

Carers
First

Carer's
Passport



Carer's Passport Walkthrough

The purpose of the Passport is to enable a carer and their manager to hold a supportive conversation and document the support needed to help the carer in successfully combining caring and work.

The Carer's Passport document belongs to the employee and their manager should have a copy. It is designed as a live document, to be reviewed at least once a year and in response to any changes in the nature or impact of the caring responsibilities.

To record an agreement in the Passport, it is important that you follow the relevant Carers First policies and procedures.

When a Passport is reviewed (either an action or the passport overall), a manager changes, or an employee moves to a new role, the Passport does not guarantee that the previously agreed arrangements will remain in place.

Section 2: An overview of your caring responsibilities

If the staff member has had a carer's assessment, this may also highlight some additional areas where support could be put in place. If they haven't had a review or assessment, is one needed as part of this process?

If this highlights any issues e.g. health issues, mental health and wellbeing - is the right local and national support in place? Is a mental health first aider supporting the employee? Is the employee accessing support through other organisations?

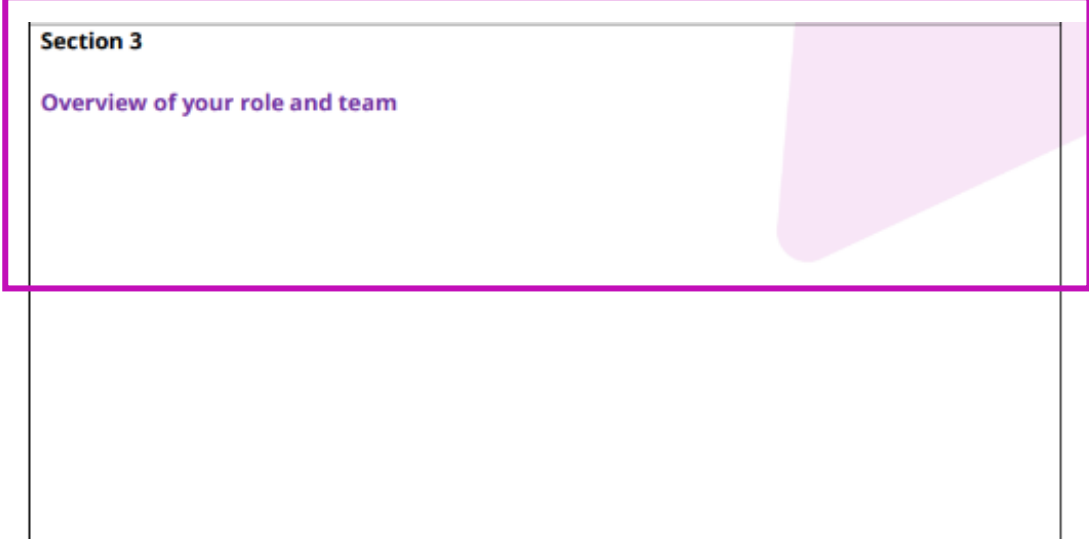
| Section 1 | |
|---|------------------|
| Employee Name | Employee Manager |
| Section 2 | |
| Overview of your caring responsibilities | |
| This section should include: | |
| <ul style="list-style-type: none">• A summary of your caring responsibilities• The impact this has on your working life• Any further information that may help your manager understand the impact your caring responsibilities have on you and your work. | |

What to think about

- The impact caring is having on your health and wellbeing - physical, emotional and mental
- What impact does work have on your caring responsibilities
- What impact does caring have on your work
- How do you manage at home
- Planning for emergencies.
- How much time do you get away from your caring role
- Does your caring role have a financial impact on you
- How do you expect your caring responsibilities to change in the future
- Any further information that may help your manager understand the impact your caring responsibilities have on you and your work

Section 3: An overview of your role and team

- What impact does caring have on your role within the team?
- What impact does your role have on your caring responsibilities?
- What flexibility would make a difference?
- Is this flexibility practical within your role and team?
- Think about parts of the role which could be better with flexibility – look at your job description
- Have any issues been raised in your PDP, 121 sessions, appraisals?



Section 3

Overview of your role and team

- Compile a list on your passport of the flexibilities you would like to explore further
- Are there any policies you are aware of that you can benefit from as a carer?

Section 4: Support that would be helpful

Working Hours

- Part-time work
- Compressed/condensed hours
- Annualised hours
- Staggered hours
- Term-time working
- Phased retirement
- Split Shift
- Extended or shorter breaks
- Change start and finish times

Section 4

Support that would be helpful

Section 5

Policies

- Carers Leave
- Emergency Leave
- Parental Leave
- Adoption Leave
- Compassionate leave

Other options explored

- Bring forward annual leave
- Unpaid leave
- Ability to use leave by the hour
- TOIL
- Carers leave
- Job sharing
- Career breaks
- Working from home or another location (including hospital) - what tasks can be done?
- Special parking arrangements
- The use of Teams/Zoom for appointments
- Allowing access to telephones and mobiles
- Flexibility after appointments
- Private workspace
- Provision of laptop when needed
- Role change
- Accessing Counselling
- Bereavement Support

Not all things may be agreed, your manager needs to ensure that their team can still operate with some flexibilities. You can trial things for short periods.

Section 5: Support agreed between you and your line manager

With your manager, compile a log of what is agreed, when it will be implemented and when it will be reviewed, e.g.

- How would you prefer to communicate with your manager if you are unable to come to work?
- What flexible working has been agreed?
- Have changes been made to work schedules?

Section 5

Support agreed between you and your line manager:

This section deals with the support/flexibilities specific to your current job which would help you combine caring and work. Please set out agreed actions with dates for implementation and review.

| Action Agreed | Date of Implementation | Date to review action |
|---------------|------------------------|-----------------------|
| | | |
| | | |
| | | |
| | | |

Also note any other actions agreed in the meeting

- Are you linked in with your regional caring service?
- Do you know what support you need from the regional carers service?
- Are you working with other services to get support e.g. employee assistance programmes, counselling, local carers service, employer support?
- Have you applied for or been awarded any care related grants – are any available through your employer?
- Do you need any equipment from the department to support your combined role?

Section 6: Any other actions agreed at the meeting?

Also think about these things and agree any relevant actions to provide more support:

- Join the Carers First network and connect with support, explore additional support outside of Carers First i.e. your GP
- Review Benefits
- Organise a care buddy
- Organise frequency for Passport reviews
- Think about longer term support
- Look at support in the home
- Look at aids for the home
- Can technology help with your caring role

Section 6

Any other actions agreed at the meeting?

This section might include for example, contacting the Employee Assistance Programme for counselling or the local council for a Statutory Carer's Assessment.

Date of the next Carer’s Passport review

Agree how often and set diary time for this, the carers passport meeting is not part of your 121 or appraisal.

If circumstances change at all, make sure you capture them in your passport and keep your manager informed.

| | |
|---|------|
| I consent to my line manager and HR keeping a copy of this Passport | |
| Employee Signature | Date |
| Line Manager Signature | Date |
| Date of next review: | |

Carers First

carersfirst.org.uk
0300 303 1555
partners@carersfirst.org.uk

Head Office:
Michael Gill Building
Tolgate Lane, Strood, ME2 4TG
Registered Company 4144820. Registered Charity 1085430.



A Network Partner of

**CARERS
TRUST**