

Going ahead guide



Carer Passport for hospitals

- Be absolutely clear about who can access the Carer Passport (ie. what defines a carer), what its purpose is, and what it entitles the carer to.
- Ensure that Carer Passport scheme has two key components - to foster the identification, engagement and involvement of carers, while also providing concessions to carers (eg. parking discounts and referrals on to the local organisation or support).
- Clarify the essential elements of a Carer Passport, including (for example):
 - the name of the carer
 - the name of the person being cared for
 - the offer from the hospital
 - the named staff member leading the initiative
 - and review or renewal dates, etc.
- Make sure the carer has a copy of the statement they've signed and the hospital keeps a copy.
- Address questions around record-keeping (who holds a copy of the Carer Passport within the hospital), monitoring, measuring outcomes and evaluating the impact of the initiative.
- Make clear agreements to foster joint working, including those which adhere to confidentiality and data sharing considerations.
- Access the Carer Passport templates and examples of good practice which are available, and which can be adapted by hospitals for their own purposes and according to their own governance in recognition that not one model fits all.
- Be informed by the expertise and insights of carers when developing this initiative, as the concept is one which clearly resonates with them.
- Examine the experiences and needs of young carers with regards to the Carer Passport, and explore how a model could be developed to respond to these needs. Consider measures to identify young carers within hospitals.
- Ensure there is a senior operational lead for support to carers (eg. the Director of Nursing) who can take a whole-systems approach, as well as an influential clinician to champion the initiative at Board level.
- In addition to the hospital setting, look to extend support to carers across other areas of community provision (including primary care, emergency services, pharmacies, private care providers), thus reaching any services which carers might use.
- Champion a local provider level approach which is Carer Friendly in the development of services, and in which carers are regarded as 'everyone's business'

