



# Carer Passport







*Wendy, Natalie  
and Jake*

# 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](http://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.



Wendy,  
and Jake

### 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 can offer:

- ◆ Hot drinks on the ward.
- ◆ Flexible visiting hours.

### 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

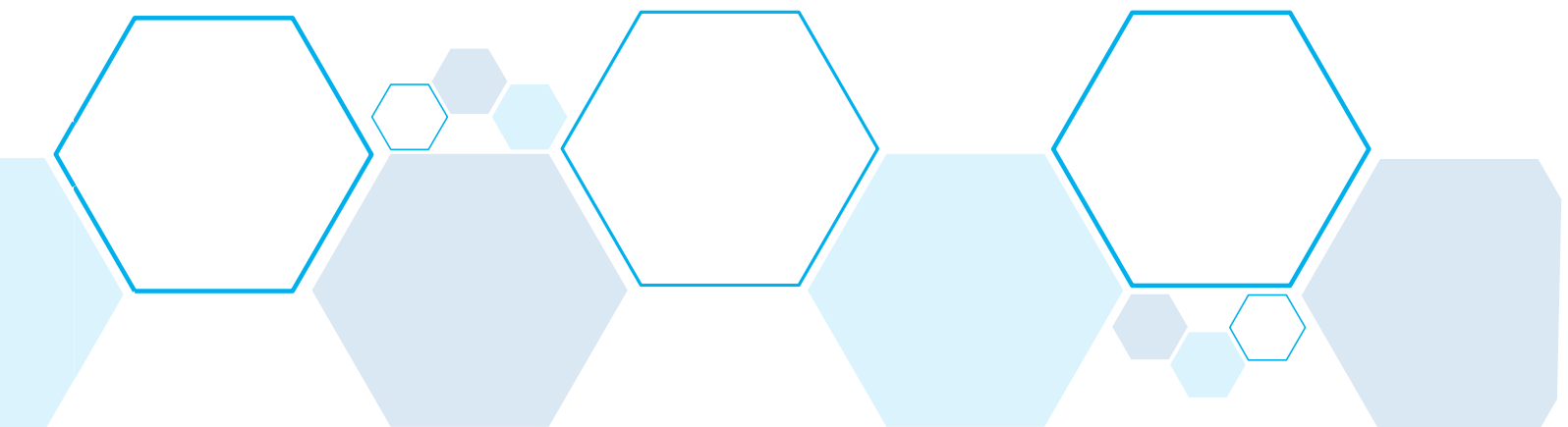
With the relevant consent obtained, we will provide information that is timely, appropriate and accessible. We will involve you in decision making while respecting the need for confidentiality.

### 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](mailto:pals@sthk.nhs.uk)**

**Telephone: 01704 704703**

**Email: [soh-tr.pals@merseywestlancs.nhs.uk](mailto:soh-tr.pals@merseywestlancs.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.

[www.merseywestlancs.nhs.uk//mw-fft](http://www.merseywestlancs.nhs.uk//mw-fft)

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  
Andrew*



## 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](http://www.cheshireandwarringtoncarers.org)

**T:** 0300 102 0008

**E:** [advice@cheshireandwarringtoncarers.org](mailto:advice@cheshireandwarringtoncarers.org)

#### **Cheshire East Carers Hub**

**T:** 0300 303 0208

**E:** [enquiries@cheshireeastcarershub.co.uk](mailto: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](mailto:help@haltoncarers.co.uk)

#### **Isle of Man**

**W:** [www.carersuk.org/help-and-advice/get-support/local-support/isle-of-man-carers-centre](http://www.carersuk.org/help-and-advice/get-support/local-support/isle-of-man-carers-centre)

#### **Knowsley Carers hub**

**W** [www.n-compass.org.uk](http://www.n-compass.org.uk)

**E:** [enquiries@knowsleycarershub.org.uk](mailto:enquiries@knowsleycarershub.org.uk)

**T:** 0151 549 1412

#### **Liverpool Carers Centre**

Local Solutions

**T:** 0151 709 0990

#### **Sefton Carers Centre**

**W:** [www.sefton-carers.org.uk](http://www.sefton-carers.org.uk)

**T:** 0151 288 6060

#### **St Helens Carers Centre**

**W:** [www.sthelenscarers.org.uk/contact.html](http://www.sthelenscarers.org.uk/contact.html)

**T:** 01744 675 615

#### **Warrington Carers Centre (WIRED)**

**T:** 01925 633 492

**E:** [warrington.carers@wired.me.uk](mailto:warrington.carers@wired.me.uk)

#### **Wirral Carers Support (WIRED)**

**T:** 0151 670 0777

**Text:** CARERS to 87007

**E:** [cws@wired.me.uk](mailto:cws@wired.me.uk)

#### **Halton Carers Centre**

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

**T:** 01928 580 182

**E:** [help@haltoncarers.co.uk](mailto: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](mailto: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](mailto:admin@ageukcheshire.org.uk)

### **Age UK - Cheshire East**

**T:** 01625 612 958

**E:** [enquiries@ageukce.org](mailto: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](mailto: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](http://www.epilepsy.org.uk)

**T:** 0808 800 5050

### **Macmillan Cancer Support**

**W:** [www.macmillan.org.uk](http://www.macmillan.org.uk)

**T:** 0800 808 0000

### **Maggie's Carer Support Group**

**W:** [enquiries@maggies.org](mailto:enquiries@maggies.org)

**T:** 0300 123180

### **MND Association**

**W:** [www.mndassociation.org](http://www.mndassociation.org)

**T:** 0808 802 6262

### **Multiple Sclerosis Society UK**

**W:** [www.mssociety.org.uk/](http://www.mssociety.org.uk/)

**T:** 0808 800 8000

### **National Dementia Helpline**

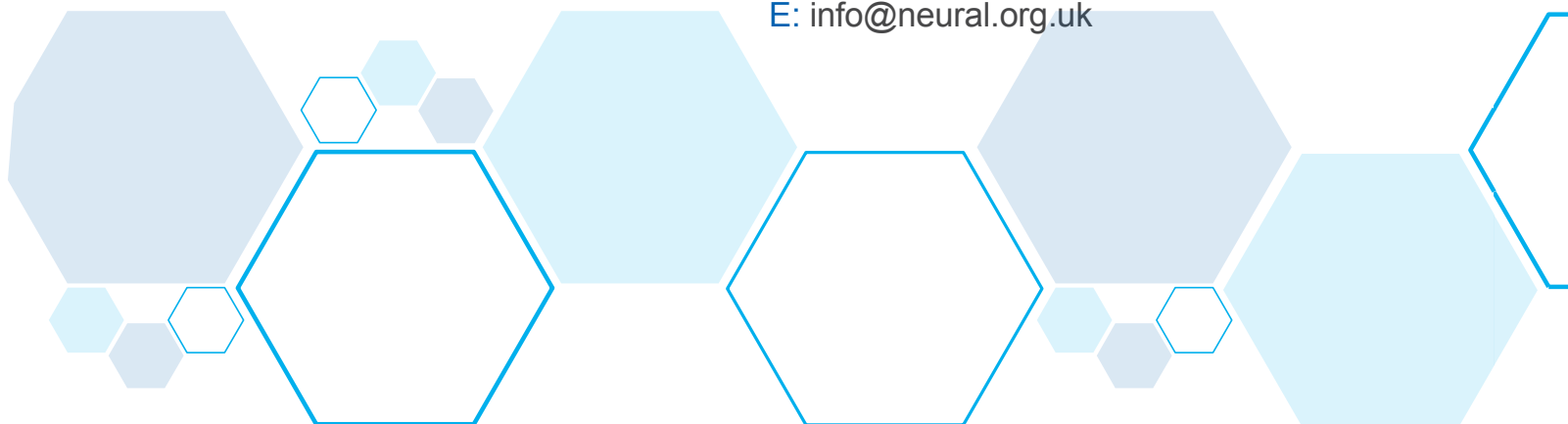
**T:** 0300 222 1122

### **Neuroalliance**

**W:** [www.neural.org.uk/](http://www.neural.org.uk/)

**T:** 01923 882 590

**E:** [info@neural.org.uk](mailto:info@neural.org.uk)



### **Spinal Injuries Association**

**W:** [www.spinal.co.uk](http://www.spinal.co.uk)

**T:** 0800 980 0501

### **The Brain Charity**

**W:** [www.thebraincharity.org.uk](http://www.thebraincharity.org.uk)

**T:** 0151 289 2999

**Freephone:** 0800 008 6417

### **TIDE (Together in Dementia Everyday)**

**W:** [www.tide.uk.net](http://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>

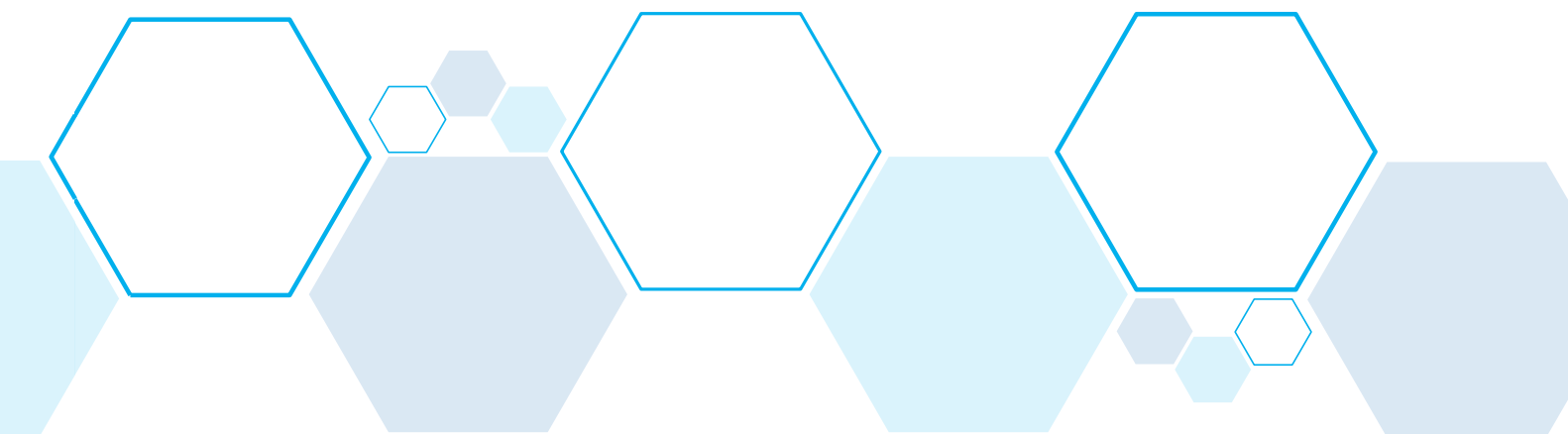
**T:** 01925 443 322

### **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](http://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 ائتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعة الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

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.

زانباری پیوه‌ندیدار بهو نه‌خوشانه‌ی له‌لایهن تراسته‌وه پسه‌ند کراون، نه‌گمر داوا بکریت له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گموره، شریتی دهنک، هیلی موون و نه‌لینکترونیکی همیه.

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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.

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T: 0151 426 1600

  
Mersey and West Lancashire  
Teaching Hospitals  
NHS Trust

This Carer's Passport  
has been endorsed by

