

Carer Passport



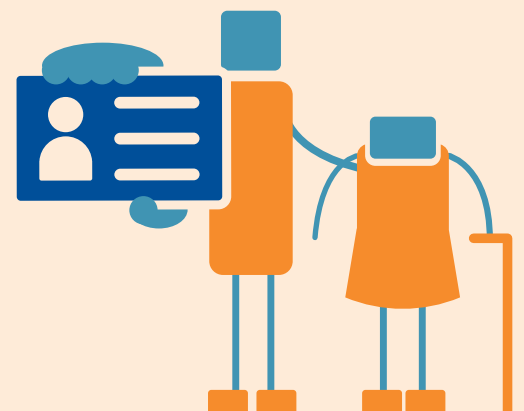
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Social Care

Your guide

The new Carer Passport
in mental health trusts



This Carer Passport Guide has been created by:

[carerpassport.uk/
mental-health](https://carerpassport.uk/mental-health)

 **carersUK**
making life better for carers

 **carerstrust**
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About this guide

The aim of this toolkit is to provide you with the know-how, insight and expertise to build your own Carer Passport scheme within a mental health trust setting – to provide a clear offer to carers, as well as links to advice and information and provide a mechanism to improve identification and support.

There is a clear recognition that Carer Passport schemes are often owned and developed locally, or by an employer, to suit their needs. We use the experience and knowledge from key leaders who have developed a Carer Passport locally as well as the experience of carers to provide all the insight and content needed to get a scheme going.

The work is being carried out by Carers UK and Carers Trust with funding from the Department of Health and Social Care with the aim of increasing the number of Carer Passport schemes in England which seek to support carers. It is part of our broader work and drive to build Carer Friendly Communities.

What benefits can a Carer Passport bring?

Experience locally shows that a Carer Passport scheme can:

- Aid identification and support of carers.
- Raise awareness of caring.
- Provide a concrete, easily understandable offer of support.
- Provide a mechanism that makes carers feel valued.
- Provide help/assistance to managers or key professionals.
- Provide a short-cut to knowing what support is needed, without having to ask lots of questions.
- Help in local discussions and support.

Where are Carer Passports currently used?

- Employers use a Carer Passport to support carers in the workplace.
- Hospitals use a Carer Passport and similar schemes to identify, recognise and support carers on specific wards or across the whole hospital.
- In a local community a Carer Passport scheme looks at whole a range of support and information as well as discounts for local services. They are often a popular way of engaging with carers who might not otherwise ask for help.
- Schools, colleges and universities have a Carer Passport to support pupils and students who might need additional information and advice or adjustments because they are caring.

Carer Passport guide:

Mental health trusts

Key facts about carers	4
What is a Carer Passport in a mental health trust?	6
Introducing a Carer Passport in mental health trusts	7
What examples are there?	9
Going ahead	12
Appendix	17



Mental health trusts

Key facts about carers



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.
- 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.
- Young adult carers are young people aged 16–25 who care, unpaid, for a family member or friend with an illness or disability, mental health condition or an addiction.

- 13% of carers in England are looking after someone with a mental health condition¹
- There are approximately 1.5 million carers of people with mental health needs in the UK. They provide emotional support, practical help and coordination of care. Often, those with mental health needs are unknown to local services. As a result, their carers can be under-identified because the support they provide is 'invisible'.
- Following a survey in 2010, the BBC estimated that there are 700,000 young carers in the UK.² Other research has suggested that 29% of young carers care for someone with a mental health need,³ therefore, there may be over 200,000 young carers caring for someone with a mental health need.
- Carers of people with mental health needs take longer to identify themselves as carers, with 28% taking 5 years or more.⁴
- Research undertaken in 2012 showed 83% of carers stated that caring had a negative impact on their physical health and 87% said caring had a negative impact on their mental health.⁵
- Our health and social care services rely heavily on support provided by carers, with the contribution they make currently estimated to be worth £132 billion a year.⁶

13%
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1 Survey of Carers in Households 2009/10, NHS Information Centre for Health and Social Care, 2010. 22% supported someone whose condition affected them both physically and mentally.
2 <http://www.bbc.co.uk/news/education-11757907>
3 Young Carers in the UK, Dearden and Becker, 2004
4 Missing Out, Carers UK, 2016
5 In Sickness and in Health, Carers Week Partners, 2012
6 Valuing Carers 2015, Carers UK, University of Leeds, University of Sheffield, (2015)



The NHS and Carers

- In 2014, NHS England published its **Commitment to Carers**, which includes raising the profile of carers, person-centred coordinated care, and carer education and training.
- The **Government's mandate to NHS England** (2017/18) sets out a commitment to identify and support carers.
- Principle 4 of the NHS Constitution says:

“NHS services must reflect, and should be coordinated around and tailored to, the needs and preferences of patients, their families and their carers. Patients, with their families and carers, where appropriate, will be involved in and consulted on all decisions about their care and treatment.”

– NHS Constitution, Department of Health, 2012





What is a Carer Passport in a mental health trust?

A Carer Passport is a tool which sets out the clear offer to carers and facilitates access to this support.

It is the system by which a carer's information, needs and history are stored by a trust and facilitates smooth and consistent access into appropriate support.

How a Carer Passport works or looks may be different in each trust, some may have a physical card or 'passport', while others may have an app or number which accesses the Passport information. All Carer Passports should help to:

- Identify carers
- Provide clear co-productive working practices
- Provide clear confidentiality and information sharing procedures
- Tell carers what they can expect from the trust
- Provide clear pathways to advice, support and information

A Carer Passport looks to bring together the good work already being undertaken within a trust and build upon this, giving a clear pathway and formalised structure to access support and information, ensuring all carers receive the equal opportunity for support and partnership working.

The Passport may be owned by a trust or may be delivered in partnership with other agencies and services.





Introducing a Carer Passport scheme in mental health trusts

The benefits and business case

Overall

The introduction of a Carer Passport scheme can benefit not only carers but also those they care for and can improve the service outcomes of the mental health trust itself.

A Carer Passport scheme will embed and systematise good practice within a trust and signify a further step towards a more 'carer friendly' NHS, where carers are recognised, valued and supported as equal partners in care.

For carers

- Earlier identification leading to prompt support can help prevent crisis and maintain the carer's own physical and mental wellbeing.
- Increased co-productive working ensures carers are recognised and valued in their caring role and are treated as equal partners in care.
- Increased information about diagnoses and treatments will support the carer in their caring role, protecting their relationship with the person they care for.

For people who use services

- Continuity of care and support between formal and informal support.
- Their carers are better informed and can support the person to remain well for longer.
- Confidentiality issues are addressed early and agreements made, reducing the possibility of conflict during an acute episode, streamlining transitions and discharge planning.

For mental health services

- Clarifying identification, referral and information sharing/ confidentiality procedures within the organisation.



If I had a Carer Passport, I would at least have a physical manifestation of carer identification, which I would truly own and can carry anywhere with me. Ownership of identify can be a very powerful thing.



Carer



A Carer Passport would make me feel more connected to services and more confident that they had my welfare at heart and it would make for better communication between me and those who were caring for my loved one.



Carer



- Gaining additional insights into the person using the service and what support they have in their families and social circles supporting effective discharge planning and transitions.
- Overcoming communication difficulties, reducing the risk of serious incidents and improving patient safety.⁷

“

A Carer Passport would enable staff to identify and engage with the carer from the outset. Early discussions could take place around care reviews and listening to the carer’s story. Protocols can be explained and a positive relationship with the carer can be established.

If the carer knows more about what to expect from a trust, they are less likely to remain voiceless in the background

”

*Carer Lead,
Mental health trust*

⁷ In The National Confidential Inquiry into Suicide and Homicide by People with Mental Illness Annual Review (2015), closer family working was identified by mental health teams as a factor that would have reduced the likelihood of suicide in 16% of cases in England and reduced the likelihood of homicide in 28% of cases.





What examples are there?

There are many good examples of support for carers within mental health trusts but these are not generally brought together under the umbrella of a formal Carer Passport scheme.

Many mental health providers are implementing the Triangle of Care which has six key principles:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols regarding confidentiality and sharing information are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
6. A range of carer support services are available.

The Triangle of Care complements a Carer Passport scheme. The Passport is the system which sets the pathway for carers within the Trust and the Triangle of Care gives trusts the tools and structure to ensure they are meeting the needs of carers and working with them as equal partners.



Having a Carer Passport will enable trusts to embed Triangle of Care in their everyday practice. It provides a practical means of achieving Triangle of Care objectives and ensuring the carer is engaged on an equal footing to that of the staff and service user. This forms the basis of true partnership working.



*Carer Lead,
Mental health trust*

Surrey and Borders Mental Health Trust

Surrey and Borders Mental Health Trust have made a serious commitment to recognise and support carers through their application of the Triangle of Care, which involves including carers in all work streams of service delivery.

Two organisational Carers' Leads drive forward the agenda which includes implementing their organisational carers' action plan and initiatives such as their Carers Charter. Surrey and Borders were the top performing Surrey NHS provider for referring carers to support using the Surrey Carers Prescription service during 2016-17. A total of 367 carers received support. The Trust employs 13 Carer Practice Advisors who work across the system to ensure carer friendly practice and this includes a specific offer to young carers.



Greater Manchester Mental Health NHS Foundation Trust

Greater Manchester Mental Health NHS Foundation Trust operates the Triangle of Care model and supports carers through several key provisions that would be expected to be found within a Carer Passport offer.

A Carer Lead manages the support for carers and coordinates training for its Carer Champions, however it is recognised that the responsibility for supporting carers rests with all staff.

Carer Information Packs are given to carers within defined timescales specific to the service. Each pack provides carers with vital information including; a guide to accessing health records, admissions information, information on care planning, customer care, confidentiality, discharge planning and information about what can be brought on to a ward.

An introductory letter accompanies the packs which introduces the service and the staff team to the carer and informs the carer about parking, visiting and staff shift times and details of local carer support groups.

Young carers and a whole family approach

A Carer Passport scheme must meet the needs of young carers and accommodate a whole family approach to how a young carer is engaged and supported.

Mersey Care NHS Trust

Mersey Care NHS Trust, in partnership with Barnardo's Keeping the Family in Mind (KFIM), provide 'Family Rooms' to give a safe, comfortable and homely environment for all families with children under the age of 18 who have a relative staying in a specialist mental health service. The 16 rooms, designed by young carers, are located at Mersey Care NHS Trust specialist mental health, learning disability and substance misuse inpatient services, and are promoted to young carers and families by ward staff, with clear signage, and posters designed by young carers. The Jelly Baby logo, also designed by a young carer, is the kite mark awarded by young carers to Family Rooms which have met their standards.



2gether NHS Foundation Trust, Gloucestershire and Herefordshire

In order to establish a whole family approach for supporting young carers, 2gether NHS Foundation Trust worked with Gloucestershire Young Carers to develop:

- A Young Carers Charter
- ‘In the Bag’, an information pack for young carers, and
- The Whole Family Information Pack for parents

The partnership approach resulted in improved systems in recording details of dependent children on patient records; specific reference to consideration of the needs of dependent children in the hospital discharge policy; and establishment of young carer link workers to act as a resource for colleagues across the Trust. A comfortable, well-resourced family room enables children to visit parents being treated as inpatients.

The Triangle of Care for young and young adult carers has been adopted to drive the Trust’s commitment to young carers.

>>> <https://www.2gether.nhs.uk/2gether-and-gloucestershire-young-carers-launch-young-carers-triangle-of-care>

>>> <https://www.2gether.nhs.uk/carers-information>





Going ahead

- Identify a lead within your organisation who is interested in taking this forward. The lead should have adequate time and resources to be able to plan and deliver the scheme effectively, and should have support from all levels within the organisation.
- Engage with the carers currently known to your service. Set up a working/steering group with carers and ask what they would find useful from a Carer Passport scheme. Carer Passports should be co-produced with carers from the beginning and throughout, including young carers. Your local carer organisations may be able to support you with this.
- Map the breadth of mental health services provided by your trust and identify where the areas of difficulty are that could be addressed by a Passport scheme. Plan how the Carer Passport can transition between services, such as inpatient to community team or CAMHS to adult mental health services and assist with discharge planning.
- Audit existing support for carers within your organisation.
- Meet with local agencies such as carer organisations, your local authority/authorities, primary care, advocacy organisations, schools etc. to plan how to achieve effective referrals and information sharing across services. Other agencies will have knowledge and resources which can enhance your service and ensure a seamless journey for carers.

Top tip

If your trust has a Carers Charter, this would be a good place to start! Together with the carers known to your service, look at what needs to be done practically to achieve the values and outcomes identified in the charter.

Elements of success

Investment, profile and coordination

For a Carer Passport scheme to be successful, a mental health trust needs to invest in them appropriately. There will need to be senior level commitment and the Carer Passport should be given a high profile in order to bring everyone on board. Policies and practices should be developed that highlight the benefits of a Carer Passport and clearly communicate them to all staff. Ensuring there is a strategic, as well as an operational, lead to take on the development, implementation and management of a Carer Passport scheme will help drive its success.

Develop guidelines and administration procedures

Clear guidelines should be devised early during the development of a Carer Passport scheme so that staff and



carers understand its scope. Clarity needs to be established about the criteria for a Carer Passport, what it offers, where the scheme operates, how long a passport lasts for and who is eligible for one. There is general acknowledgement that the Carer Passport scheme needs to be as open to all as possible and not be based on local authority assessment criteria. There is also an opportunity to fully engage primary care services, both to promote carer health and wellbeing and ensure smooth transitions.

Before a scheme is implemented, systems for record keeping need to be established which ensure carer confidentiality is maintained. Consideration needs to be given about where information is stored, who manages the information and whether it's stored electronically. Measures for monitoring the success of the scheme should be developed in order to capture the breadth of the scheme and its outcomes for carers, people using services and for the trust.

Things to avoid

Not all carers may want to join a Carer Passport scheme.

This should not be a barrier to carer engagement. The No health without mental health: implementation framework states that services should 'Develop protocols for sharing information with carers including working with primary care to determine how best to act on information regarding potential crisis, as well as developing staff capability to agree appropriate confidentiality and information sharing agreements.' The Carer Passport can simplify and streamline information sharing and partnership working with carers but this should not be dependent upon a carer agreeing to a Carer Passport. Your early planning and engagement with carers will allow you to gauge enthusiasm for the scheme and plan whether it there may be a preference for the scheme to be administered or available through a carers organisation or other agency.

Some staff may feel they are being given additional work and so view a Carer Passport scheme negatively.

It's important to engage staff early and discuss the positives that better carer engagement will bring, along with the clarity of information sharing procedures and referral routes. Ask their opinions about what they would like to be different in their interactions with carers and what they find difficult or confusing about helping carers access support. If your trust has access to carer awareness training already, this can be a useful tool to highlight the needs of carers and how much they contribute towards health services. Staff Carer Leads



should volunteer for this role, not have it assigned to them. Giving Carer Leads the freedom and resource to creatively implement a Carer Passport scheme will increase job satisfaction and motivation, resulting in a truly effective Passport scheme.

But we're already implementing the Triangle of Care, isn't this the same thing?

A Carer Passport scheme can help to formalise and complement your implementation. It can provide particular support around transitions, ensuring the carers story, situation and contact details are shared between teams. The example below illustrates how this can happen.

Example

Elena, has recently been referred to the Community Mental Health Team. At the first meeting, the staff member (Jo) identifies that Elena's husband, John, is providing Elena with support, and their 12-year-old daughter, Sandra spends time with mum when she is feeling depressed and helps around the home.

Jo gives John and Sandra information about the Trust Carer Passport scheme and asks if they would like to join. They both agree and Jo fills in the Carer Passport form, initiating a conversation with Elena about how she would like information to be shared with John and Sandra.

Elena is happy for all information to be shared with John, but is concerned that, if Sandra knows the extent of her mother's illness, it may worry her. It is agreed that John will be involved fully in Elena's care and Sandra will be encouraged to share her own thoughts and views on how her mother is, and be given age-appropriate information about her mother's treatment and medication. Jo also speaks with John and Sandra about their own situations and discovers that John works full-time and has found it difficult to get time off work to support Elena, which has put pressure on him. Sandra is studying for her exams in school and has had some trouble sleeping due to this and worrying about her mother.

John and Sandra receive their Carer Passports in the post, with:

- An introduction letter explaining the support the Community Mental Health Team can provide to Elena, contact numbers and out of hours information and



information about the local carer support group that the Trust hosts.

- An information pack about local adult and young carer's services.
- Information about carers assessments.
- The Crisis Helpline telephone number and advice of what to do if they are concerned.
- An invitation to meet with Elena's psychiatrist.
- Information about the Trust Recovery College, pharmacy helpline and links to online information about Bipolar Disorder (Elena's diagnosis).

The letter asks John and Sandra if they would like Jo to refer them to the local carers organisation and for a carers assessment each. They call Jo and both agree to this. The Trust made agreements with the local authority and carers organisations when developing the Carer Passport and so Jo can make the referrals quickly and easily. She also includes information about John's employment and Sandra's current stress at school to inform the carers assessments and see if the local carers organisation can help.

John receives support from the carers organisation around his employment and learns about his right to request flexible working, this relieves some of the pressure and he is able to educate his employer about carers. Sandra enjoys attending the local young carer group, finds the homework club particularly helpful with her exams and receives support with strategies to cope with her stress from the young carer worker. John attends a course about Bipolar Disorder at the Recovery College and begins to better understand some of Elena's behaviours when she is unwell.

As the months progress, Elena becomes more unwell and is admitted to a psychiatric ward for a short time. The ward staff use the Carers Passport to identify who to involve in Elena's care and John and Sandra are pleased that don't have to explain their story all over again when they have their meeting with the ward psychiatrist. John and Sandra visit Elena every other night and are grateful for the discounted parking that their Carer Passport provides. The ward staff understand from his Carer Passport that John



works late and are able to be flexible with visiting times, ensuring the family room is available, so Elena can maintain contact with her family.

Elena's mental health begins to improve and John and Sandra are invited to Elena's discharge planning meeting. Elena feels confident that she and John have all of the information they need when she comes home and that Sandra has been involved enough that she doesn't feel more anxious about her mum coming home. When Elena is discharged, the Crisis and Home Treatment Team access John and Sandra's Carer Passports before visiting the home and are better informed about Elena's support system and the family structure. They identify that Sandra would like to attend counselling and can refer her directly with a full history and details of all involved professionals which are stored on the Carer Passport system.

Elena's mental health continues to improve and she is eventually discharged from the Community Mental Health Team. The family have had a positive experience of mental health services and have been given the tools they need to move forward. The Trust gains their permission to keep their details for an agreed period, in case they need further support from the Trust.

In conclusion

A Carer Passport within a mental health trust can be a useful tool to promote the safety of patients, engagement with carers and development of a truly inclusive organisation.

Each trust can, in partnership with carers, plan and execute their Passports with creativity to meet the needs of their unique client base. A Carer Passport scheme can be an opportunity for trusts to integrate the work they do with carers into their everyday practices and seeks better outcomes for patients, their carers and families.

If you would like to view templates, good practice examples and get some ideas about developing your own Carers Passport, go to www.carerpassport.uk





Appendix

What might a Carer Passport offer?

Elements of success

Below are some ideas of what could be included in a Carer Passport scheme. Your Carer Passport scheme may operate only within your trust, or may include a number of other partner organisations and services.

Information

- Information about wider support for carers
- Practical information about the service
- Appropriate age-related information for young carers
- Carers information pack developed with staff and carers
- Information and education on mental health and recovery
- Online information for carers
- Key contacts for carers
- Regular information through a physical newsletter, e-newsletter or text service

Initiatives to support carer interaction with service

- Tours of the service for carers
- Family friendly visiting rooms
- Travel concessions
- Flexible or extended visiting hours
- Free, discounted, or preferential, parking
- Discounts on hospital shuttle bus
- Concessions on food or vouchers to purchase food

Support for carers

- Opportunities to talk with staff



- Mutual support through a carer support group or navigation to a carer support group
- Access to counselling
- Discounts on a range of local services and products
- Navigation to employment support

Other

- Information about the carer held by a trust
- Links with an emergency carer card scheme (<https://www.carersuk.org/search/planning-for-emergencies>)
- A carers forum
- Mechanisms for carers to feedback on the scheme

Templates

- >>> A5 leaflet explaining scheme to carers.
- >>> A4 poster (with possibility to be printed in A5 to hand out to staff) explaining Carer Passport to staff with useful information. Includes picture of what card would look like/ opportunity to add that in.
- >>> A4 poster explaining scheme to carers to go up on wards.
- >>> Carer Passport ID card
- >>> A checklist of things to consider when implementing

External resources

- >>> Surrey and Borders NHS Carers Charter
- >>> Surrey and Borders NHS example Carer Newsletter
- >>> Mersey Care NHS Young Carer Policy
- >>> Greater Manchester NHS Carers Charter



Other resources

No Health without Mental Health (the Mental Health Strategy for England) 2011

www.gov.uk/government/publications/the-mental-health-strategy-for-england

No health without mental health: implementation framework

<https://www.gov.uk/government/publications/mental-health-implementation-framework>

The Triangle of Care Toolkit – A Resource for Mental Health Service Providers (Carers Trust, 2015)

<https://professionals.carers.org/working-mental-health-carers/triangle-care-mental-health>

The Triangle of Care for Young Carers and Young Adult Carers, A Guide for Mental Health Professionals (Supplementary resource)

<https://professionals.carers.org/working-mental-health-carers/triangle-care-mental-health>

Commissioning for carers (Carers Trust)

www.carershub.org

Introduction to Recovery (Implementing Recovery Through Organisational Change)

www.centreformentalhealth.org.uk/recovery/supporting_recovery.aspx

Home Treatment Accreditation Scheme (Royal College of Psychiatrists)

www.rcpsych.ac.uk/quality/qualityandaccreditation/hometreatmentaccreditation.aspx

Talkwell: Encouraging the Art of Conversation on Mental Health Wards (Star Wards)

<http://starwards.org.uk/publications/187-talkwell-2nd-edition-is-ready-to-download>

Young carers and whole family support

Whole-family support for young carers affected by parental mental ill health

<http://static.carers.org/files/whole-family-support-for-young-carers-affected-by-parental-mental-ill-health-6661.pdf>



Mersey Care family rooms

<https://professionals.carers.org/sites/default/files/liverpool-famroomlinks-proof2-6568.pdf>

Keeping the Family in Mind Resource Pack

http://www.barnardos.org.uk/resources/research_and_publications/keeping-the-family-in-mind-resource-pack-2nd-edition/publication-view.jsp?pid=PUB-1600



Carer Passport



Find out more and access resources at:

[carerpassport.uk](https://www.carerpassport.uk)