0583	Version:	1.
		Page:	1 of 37

Document Control

[Author to complete all sections apart from Section 4 & 5]

Section 1 – Document Information

Title	Guidance for the support of unpaid carers at Mersy and West Lancashire Teaching Hospitals NHS Trust		
Directorate	Quality & Risk		
Brief Description of amendments			
Updated version of Carer Passport added to appendix. Minor amendments to harmonise MWL practice.			
Does the document follow the Trust agreed format?	Yes		
Are all mandatory headings complete?	Yes		
Does the document outline clearly the monitoring compliance and performance management?	Yes		
Equality Analysis completed?	Yes		

Section 2 – Consultation Information

Consultation Completed	Trust wide	Local	<input type="checkbox"/> Specific staff group
Consultation start date	8.4.24	Consultation end date	22.4.24

Section 3 – Version Control

Version	Date Approved	Brief Summary of Changes
V1	01/05/2017	New policy
V2	06/11/2019	Updated policy to include a Carers Passport
V3	10/12/2021	Minor amendments regarding the Carers Passport on Pages 8,9 and 10 as well as replacing the Carers Passport with the new version
V4	01/04/2024	Updated policy to reflect MWL – not uploaded
V1 PD	05/06/2024	Updated version of Carer Passport added to appendix. Minor amendments to harmonise MWL practice.

Section 4 – Approval – *To be completed by Document Control*

Document Approved	<input checked="" type="checkbox"/> Approved <input type="checkbox"/> Approved with minor amendments√		
Assurance provided by Author & Chair	<input checked="" type="checkbox"/> Minutes of Meeting <input type="checkbox"/> Email with Chairs approval		
Date approved	05/06/2024	Review date	30/06/2027

Section 5 – Withdrawal – *To be completed by Document Control*

Reason for withdrawal	<input type="checkbox"/> No longer required <input type="checkbox"/> Superseded		
Assurance provided by Author & Chair	<input type="checkbox"/> Minutes of Meeting <input type="checkbox"/> Email with Chairs approval		
Date Withdrawn:	Click here to enter a date.		

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:	PD0583	Version:	1.	Page:	2 of 37

Quick Reference Guide

This guidance aims to provide staff with information about unpaid carers (including young carers). It will support staff to recognise carers as important partners in the care of patients and that the needs of carers are separate and distinct from those they care for.

It will assist staff to identify unpaid carers at an early stage, to encourage them to engage with carers as care partners from admission through to discharge and to make onward referrals, where appropriate, to local carer support services.

It will also provide information on practical measures available to carers to ensure they are supported to continue in their caring role, including the provision of a Carer's Passport.

This policy should be read in conjunction with the following Trust documents:

No	Related Document
1	PD0405 Policy for the care of people with a learning disability and/or Autism.
2	PD0302 Safeguarding Adults Policy
3	PD0268 Safeguarding Children and Young Adults Policy
4	CLIN CORP 04 Policy for Consent to Examination or Treatment.

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:	PD0583	Version:	1.	Page:	3 of 37

Contents

Document Control	2
Quick Reference Guide	3
1. Scope	5
2. Introduction	5
3. Statement of Intent	6
4. Definitions	6
5. Duties, Accountabilities and Responsibilities	7
6. Supporting Carers.....	8
7 Training.....	13
8 Monitoring Compliance	13

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust		
Document Number:	PD0583	Version:	1.
Page:	4 of 37		

1. Scope

This policy is applicable to all staff, including students and temporary staff. It describes the duties, accountabilities and responsibilities of staff in ensuring the needs of carers of adult patients are identified, whether they are adults or young people, and that they are recognised as partners in care.

2. Introduction

Recent estimates suggest there are approximately 8.8 million adult carers in the UK (Carers UK 2019), an increase from 6.3 million recorded in the 2011 Census. The economic value of the contribution of carers in the UK is estimated at £132 billion per annum. As the population continues to expand and as people live longer, it is expected that the number of carers will grow. The NHS has an important role in identifying and supporting carers to ensure their health and wellbeing is maintained.

Carers who provide over 50 hours per week are twice as likely to report ill-health as those not providing care and carers providing high levels of care are associated with a 23% higher risk of stroke (Carers Trust).

In 2018 the Government published the Carers' Action Plan 2018-2020 which acknowledged that carers need to be recognised, describing carers as 'vital partners in the health and social care system'. The document builds on the provision in the Care Act 2014 and the Children and Families Act 2014 respectively, which gave carers, including young carers, the legal right to an assessment and support for their needs where eligible. The action plan states services and systems need to be aware of the diverse needs of carers and their circumstances and be flexible and responsive.

Many carers do not see themselves as carers but primarily as a parent, child, wife, husband, partner, friend or neighbour. Carers may or may not live with the person they care for. Some carers will be balancing caring duties with full time employment while others will have given up paid work to take on a carers' role. There is no such person as a typical carer and the act of caring can impact on the whole family, not just the carer themselves.

Carers can be thrust into a caring role often without warning, perhaps after an accident, illness or stroke and the level of care provided by young carers (young people under the age of 18 years) who provide care to another family member (not their own child), may significantly impact on their childhood.

Within Mersey and West Lancashire Teaching Hospitals NHS Trust carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role. Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all Every Child Matters outcomes.

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:	PD0583	Version:	1.	Page:	5 of 37

3. Statement of Intent

Mersey and West Lancashire NHS Trust is committed to recognising and supporting carers as partners in care.

The aim of this policy is to provide guidance to staff to help them:

- Identify unpaid carers.
- Support carers to continue to be involved with the person they care for as much as possible during their inpatient admission.
- Provide information regarding local carer support services and initiate referrals with consent as required.
- Aid a smooth transition of care upon discharge.

4. Definitions

Definition	Meaning
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.
Young Carer	A young carer is someone under 18 who helps look after someone in their family or a friend, who is ill, disabled or misuses drugs or alcohol.
Carer's Assessment	A carer's assessment looks at how the caring role affects the physical and mental health, work, free time and relationships of the carer and identifies what support or services may be needed.
Johns' Campaign	John's Campaign is a campaign for the right of people with dementia to be supported by their carers in hospital and the possibility of carers staying overnight if this is what the carer would like to do.
Carers' centre	Carers' centres are registered charities that provide a range of services to support and enhance the lives of unpaid carers.

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:	PD0583	Version:	1.	Page:	6 of 37

5. Duties, Accountabilities and Responsibilities

5.1 Chief Executive

The Chief Executive has overall responsibility for the strategic and operational management of the Trust including and ensuring that this policy complies with all legal, statutory and good practice guidance requirements and is implemented effectively and efficiently.

5.2 Director of Nursing, Midwifery and Governance

The Director of Nursing, Midwifery and Governance is accountable to the Trust Board for assuring compliance with this policy in all parts of the Trust and ensuring that the policy is reviewed and updated by the specified review dates.

5.3 Assistant Directors of Operations/Heads of Nursing and Quality/Head of Quality

The Assistant Directors of Operations, the Heads of Nursing and Quality for the Medical, Surgical and Primary Care and Community Care Groups and the Head of Quality for Clinical Support Services have operational responsibility to ensure the implementation of this policy within their respective areas. They provide assurance that staff and processes are in place and are being well supported through effective management and governance.

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:	PD0583	Version:	1.	Page:	7 of 37

5.4 Matrons/Ward Manager

The matrons and ward managers are responsible for ensuring that all staff are fully aware of their responsibilities within this policy and that staff have the required information and support. Ward Managers or their deputy will be responsible for ensuring a Carers' Passport is completed as required (Appendix 2).

5.5 Ward/Clinic Team

The ward/clinic team is made up of those who routinely work on the wards and in clinics – doctors, nurses, midwives, healthcare assistants, therapists, pharmacists, receptionists and volunteers providing care and services to the patient. The ward/clinic team must follow the processes outlined in this policy and must adhere to its requirements.

5.6 Nursing Staff

Nursing staff are responsible for identifying carers during the admission process including patients that may have caring responsibilities. Nursing staff will offer and complete a Carer's Passport as required and provide support to allow carers to continue to be involved with the person they care for as much as possible during their admission. Nursing staff will ensure the completion of a Carer's Passport is communicated to all members of the team. Staff will also signpost to additional support services and local Carers' Centres and refer for a Carer's Assessment with appropriate consent.

5.7 Patient Experience Team

The Patient Experience Team are responsible for monitoring the key performance indicators associated with the policy and providing reports to the Patient Experience Council.

6. Supporting Carers

6.1 Identifying carers

It is the responsibility of all clinical staff to ensure carers are identified as soon as possible. Trust inpatient admission documentation contains prompts for the nurse to enquire if the patient is a carer or if the patient has a carer and if a referral has been completed for carer support. Use of the Carer Support Pathway (Appendix 3) will assist with this process.

Following identification that the patient has a carer, a Carers' Passport should be offered. This document is for use on the adult inpatient wards and will be completed by the nursing staff caring for the patient. The passport recognises the input of the carer and provides additional support to ensure the carer is involved as much as possible during the inpatient episode. A new Carers' Passport should be completed for each inpatient stay as circumstances may vary between admissions and once completed a copy should be filed in the patient's nursing records.

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:	PD0583	Version:	1.	Page:	8 of 37

The completed passport will accompany the patient should they move wards as part of their stay. On arrival at a new ward the existence of a current passport should be confirmed by the receiving nurse as part of the assessment process.

Carers' Passports will be available in all ward areas for completion on admission.

If the patient is a carer, every effort should be made to determine if alternative arrangements have been made for the cared for person. This should be documented on the Emergency Department notes and passed on to ward staff when the patient moves.

In the case of planned admissions, carer identification is part of the pre-admission process and will help to identify any discharge needs. Carer details should be recorded in the relevant documentation so that the information is clear and available on admission. Where there is a planned period of recuperation, patients should be asked if they have identified a carer for that period and the carer should be offered support.

Staff should confirm that the patient is happy for the person to continue as their carer. Similarly, staff should consider that an existing carer may feel unable to take on additional caring responsibilities. This may not be apparent initially and should be established following discussion and involvement of the carer.

Staff should discuss the extent of any caring responsibility with a potential carer to ensure they understand the requirements of the role.

6.2 Role of the carer while the patient is on the ward

Carers should be viewed as expert partners in care. They are likely to have valuable expertise and be skilled in caring for the patient. They can also provide information regarding the patient's wishes and feelings.

The level of carer involvement may differ with each admission and staff should not assume carers wish to continue in their caring role during an inpatient episode. Some carers may need or appreciate a break and understanding the needs and wishes of both the patient and carer will inform any plan of care.

If carers wish to support the provision of inpatient care completion of the Carers' Passport will clarify the extent of their planned involvement, including the boundaries of what is expected of hospital staff and what is safe for a carer to do. It will provide the opportunity for staff to discuss essential requirements such as infection control and hand hygiene and ensure staff are aware of the needs and impact the caring role may have on the carer.

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust		
Document Number:	PD0583	Version:	1.
Page:	9 of 37		

Carers (paid and unpaid) must not use any Trust owned/provided equipment, in particular for lifting and handling patients.

Carers should be given the opportunity to meet with all members of the multi-disciplinary team (MDT) to discuss ongoing care needs. This will also provide the opportunity to commence discharge planning.

All care delivered by carers requires documentation in the patient's records. The Registered Nurse (RN) remains responsible for the care and safety of the patient during the inpatient admission. With the consent of the patient where possible, areas of carer involvement may include:

- Washing and dressing
- Fluid and dietary intake
- Supporting the patient during investigations, procedures and treatment
- Staying with the person they care for during the day and/or night as wished/possible

6.3 Privacy, dignity and confidentiality of other patients

Carers should be made aware that there may be occasions when they may be asked to leave an area to ensure the privacy, dignity and confidentiality of other patients is maintained.

Every effort will be made to support the carer to stay overnight with the patient if so wished, however, there may be occasions where this cannot be facilitated eg: when a male patient with a female carer is situated in a ward bay area with other male patients.

6.4 Information and signposting

There is information within the carer passport to signpost carers to local carers' organisations and other community services that can provide support.

Carer also have the right to receive a Carer's Assessment. This is completed by the Local Authority or an organisation the Local Authority works with such as local carers' centres. The assessment looks at how the caring role affects the physical and mental health, work, free time and relationships of the carer and what support maybe available eg: how to access a break from the caring role.

6.5 Providing information about a patient's care and treatment

Patients have the right to expect that personal and medical information will not be disclosed to others without their permission. Patient consent must, therefore, be obtained, where possible, and documented before any information regarding their diagnosis,

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:	PD0583	Version:	1.	Page:	10 of 37

treatment and care needs is shared with a third party, including a carer.

If there is doubt regarding the patient having capacity to consent to share information staff should complete a formal capacity assessment, if deemed to lack capacity then staff should consider best interest, and document the decision in the patient record, seeking further advice from the Safeguarding Team as required.

6.5.1 Discharge arrangements

Discharge planning should commence on admission and discussions should take place between the patient, carer and multi-disciplinary team in a timely manner. No health care/community package should rely on the caring role of someone under 18. Children's Social Care should be notified of any concerns regarding a child or young carer taking on caring duties. Any safeguarding concerns should be escalated as per the Trust Safeguarding Children and Young People Policy.

6.6 Support for carers

Practical measures provided to support carers during an inpatient stay include:

- Discount in the Spice of Life Restaurant at both Whiston and St Helens Hospitals
- Flexible visiting hours
- Parking concessions: these are available to all patients and visitors who regularly attend either hospital
- Regular hot drinks
- A folding bed if staying overnight as available. Carers staying in cubicles with ensuite facilities will be able to use these facilities.
- A carers lanyard/ or carer ID that allows them to be easily identified.
- All carers should be supported to have regular breaks for rest.
- Carers should be given information about what to do in the event of a fire.

6.6.1 Young carers

Young carers are defined as someone under 18 who helps look after someone in their family or a friend, who is ill, disabled or misuses drugs or alcohol. Following identification, young carers should be offered practical and emotional support. If the young carer is the sole carer for an inpatient, the Children's Services department within the child's Local Authority should be contacted to ensure the young carer has appropriate support at home whilst the patient is in hospital.

Young carers under 16 years of age cannot stay overnight. Decisions regarding young carers aged 16-17 years staying overnight will be made by the Ward Manager or the nurse

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust		
Document Number:	PD0583	Version:	1.
		Page:	11 of 37

in charge and is dependent on factors such as condition of the patient and level of maturity of the individual. Advice can be obtained from the Matron or the Safeguarding Team if there are concerns about the welfare of a child or young person who is caring for an adult.

Young carers are eligible for a Young Carers' Assessment performed either by or on behalf of the Local Authority and most carers' centres have dedicated Young Carers Support Workers.

6.7 Learning disability

Patients with a Learning Disability should be referred to the specialist learning disability and autism practitioners on admission. This will ensure the patient's individual needs are met throughout their inpatient stay. This will also extend to the needs of the patient's carer.

6.8 Patients at the end of life

The Trust supports and promotes the involvement of those people who are important to patients to be close to them as they approach the end of their life. This enables carers and others to visit freely and stay over-night if they wish. A Carers' Passport is not intended for carers involved in care and visiting in these circumstances however visitors should be advised of all the benefits of the passport and these should be made available.

6.9 Admission of a carer

Alternative care arrangements should be in place when a carer requires an episode of planned care. Staff in the Emergency Department should remain vigilant in the event of an attendance by a patient carrying a Carer's Emergency Card. This lets emergency services know the patient is a carer and identifies the person for whom they provide care.

If there are concerns about the welfare of a child or young person who is caring for an adult advice can be obtained from the Matron or the Safeguarding Team.

6.10 Discharge arrangements

Discharge planning should commence on admission and discussions should take place between the patient, carer and multi-disciplinary team in a timely manner. No health care/community package should rely on the caring role of someone under 18. Children's Social Care should be notified of any concerns regarding a child or young carer taking on caring duties. Any safeguarding concerns should be escalated as per the Trust Safeguarding Children and Young People Policy.

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:	PD0583	Version:	1.	Page:	12 of 37

7 Training

There are no specific training requirements identified, however each member of staff should be aware of the policy and its application in practice.

8 Monitoring Compliance Key Performance Indicators (KPIs) of the Policy

No	Key Performance Indicators (KPIs) Expected Outcomes
1	Carers' Passports in place and completed correctly
2	Appropriate referrals made to Safeguarding Team, including patients with learning disabilities and young carers

8.1 Performance Management of the Policy

Minimum Requirement to be Monitored	Lead(s)	Tool	Frequency	Reporting Arrangements	Lead(s) for acting on Recommendations
Carers' Passports in place and completed correctly	Quality Matron/Patient Experience Matron	Audit	Bi-annual	Patient Experience Council	Quality Matron/Patient Experience Matron
Number of referrals to Safeguarding Team	Safeguarding Team	Report	Quarterly	Patient Experience Council	Safeguarding Team

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:	PD0583	Version:	1.	Page:	14 of 37

9 References

No	Reference
1	Carers UK (2019). <i>State of Caring</i> . [online] London: Carers UK. Available at: http://www.carersuk.org/images/News_campaigns/CUK_State_of_Caring_2019_Report.pdf [Accessed 19 Aug. 2019].
2	Carers Trust (2015). <i>Carers.org</i> Available at: https://carers.org/ [Accessed 19 Aug. 2019].
3	Care Act 2014 (c 23). London: The Stationery Office
4	Children and Families Act 2014 (c6). London: The Stationery Office
5	Department for Education and Skills (2003). <i>Every Child Matters</i> (Cm 5860). Norwich: HMSO
6	Department of Health and Social Care (2018). <i>Carers Action Plan 2018- 2020 Supporting carers today</i> . [online] London: Department of Health and Social Care. Available at https://www.gov.uk/government/publications/carers-action-plan-2018-to-2020 [Accessed 19 Aug. 2019].

10 Related Trust Documents

No	Related Document
1	PD0405 Policy for the care of people with a learning disability and/or Autism.
2	PD0302 Safeguarding Adults Policy
3	PD0268 Safeguarding Children and Young Adults Policy
4	CLIN CORP 04 Policy for Consent to Examination or Treatment.

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust		
Document Number:	PD0583	Version:	1.
Page:	15 of 37		

11 Equality Analysis Form

The EIA screening must be carried out on all policies, procedures, organisational changes, service changes, cost improvement programmes and transformation projects at the earliest stage in the planning process. Where the screening identifies that a full EIA needs to be completed, please use the full EIA template.

The completed EIA screening form must be attached to all procedural documents prior to their submission to the appropriate approving body. A separate copy of the assessment must be forwarded to the Head of Patient Inclusion and Experience for monitoring purposes via the following email, cheryl.farmer@sthk.nhs.uk. If the assessment is related to workforce a copy should be sent to the workforce Head of Equality, Diversity and Inclusion for workforce equality&diversity@sthk.nhs.uk. If this screening assessment indicates that discrimination could potentially be introduced then seek advice from either the Head of Patient Inclusion and Experience or Head of Equality, Diversity (Workforce) and Inclusion.

A full equality impact assessment must be considered on any cost improvement schemes, organisational changes or service changes that could have an impact on patients or staff.

Equality, Diversity & Inclusion

Does the policy/proposal:

- 1) Have the potential to or will in practice, discriminate against equality groups
- 2) Promote equality of opportunity, or foster good relations between equality groups?
- 3) Where there is potential unlawful discrimination, is this justifiable?

	Negative Impact	Positive Impact	Justification/ evidence and data source
Age	Yes	No	Mainly focused on adult carers – contains information for young carers.
Disability	Yes	No	The policy does offer guidance and signposting for carers of patients with a disability/illness where they are unable to be independent.
Gender reassignment	No	Neutral	
Pregnancy or maternity	No	Neutral	
Race	No	Neutral.	
Religion or belief	No	Neutral.	
Sex	No	Neutral.	
Sexual orientation	No	Neutral.	

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust		
Document Number:	PD0583	Version:	1.
		Page:	16 of 37

Human Rights

Is the policy/proposal infringing on the Human Rights of individuals or groups?

	Negative Impact	Positive Impact	Justification/ evidence and data source
Right to life	No	Neutral..	
Right to be free from inhumane or degrading treatment	No	Neutral..	
Right to liberty/security	No	Neutral..	
Right to privacy/family life, home and correspondence	No	Yes.	
Right to freedom of thought/conscience	No	Neutral..	
Right to freedom of expression	No	Neutral...	
Right to a fair trial	No	Neutral...	

Health Inequalities

Is the policy/proposal addressing health inequalities and are there potential or actual negative impact on health inequality groups, or positive impacts? Where there is potential unlawful impacts is this justifiable.

	Negative Impact	Positive Impact	Justification/ evidence and data source
Deprived populations	No	Neutral..	
Inclusion health groups	No	Neutral..	
5 child clinical areas	Yes	Neutral..	Policy mainly focuses on adult care but contains information for young carers.
5 adult clinical areas	No	Yes	Policy supports a positive care experience for both patients with a physical/emotional disability and their carers.

Outcome

After completing all of the above sections, please review the responses and consider the outcome.

Is a full EIA required?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Please include rationale:
--------------------------------	--

Sign off

Name of approving manager	Carol Fowler
Job title of approving manager	Deputy Director of Governance
Date approved	10/06/2024

12. Data Protection Impact Assessment Screening Tool

If you answer **YES** or **UNSURE** to any of the questions below a full Data Protection Impact Assessment will need to be completed in line with Trust policy.

	Yes	No	Unsure	Comments - Document initial comments on the issue and the privacy impacts or clarification why it is not an issue
Is the information about individuals likely to raise privacy concerns or expectations e.g. health records, criminal records or other information people would consider particularly private?		X		
Will the procedural document lead to the collection of new information about individuals?		X		
Are you using information about individuals for a purpose it is not currently used for, or in a way it is not currently used?		X		
Will the implementation of the procedural document require you to contact individuals in ways which they may find intrusive?		X		
Will the information about individuals be disclosed to organisations or people who have not previously had routine access to the information?		X		
Does the procedural document involve you using new technology which might be perceived as being intrusive? e.g. biometrics or facial recognition		X		
Will the procedural document result in you making decisions or taking action against individuals in ways which can have a significant impact on them?		X		
Will the implementation of the procedural document compel individuals to provide information about themselves?		X		

Sign off if no requirement to continue with Data Protection Impact Assessment:

Confirmation that the responses to the above questions are all NO and therefore there is no requirement to continue with the Data Protection Impact Assessment

Policy author

Michelle Kitson

Date 11.6.24

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust		
Document Number:	PD0583	Version:	1.
		Page:	19 of 37

- 12 **Appendix 1 – Carers Passport**
- 13 **Appendix 2 – Carer Support Pathway**

Title:	Guidance for the support of carers within Mersey and West Lancashire Teaching Hospitals NHS Trust				
Document Number:		Version:	1.0	Page:	20 of 37



Carer Passport





Do you provide care for someone?

Carer Passport for families and friends looking after someone

Introduction

At the Trust we value the work done by carers and are committed to working together with them as expert partners in care. We want to promote a culture that recognises carers and their needs within our hospital.

When the person who is dependent on the care you provide is admitted to hospital, it is inevitable that you may worry.

There is no expectation for you to continue to provide care and the hospital staff are here to look after them.

You may choose, however, to be here in a carer capacity and work alongside the hospital staff to provide care.

If you are staying with a patient to provide carer support whilst they are in hospital we will arrange for you to have a Carers Passport.

This will give you additional support to care for your relative, partner, friend and enable you to access a variety of concessions.

To complete the Carer Passport Partnership Agreement for this hospital stay, please speak to any member of ward staff and the ward manager or nurse in charge will come and discuss your individual needs.

Each hospital visit will require an updated document to be signed.

When a family member or friend becomes ill, older or disabled and needs support you may provide help and support to them, unpaid.

This might be providing help with shopping, cleaning, cooking, doing the laundry, assisting with medication, helping with appointments.

It may also help with moving around, as well as emotional support, arranging and checking on care, attending meetings, financial support and washing/bathing or helping them to communicate.

If you are helping someone because they are ill or disabled, then you are a carer.

What is the purpose of a Carer Passport?

A Carer Passport can:

- ◆ Aid identification and support of carers.
- ◆ Raise awareness of caring.
- ◆ Provide a clear offer of support.
- ◆ Provide recognition of how important carers are in the patients lives.
- ◆ Provide information to managers or key professionals.
- ◆ Help in local discussions and support.

Support for carers

Caring for someone can be rewarding but also challenging, it is important that you as a carer receive appropriate support. Carers Centre's provide a range of services to support you in your caring role.

These include:

- ◆ Information and advice.
- ◆ Benefits advice
- ◆ Support to access education and employment.
- ◆ Holistic therapies.
- ◆ Carer's Emergency Card.
- ◆ Counselling.
- ◆ Social Groups.

The contact details for Liverpool, Sefton and Knowsley Carers Centres are given at the back of this leaflet.

If you live out of the area go to **www.carers.org** to find a carers centre near you.

Your local carers centre can help you to navigate services available in your area.

Carers centres can also help you access a Carers Assessment.

Details of Carers Assessments are not shared and do not affect benefits. It is not necessary to have an assessment completed to use the carers centres.

Support from your GP

A caring role can sometimes have an impact on your own physical and mental wellbeing.

Identifying yourself as a carer at your GP surgery will help the staff at the practice to support you.

As a carer you may be offered specific vaccinations or a health check.

What is a Carer's Assessment?

A Carer's Assessment is an opportunity to give you as a carer a voice and find out what support or services you may need. Someone from your local council or an organisation the council works with such as your local carers centre will complete the assessment.

The assessment will look at how your caring role affects your physical and mental health, work, free time and relationships.

The assessment is usually face-to-face but is sometimes completed over the phone or online.

One of the outcomes from a carers assessment could be a way to access a break from your caring role.

Contact your local carers centre or go to <https://carers.org> for more information.



Whilst you are providing carer support at the Trust

We will ask you what support you as a carer may need and will strive to support you or help you find relevant support.

This may include:

- ◆ Ensuring the patient's discharge planning takes your needs and abilities into account.
- ◆ Opportunity for training and education to help you prepare for discharge and become confident in new or complex care tasks.
- ◆ Review the possibility of staying overnight if requested.

We are able to offer:

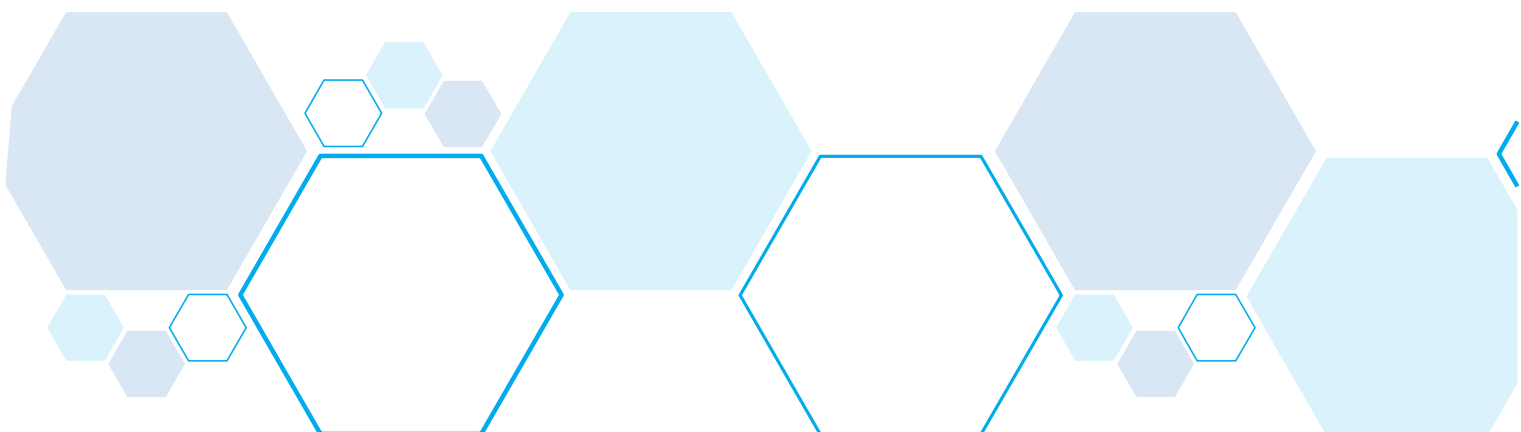
- ◆ Regular hot drinks on the ward.
- ◆ Flexible visiting hours.
- ◆ Car parking concessions may be available (please speak to the Ward Manager / Nurse in Charge).

John's Campaign

The Trust is committed to John's Campaign for carers of people with dementia.



For the right of people with dementia to be supported by their carers in hospital and the possibility of carers staying overnight if this is what the carer would like to do, noting that this is not a duty but a choice.



Our Carer Pledge

Carers as equal partners

We will ensure that the role you play as a carer is valued by all staff and will make sure that we respect, listen to and understand carers and what they do. We will identify carers as early as possible.

Supporting carers

We will inform you as a carer of your right to an assessment under the Care Act 2014 and the Children and Families Act 2014, providing information about the range of support and advice services available to you.

We recognise the importance of your needs being met and will support you to have breaks away from the ward when you need them.

Young carers

We will ensure that we involve young carers and will work to support you and recognise the valuable role you play in the health of our patients.

Sharing information

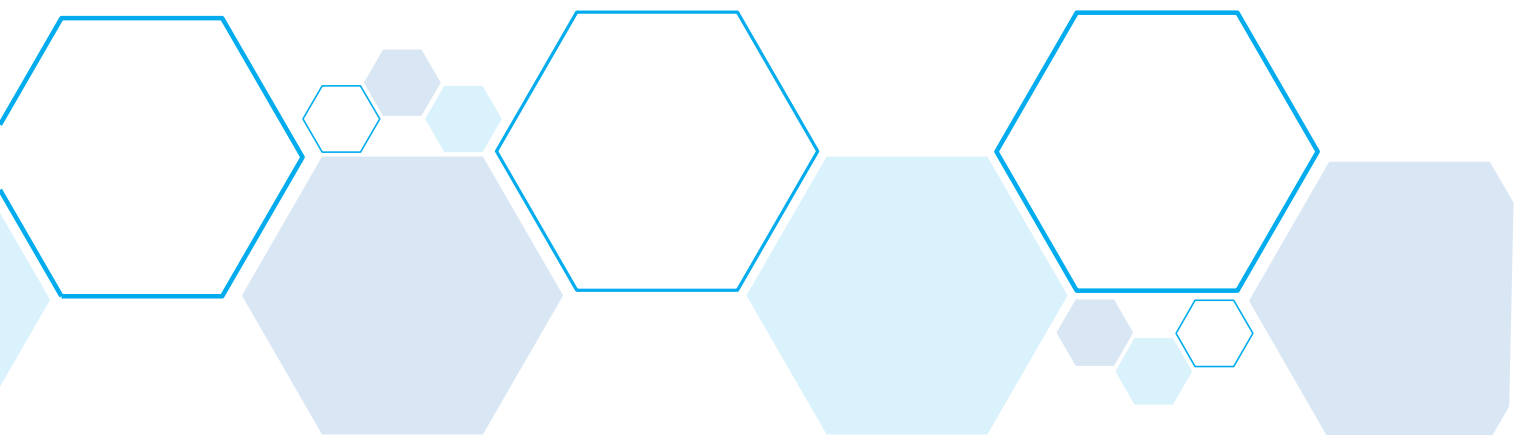
With the relevant consent obtained, we will provide information that is timely, appropriate and accessible. We will involve you in decision making while respecting the need for confidentiality.

Having a voice

We will ensure that carers are involved in the planning and delivery of our services, are listened to and involved.

Discharge

We will include you appropriately in discharge planning and provide information regarding care and medication.



How can I make a comment, concern or complaint?

Tell us about your experience, no matter how big or small, we value your feedback.

As a carer you can make your comments, concerns or complaint in a number of different ways:

In person

- ◆ Provide staff members on the ward or the department with your feedback and if there is a concern they will try and resolve the problem.
- ◆ If you would like to contact someone on an informal basis who is not involved in the care you receive then you can speak to the Patient Advice and Liaison (PALS) Team.

By telephone

By telephoning the Manager of the ward or the department or the PALS Team on:

Telephone: 0151 430 1376

Email: pals@sthk.nhs.uk

Telephone: 01704 704703

Email: soh-tr.pals@merseywestlancls.nhs.uk

Feedback

We appreciate and encourage your feedback. We know we cannot improve unless you share your experiences with us. Our patients can feedback to us by completing the Friends and Family Test – via postcard for inpatients or text message/ interactive voice call for Emergency department and outpatients.

Relatives or carers are encouraged to assist patients if they are unable to complete themselves.

St Helens and Knowsley sites

<https://www.sthk.nhs.uk/friends-and-family-test>

Southport and Ormskirk sites

[Mersey and West Lancashire Teaching Hospitals NHS Trust Southport and Ormskirk | Friends and Family Test \(merseywestlancls.nhs.uk\)](https://www.merseywestlancls.nhs.uk/mersey-and-west-lancashire-teaching-hospitals-nhs-trust-southport-and-ormskirk/friends-and-family-test)

For us to provide the best care to all our patients, we would ask that you:

- ◆ Adhere to our infection control guidance, when entering and leaving the hospital: regular hand washing, the use of hand sanitiser and wearing the appropriate Personal Protective Equipment (PPE) to reduce the risk of infection. The ward staff will provide advice and guidance.
- ◆ Do not drink alcohol during visits or smoke on the hospital premises.
- ◆ For security reasons, please do not bring visitors into the ward without asking the ward team.



Debra and

Carer Partnership Agreement

As the relative and/or carer of:

It has been agreed that:

Primary carer (name)

Additional carer (name)

(delete as appropriate)

- Can visit outside of normal visiting times.
- Can provide assistance in washing and dressing.
- Can provide assistance in feeding.
- Can be actively involved in team meeting discussions, and planning the discharge where appropriate, about the person they care for.
- Provide support to the person they care for when having procedures / treatments in the hospital.
- Can stay with the person they care for during the day and / or night as required.

You will need to discuss any additional requests or requirements with the Ward Manager or Nurse in Charge.

- ◆ I will inform the staff that I am entering or leaving the ward outside of normal visiting hours and I understand that, at times, I may be asked to leave the ward or bay if there is a clinical necessity.
- ◆ I agree that, if I am assisting with feeding, washing or mobilising that staff may work alongside me to fulfil their clinical responsibility.

*** This agreement is only valid for this hospital episode.**

- ◆ This agreement will be for the duration of the patient stay and will be monitored/ reviewed accordingly. There may be circumstances when the carers agreement is adjusted or suspended and this would be discussed with all relevant parties.
- ◆ Please understand this agreement may be revoked in the light of any NHS Guidance or National Policy
- ◆ Is there a Lasting Power of Attorney (LPA) agreement for **Health** in place and has it been seen? Yes No

Signed (carer)

Authorised by

Ward Manager

Nurse in Charge

Ward

Date

Once completed a copy of the agreement should be provided to the carer/s together with the carers card.

A copy of the agreement should be retained at the Trust.

Further sources of information

Carers Centres and Carer Support

Carers Trust Cheshire and Warrington

W: www.cheshireandwarringtoncarers.org

T: 0300 102 0008

E: advice@cheshireandwarringtoncarers.org

Cheshire East Carers Hub

T: 0300 303 0208

E: enquiries@cheshireeastcarershub.co.uk

Halton Carers Centre

W: <https://haltoncarers.co.uk>

<https://www4.halton.gov.uk/Pages/adultsocialcare/pdf/carerspack.pdf>

T: 01928 580 182

E: help@haltoncarers.co.uk

Isle of Man

W: www.carersuk.org/help-and-advice/get-support/local-support/isle-of-man-carers-centre

Knowsley Carers Centre

W: www.knowlseycarers.co.uk

T: 0151 549 1412

Liverpool Carers Centre

Local Solutions

T: 0151 709 0990

Sefton Carers Centre

W: www.sefton-carers.org.uk

T: 0151 288 6060

St Helens Carers Centre

W: www.sthelenscarers.org.uk/contact.html

T: 01744 675 615

Warrington Carers Centre (WIRED)

T: 01925 633 492

E: warrington.carers@wired.me.uk

Wirral Carers Support (WIRED)

T: 0151 670 0777

Text: CARERS to 87007

E: cws@wired.me.uk

Halton Carers Centre

W: <https://haltoncarers.co.uk>

T: 01928 580 182

E: help@haltoncarers.co.uk

Young Carers

Halton Young Carers Centre

T: 01928 580 182

Knowsley Young Carers Service

T: 0151 443 5059

Liverpool Barnardo's Action with Young Carers

T: 0151 228 4455

St Helens Young Carers

T: 01744 677 279

Sefton Young Carers

T: 0151 288 6060

Warrington Young Carers Service (WIRED)

T: 01925 633 492

E: wycadmin@wired.me.uk

Carers Support Organisations

Carers Direct

T: 0300 123 1053

Carers UK

W: <http://www.carersuk.org/>

T: 0800 808 7777

Specialist Support Services

If you have an urgent medical problem and you are not sure what to do **NHS 111** can help.

Age UK

National helpline and to find your local branch

T: 0800 055 6112

Age UK - Cheshire

T: 01606 881 660

E: admin@ageukcheshire.org.uk

Age UK - Cheshire East

T: 01625 612 958

E: enquiries@ageukce.org

Age UK - Liverpool and Sefton

T: 0151 330 5678

Age UK - Mid Mersey (includes Knowsley)

T: 0300 003 1992

Admiral Nurses

W: <http://www.dementiauk.org/get-support/admiral-nursing/>

Alzheimer's Society

W: <https://www.alzheimers.org.uk/>

Alzheimer's Society - East Cheshire

T: 0300 369 0570

E: cheshire@alzheimers.org.uk

Alzheimer's Society - Knowsley

T: 0151 426 4433

Alzheimer's Society - Sefton

T: 01704 539 967

Alzheimer's Society - Preston

T: 01772 788700

Epilepsy Action

W: www.epilepsy.org.uk

T: 0808 800 5050

Macmillan Cancer Support

W: www.macmillan.org.uk

T: 0800 808 0000

Maggie's Carer Support Group

W: enquiries@maggies.org

T: 0300 123180

MND Association

W: www.mndassociation.org

T: 0808 802 6262

Multiple Sclerosis Society UK

W: www.mssociety.org.uk/

T: 0808 800 8000

National Dementia Helpline

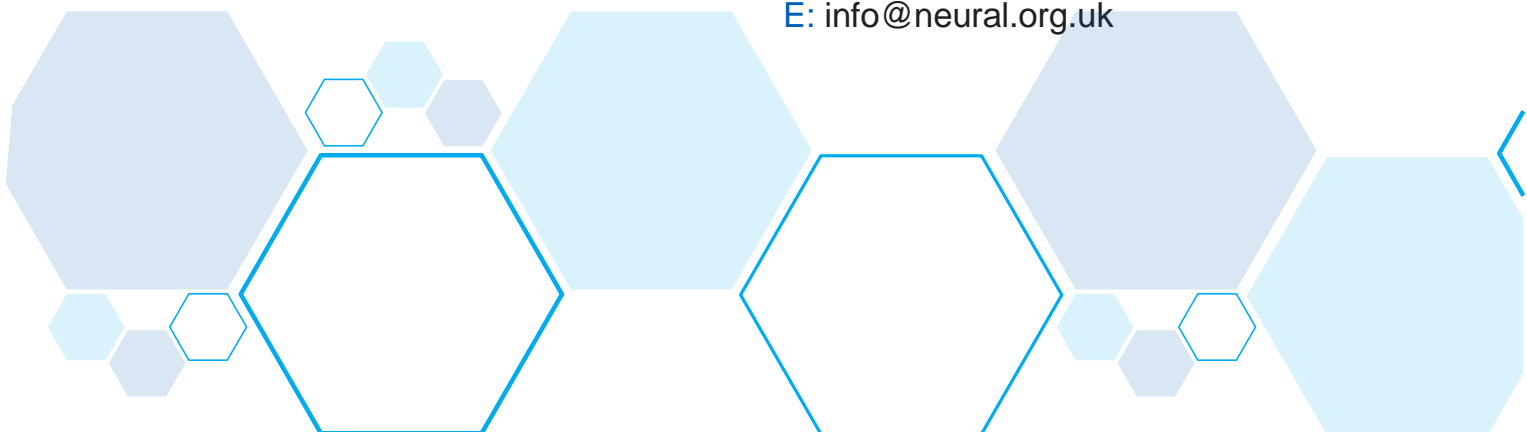
T: 0300 222 1122

Neuroalliance

W: www.neural.org.uk/

T: 01923 882 590

E: info@neural.org.uk



Spinal Injuries Association

W: www.spinal.co.uk

T: 0800 980 0501

The Brain Charity

W: www.thebraincharity.org.uk

T: 0151 289 2999

Freephone: 0800 008 6417

TIDE (Together in Dementia Everyday)

W: www.tide.uk.net

T: 0151 237 2669

Local Social Services

Cheshire East

W: <https://www.cheshireeast.gov.uk/livewell/looking-after-someone/carers-of-adults/support-for-carers-of-adults.aspx>

T: 0300 123 5500

Cheshire West and Chester

W: <https://www.cheshirewestandcheshire.gov.uk/residents/health-and-social-care/carers/carers.aspx>

Halton Adult Social Services

T: 0151 907 8306

Halton Children's Social Services

T: 0151 907 8305

Knowsley

W: <https://www.knowsley.gov.uk/residents/care/support-for-carers>

Careline: 0151 443 2600

Liverpool

W: <https://liverpool.gov.uk/adult-social-care/caring-for-someone/carers-support>

Careline: 0151 233 3800

North Wales

W: <https://www.newcis.org.uk/>

Sefton Careline

T: 0151 928 5908

St Helens Social Care and Health

T: 01744 676 600

Warrington Adult Social Care

W: <https://www.warrington.gov.uk/carers>

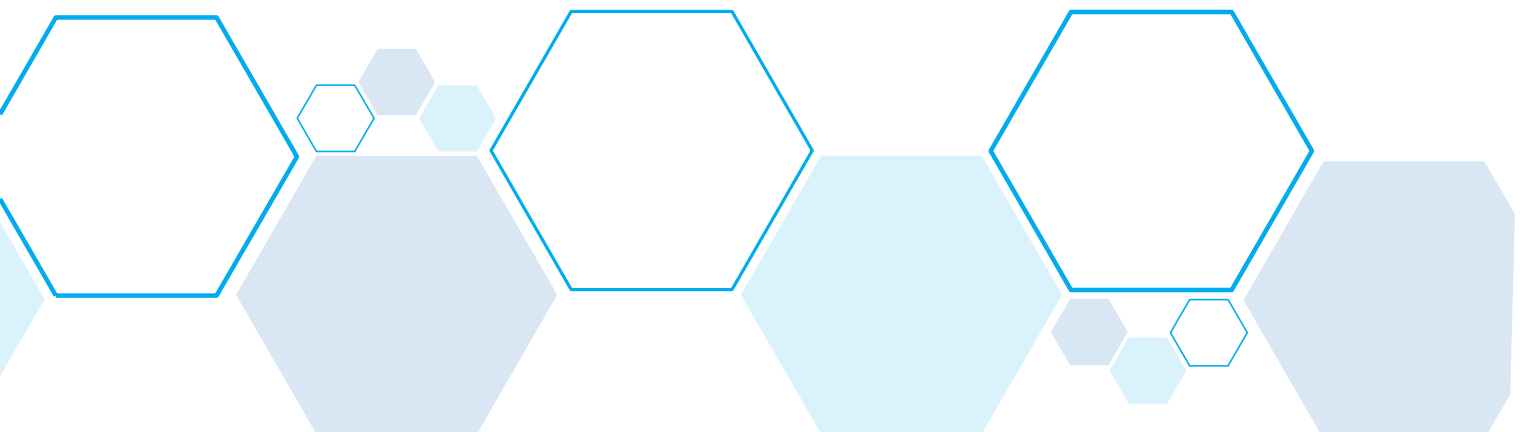
T: 01925 443 322

West Lancashire

W: <https://www.lancashire.gov.uk/health-and-social-care/adult-social-care/getting-our-support/assessing-your-needs/>

Wirral

W: <https://www.wirral.gov.uk/health-and-social-care/adult-social-care/support-carers/support-available-carers/>



Citizens Advice Centres

National helpline and to find your local branch

T: 03444 111 444

Cheshire East

T: 0800 144 88 48

Knowsley

T: 0300 330 9008

Liverpool

T: 0344 848 7700

Macclesfield

T: 01625 432 847

Sefton

T: 0344 493 0012

Preston

T: 0300 330 1172

Healthwatch

Cheshire East

T: 0300 323 0006

Halton

T: 0300 777 6543

Knowsley

T: 0151 449 3954

Lancashire

T: 01524 239100

Liverpool

T: 0300 777 7007

Sefton

T: 0800 206 1304

St Helens

T: 0300 111 0007

Warrington

T: 01925 644 202

Wirral

W: www.healthwatchwirral.co.uk T: 0151 230 8957



*Doreen and
Ken*

We would like to acknowledge the contribution of Knowsley Carers Centre, Carers Vision, St Helens, Halton, Sefton and Liverpool Carers Centres together with individual carers who have collaborated in the development of this Carer's Passport.

The document was developed from the previous work undertaken by the Patient Experience Teams at Liverpool University Hospitals NHS Foundation Trust and St Helens and Knowsley NHS Foundation Trust.

This Carer's Passport has been co-designed and produced by Trusts across the Merseyside and Cheshire Network and therefore will be recognised and agreed locally in:

- ◆ Cheshire and Wirral Partnership NHS Foundation Trust
- ◆ Countess of Chester Hospital NHS Foundation Trust
- ◆ East Cheshire NHS Trust
- ◆ Liverpool Heart and Chest Hospital NHS Foundation Trust
- ◆ Liverpool University Hospitals NHS Foundation Trust
- ◆ Liverpool Women's Hospital NHS Foundation Trust
- ◆ Mersey Care NHS Foundation Trust
- ◆ Mid Cheshire Hospital NHS Foundation Trust
- ◆ St Helens and Knowsley Teaching Hospitals NHS Trust
- ◆ The Clatterbridge Cancer Centre NHS Foundation Trust
- ◆ The Walton Centre NHS Foundation Trust
- ◆ Warrington and Halton Teaching Hospitals NHS Foundation Trust
- ◆ Wirral University Teaching Hospital NHS Foundation Trust

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها بالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار بهو نهخوشانهی لهلایمن تراستهوه پسهاند کراون، نهگس داوا بکرنیت له فورماتیکانی تر دا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و ئهلیکترونیکی ههیه.

所有经信托基金批准的患者信息均可以其它格式提供，包括其它语言、易读阅读软件、大字体、音频、盲文、穆恩体 (Moon) 盲文和电子格式，敬请索取。

Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.

Mersey and West Lancashire Teaching Hospitals NHS Trust

Warrington Road
Prescot
Merseyside
L35 5DR

T: 0151 426 1600



This Carer's Passport
has been endorsed by



CARER SUPPORT PATHWAY

If the patient is a Carer, where possible, establish if alternative arrangements have been made for the person they care for. If not, contact social care.

If the Patient's Carer expresses concern about the level of support they provide and their ability to continue to care, ensure a referral to the A&E Social Care Team or the Discharge Planning Team is completed.

NB Staff should be aware that people providing a caring role do not all identify or like the term 'Carer'. They are husband, wife, son, daughter etc and see caring as part of their relationship. We use the term to try and introduce the support that is available to those who provide practical and/or emotional support that allows someone to remain safe and well within the limits of an illness or disability

On admission, check if your patient has a caring role, or has a person who cares for them and document in your nursing notes

Check with patients who are Carers that they are able & willing to continue their caring role. If they have support needs, discuss referral to a local Carers Centre and document that their caring role is causing them concern, it may be relevant to their current health

Your patient's Carers should be involved in the planning of care and seen as expert care partners. Discuss and document the level of care they would like to provide whilst the person they are for is in hospital. Complete a Carers Passport and file in the patient's nursing notes.

Patient's Carers should be involved in discharge planning arrangements from day 1. This may avoid potential delays on discharge. They may need information about support for themselves as Carers, information about services in the community or simply the chance to talk about how to manage the impact of caring for someone.

The local Carers Centres will establish any concerns that the carers may have, explore the options for alternative support and liaise with health and social care professionals in the Carers local authority area