

WORKING CARERS

The Carer Passport

Supporting employees who are unpaid carers



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Written and produced by Gateshead Carers Association

Funded by the Equalities Office

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Support for Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, mental health problems or alcohol and substance issues cannot cope without their support.

Your local Carer Centre offers confidential advice and information alongside practical and emotional support, tailored to meet the needs of each individual carer.

There are many employees across the UK who regularly combine caring with work, and your local Carer Centre understands what a difficult juggling act this can be. They are there to; help make life easier for those with a caring role, encourage employers to be 'carer-friendly' and to understand the benefits of employing carers.

Carer Centres' can help working carers to balance the demands of their work and caring roles more effectively and work with employers to develop a unique package of support for their employees, this includes:

- Employment advice and support
- Help with benefits
- Support obtaining a Carers Assessment
- Liaison with social care services
- A short break from caring or help to access respite care
- Social activities and mutual support from other carers
- Emotional support

Accessing carer support

Your local Carer Centre knows how difficult it can be for working carers to seek help and support. Your Carer Centre will provide assistance face to face, over the telephone or via email if more convenient for you.

What is The Carer Passport?

- The Carer Passport is a document that carers' can use to help them identify their own needs and help others understand their situation
- Working carers often find it frustrating to relay information about their situation to different people all the time; A Carer Passport can help them to manage information in a way that saves them repeating it to various agencies and individuals
- This document is an excellent tool to use during 1-2-1s and appraisals; anyone can use it
- We also encourage employers to adapt and make it their own
- We work regularly with local employers to increase knowledge of working carers
- If you need any support from us when completing this, do not hesitate to contact your local Carer Centre
- If you work within HR and are using this document please do let us know, we would like to evaluate how the passport is being used.



Principles of The Passport

Confidential - We believe that this document should only be shared with the working carer, line manager and HR.

Sustainable - We ask all line managers to pass the Carer Passport on to the next line manager if they leave post or change roles.

Comprehensive - We use this passport to detail all your needs and how your employer can help you.

The document will describe:

- The carer's caring responsibilities
- Reasonable adjustments the carer may need
- Procedures if the carer is needed urgently by the cared-for
- Details of how the carer should communicate with his/her line manager if they unable to be at work.

Employer policies

You may find it helpful to obtain the following policies from your line manager or HR department:

- Flexible Working Policy
- Parental Leave Policy
- Time off in Emergencies Policy

Your employer may also have a Carer Policy, although they do not have to provide this.

How the Passport works

The first part of the passport is about you and your caring role, and how caring affects your life. The second part of the passport forms an agreement and plan of action.

Your Carer Passport

About you and your caring role

(Carer must give express permission to share this information).

Mr / Mrs / Miss / Ms *(Delete where appropriate)*

First Name: _____

Last Name: _____

Job title: _____

Work address / location: _____

Department: _____

Telephone number: _____

Email address: _____

What are your normal work hours and working pattern?

(Give details of a flexible working agreement if you have one).

What support would help you to work to your full capacity in the workplace?

If you late or are unable to attend work, what is the best way to communicate this information?

Name of the person you care for: _____

Condition/illness of the person you care for: _____

What are your caring responsibilities?

Each carer is different, and each caring role varies. Some people need only a few minutes a day (a phone call, or a quick visit), others need 24/7 support. The effect of the caring role is relative to you. The nature of caring means demands can vary, and may get more intense as times goes on. A good question to ask is "what does the person you care for rely on you for?"

Here is a list of common tasks:

- Shopping
- Cleaning
- Cooking
- Attending doctors and hospital appointments
- Liaising with social services
- Dealing with finances
- Personal care
- Washing
- Dressing

Tell us about your caring responsibilities here.

Use this space to tell us anything else we need to know.

How does caring affect your work?

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