

Carer Passport: identifying carers and improving support

This report examines the role of the NHS in identifying carers and improving the support they receive.

Whilst there are many carer friendly initiatives within the NHS, there is little uniformity and the support carers can expect varies enormously between different trusts. A Carer Passport is an easy way of standardising the hospital's 'offer' to carers and improving the level of support given to carers.

Key points

- The NHS has an important role to play in identifying carers and ensuring they access support services to prevent carer breakdown.
- Whilst there are many carer friendly initiatives within the NHS, there is little uniformity. A Carer Passport is an easy way of standardising the hospital's 'offer' to carers and improving the level of support given to carers.
- A Carer Passport has the following benefits:
 - **New carers** will be identified at an earlier stage of their caring journey, meaning better support.
 - **Carers** will feel confident about what they can expect from hospital staff and that their caring roles is recognised and valued by them. Carers will be better informed about available support.
 - **Patients** will benefit from having their carer's expertise inform their treatment. Better co-ordination, understanding and co-operation between the hospital staff and families improves patient care.
 - **Hospital staff** will be fully aware of hospital guidelines around carers when the scheme is implemented and it will encourage adherence to the NHS Constitution. Hospital staff will benefit from discussion with carers (who are experts in the care needs of their loved one).
- Introducing Carer Passports across the NHS would signal a move towards being a truly 'carer-friendly NHS'.

Introduction

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If our health and care services are to continue to rely on the huge contribution of unpaid care – now estimated to be worth £132 billion each year – our NHS must improve support for carers.
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Despite the central role that carers play in the care of their loved ones, many struggle to have their role recognised by health and care professionals. Carers UK has long called for better identification of carers throughout the NHS.

As part of our campaign to build Carer Friendly Communities, Carers UK has been working towards an NHS that thinks about the needs of carers at every level from the ward to the Board. If our health and care services are to continue to rely on the huge contribution of unpaid care – now estimated to be worth £132 billion each year¹ – our NHS must improve support for carers.

A Carer Friendly NHS must provide carers with the information and confidence they need to care well, it must value their insight and expertise and reach out to them with advice and support to ensure the health and wellbeing of carers themselves does not suffer as a result of their caring role. This paper looks at what carers need from the NHS and brings together practical examples of how Carer Passport schemes are improving the recognition and support of carers.

Carers' experience of the NHS

Research from Carers Week 2015 looked at how carer friendly a range of different community services were and the impact they had on carers' lives as a result. Carers were asked which services in their local community were the best at meeting their needs and which services failed to include them. The research found that there was huge variation in the support received by carers in their local community.

The experience of hospitals and GP services was mixed, with some carers finding these supportive whereas a similar number had a poor experience. This indicates a huge variation in the quality of health services that carers, and their loved ones, receive across the UK. Care and support services were rated by carers as the least carer friendly services in carers' communities.

Nearly two thirds (65%) of carers providing more time caring for a loved one (35 hours plus) said that one or more of their local services were not carer friendly.² This had serious consequences for carers – six in ten (61%) said that this lack of support had a negative impact on their health and two thirds (65%) said that experience of local services that fail to consider or support them made it more difficult to look after the person they care for.³

Over a third (36%) of carers rated hospitals as carer friendly whilst almost a quarter (24%) said their hospital was not carer friendly and 13% of carers found their hospitals the least carer friendly service in their community.⁴ Of those carers who said hospitals were the least carer friendly service – nearly three quarters said it affected their health (74%) or made caring more difficult (73%) and a third (32%) said it had a financial impact on them.⁵

Identifying carers and encouraging them to self-identify can be one of the main challenges in supporting carers. The information and advice available to carers is not always easy to find; even when carers have relevant information,

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¹ Carers UK (2015) Valuing Carers 2015: the rising value of carers' support, Lisa Buckner and Sue Yeandle, University of Sheffield

² Carers Week (2015) Building Carer Friendly Communities: research report

³ Ibid.

⁴ Ibid.

⁵ Ibid.

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they can often struggle to navigate the complicated pathway between the NHS and social care and access financial support in a complex social security system. Having support to enable them to do so has wider economic benefits too as it means that carers are less likely to suffer from breakdown and are able to care for longer.

Hospitals provide an important setting to identify carers as this is often the place where a caring journey begins – in cases such as stroke, a cancer diagnosis or following the birth of child with a disability or life-altering disease – or increases, such as when the condition the cared-for person has worsened. It can be a difficult and stressful experience for carers too as they have to cope with increased caring responsibilities.

How can we drive a change of practice and culture in the NHS?

Carers UK has been pressing over many years for better identification of carers in the NHS, including calling for a duty to be placed on NHS bodies to identify carers and promote their health and wellbeing.

In our 2015 election manifesto for the new Government and ahead of the 2015 Spending Review, Carers UK called for the Government to introduce this duty alongside a new ‘Carer Friendly NHS’ programme of work. In that manifesto, we suggested that Carer Passports were one mechanism that could be considered for use in hospitals and which may have broader application within the NHS and beyond into other sectors.

This research summary sets out examples of local practice in relation to Carer Passports, the rationale behind their implementation locally, and evidence of their impact. With the development of a cross Government Carers Strategy underway, we hope that this paper will help get the conversations started locally on how to improve carer recognition in the NHS. It sets out the features of a practical tool that can improve support for carers and the treatment of those they care for.

Carer Friendly NHS – initiatives underway

It is important to highlight that there are existing schemes and campaigns around carers and patients that many trusts are signed up to. As part of the recent John’s Campaign, there has been a drive to get hospitals to sign up and implement measures so that carers of patients living with dementia can have the right to stay with them in hospital. Many hospitals have policies of extended visiting hours for carers and some provide special facilities to enable this. Carers UK is supportive of John’s Campaign,⁶ however, it is also important to remember that for many carers, a stay in hospital can provide crucial respite as well as time to prepare for hospital discharge. Nor is it for carers to carry out tasks that would be normally undertaken by hospital staff unless they so wish to.

John’s Campaign has also been included as one of the 29 indicators for the NHS’s Commissioning for Quality and Innovation (CQUIN) payment framework. This enables commissioners to reward excellence, by linking a proportion of English healthcare providers’ income to the achievement

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⁶ www.johnscampaign.org.uk

of local quality improvement goals. This should see a wider take up of the principles that underpin John's Campaign, whereby hospitals will be implementing a policy on welcoming carers and family members of people with dementia according to patient's needs and not restricted by visiting hours. Carers UK is hopeful that these policies will be extended to all carers, not just those caring for someone living with dementia.

Over a hundred hospitals are also part of the Butterfly Scheme. This scheme is specifically for dementia patients, not only in order to identify dementia patients easily, but also to offer the right treatment and care from all staff. It can help patients with dementia to feel at ease more quickly and can be used to highlight carer specific information to staff.

Carer Passports

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A Carer Passport can be used to identify carers at the start of their caring journey and signpost them to the correct support. It can also be used to check that carers are receiving the right support if they have already had contact with services.
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There is currently a range of 'carer passport' schemes that are used by a small number of individual hospitals, schools, businesses and local authorities, all with different aims and features. A Carer Passport can be used to identify carers at the start of their caring journey and signpost them to the correct support. It can also be used to check that carers are receiving the right support if they have already had contact with services.

John's Campaign has gathered all examples of hospitals with some sort of carer friendly initiative – this is an ongoing process as the campaign grows. Based on a review of this (Appendix), there are 103 NHS Trusts that have some type of initiative or scheme to identify and support carers, some of which are Carer Passports but most just offering open visiting to carers (often restricted to dementia or geriatric wards).

There is potential for a standard NHS Carer Passport to be implemented much more widely, something which could benefit carers, patients and NHS staff as well as the health and care system as a whole. Many NHS trusts are already introducing benefits for carers but there is no standardisation and there is a great deal of variation with regards to the 'offer' for carers. For example, in Bristol there are Carer Liaison Workers in both hospitals and GP Practices thereby reaching many more carers and ensuring they are receiving the correct information and support.

Carer Passports in health settings

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Hospitals are an ideal place to start with Carer Passports given carers' poor ratings of hospitals generally in terms of being carer friendly. Research from a Carers Week 2013 survey of 2,100 carers showed that whilst only 35% of carers came into contact with their local authority during their caring journey, 85% came into contact with their GP, 81% with doctors or consultants in hospitals and 71% with nurses or other hospital staff.⁷ However, from the evidence provided by carers, it suggests that healthcare professionals are only identifying 10% of carers who they come into contact with.⁸

In May 2014, NHS England published its Commitment to Carers⁹ which has 37 commitments spread across eight key priorities including raising the profile of carers, person-centred coordinated care and education and training. This has galvanised many NHS trusts into doing more to identify and value carers in the healthcare setting.

Carers UK has looked at the small number of Carer Passports already in operation. There are a number of common features which would fit with good practice.

Features of a Carer Passport

The Carer Passport should be issued by hospital staff to carers. The passport should be allocated to one main carer, with flexibility on certain aspects.

The Carer Passport could take the form of a card, badge or booklet that is easily recognised by staff. It should name the passport holder as a carer. This would allow carers to identify themselves to staff who will then know that the passport holder is a carer who should be involved and consulted in the care and treatment of their family member or friend.

The Carer Passport should explain what the carer can expect from hospital staff (and what form this will take) in accordance with Principle 4 of the NHS Constitution, which says that carers should be involved and consulted in decisions about the patient's care and treatment:

“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, p3)

For example, the Carer Passport may state that:

- a 'carer conversation' should take place on arrival so that the carer understands what the available 'offer' is and discuss what involvement in caring for the patient, if any, they wish to have during the hospital stay.
- the carer should be involved in team meetings and discussions about the care and treatment of the patient and should be involved in planning the discharge of the patient
- the carer's views and concerns should be taken into account by

⁷ Carers Week Prepared to Care? Exploring the impact of caring on people's lives (2013)

⁸ Ibid.

⁹ NHS England (2014) Commitment to Carers www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf

- hospital staff
- treatments, medications and regimes should be fully explained to the carer
- for conditions that require complex care, training should be given to carers following discharge from hospital

The Carer Passport should also contain the details of the Carer Support or Liaison Officer/Lead for the hospital where there is one and, if not, a suitable nominated member of staff such as a Dementia Lead or Head Nurse.

The Carer Passport should contain contacts of social services and contain some brief information on carer's assessments as well as details of organisations that can provide further advice or information. Ideally, it should be tailored further to provide useful local contacts, for example details of any local carers' support services and relevant helpline or advice line telephone numbers

Following on from the Hospital Parking Charges (Exemption for Carers) 2015 Bill, the Government has updated their guidance to NHS Trusts about parking to state that concessions on the cost of hospital car parking should be available for the following groups:

- disabled people
- frequent outpatient attenders
- visitors with relatives who are gravely ill, or carers of such people
- visitors to relatives who have an extended stay in hospital, or carers of such people
- carers of people in the above groups where appropriate
- staff working shifts that mean public transport cannot be used

Therefore, hospitals should be offering, at a minimum, parking concessions to carers. Clearly, it would also be beneficial and carer friendly to offer free parking to carers; as noted above of those carers who found hospitals to be the least carer friendly service overall, a third said that it made a financial impact on them. Carers are often on low-incomes so a long stay in hospital for their loved one can have serious consequences for their finances – using up savings or getting into debt.

Hospitals could opt-in to offering the following benefits that would help carers to support their loved one while they are in hospital:

- flexible or extended visiting hours
- access to a break room (with facilities for children and sleeping)
- discounted food
- access to washing facilities

Advantages of adopting a Carer Passport

Benefits to carers

- Carers who have not previously been identified will be better supported at an earlier stage in their caring journey with positive consequences for the health, wellbeing and financial security of carers.

- Carers will feel confident about what they can expect from hospital staff and will be more fully informed about available support.
- Caring roles will be recognised and valued by hospital staff.

Benefits to patients

- Patients will benefit by having the expertise of their carer informing any treatment they receive.
- Better co-ordination, understanding and co-operation between hospital staff and families improves patient care.

Benefit to the NHS

- Hospital staff will be made fully aware of hospital guidelines around carers when the scheme is implemented and will be encouraged to adhere to the NHS Constitution.
- Hospital staff will benefit from discussion with carers, who can often be experts in the care needs of their loved ones.
- Carer Passports mean that many carers will be identified earlier and given the support needed to be able to care without negatively impacting on their health.

Carer Passports have the potential to go beyond just hospitals. They could be used a useful tool between hospitals and other healthcare services.

During the pilot at the Central Manchester University Hospitals NHS Foundation Trust, which trialled open visiting as part of a Carer Passport, nearly two thirds (59%) of staff felt it had improved communication between staff, patients and their relatives. There was also a change for carers and patients, prior to the pilot only 23.5% thought staff were available to discuss care and treatment and this rose to 100% at the end of the pilot. The pilot also saw a reduction in the number of falls compared to same time a year previous which the Ward Manager felt open visiting contributed to.

Carer Passports have the potential to go beyond just hospitals. They could be used a useful tool between hospitals and other healthcare services: for example, Carers UK would like to see carers being given the right to an annual health check – the need for one could be recorded in their passport and enable carers to request one from their GP. Owning a Carer Passport could have other uses too, for example, a carer friendly GP Practice might have special appointments for carers that could be included in the passport – or give them priority for slots at popular times.

The Clinical Commissioning Groups in Surrey have already implemented this joined-up approach through Carer Prescriptions through which carers are referred onto other support services.

Ultimately the Carer Passport could be a way of ensuring a carer has the necessary support in place and ensuring the cared-for person receives the support and care they need if a carer is taken unwell or unable to continue to provide care.

Ultimately the Carer Passport could be used a way of ensuring a carer has the necessary support in place and that details of contingency plans in case of an emergency for the carer are registered, ensuring the cared-for person receives the support and care they need if a carer is taken unwell or unable to continue to provide care.

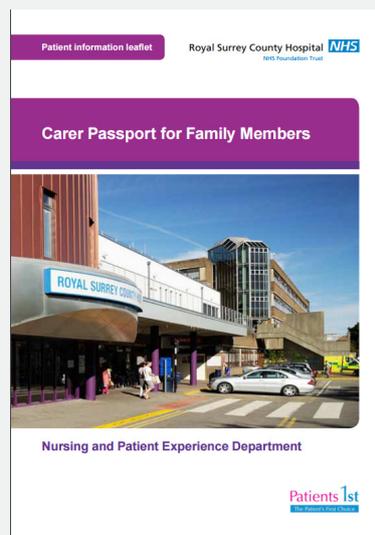
Carer Passport – best practice examples

Pinderfields Hospital – The Mid Yorkshire Hospitals NHS Trust

- Pinderfields Hospital recently implemented a Carer Passport, following feedback from the carer satisfaction questionnaires given to all carers of patients living with dementia.
- Many carers did not feel they were always encouraged or supported to participate in the care of their loved ones and on occasions felt undervalued. There was also some inconsistency in how carers were involved in different areas of practice. The Carer Passport was implemented to make carers feel valued and enable them, if they choose, to be a part of the patients' journey.
- The Carer Passport was funded from a dementia support resource fund; it was a one-off cost of £1,200 for the printing of the Carer Passports. To secure funding, Pinderfields used evidence of patient and carer dissatisfaction from both the survey and through ward rounds conversations as well as evidence that involving carers in dementia patient care eases the anxiety felt by those living with dementia when in the busy hospital setting.
- Features of the Carer Passport include a 30% discount off drinks and beverages as well as discounted car parking; the holder is able to visit outside of normal visiting hours (provided they inform ward staff); assist their loved one with personal care and at meal times; it allows them to provide support to the patient when undergoing certain treatment, such as attending an x-ray or giving blood samples and be actively involved in discussions about their loved one's care, treatment and discharge. One of the most innovative features is a special password given as part of the Carer Passport that allows nurses to share detailed information about a patient over the phone, which would not be given out to a normal visitor enquiring about a patient. The hospital also built six family support suites to enable families to spend the night with their loved one.
- The Carer Passport has been given out to over 900 carers and the outcomes have been overwhelmingly positive. Pinderfields Hospital reported the main benefits to be:
 - reassurance for carers and families
 - carers feel actively involved and able to actively participate
 - improved public confidence
 - freeing up of nurse time
 - carers have stated they feel valued as carers and as experts, who often know the person best, they can understand and communicate their needs to hospital staff
- Carers are never expected to replace the nurse but it allows the nurses to spend more time with other patients or getting paperwork done if they know that those patients with carers have an expert partner in care who will ensure their needs are taken care of.

Royal Surrey County Hospital NHS Foundation Trust

- In Surrey, the clinical commissioning groups have rolled out carer's prescriptions across their hospitals, community health centres, GP practices and mental health trust. They have 50 carer champions and a Carer Lead in each of the five hospitals. Two of the hospitals have also adopted Carer Passports.
- The Carer Passport gives carers concessions for parking, food and drink at the hospital and entitles carers to open visiting hours.
- One of the key outcomes of the passport noted by staff is that carers feel recognised and included as a partner in care.
- Surrey uses a carer prescription to allow staff at hospitals to refer carers on to other services. It includes a carer wellbeing tool, a practitioner's checklist which provides resources to support carers and refers them on at each stage and a list of questions for staff to ask carers in order to identify them. This can lead to a Carer's Assessment, access to services for the carer and a GP health check. Carers can also have a Carers Emergency Card – registering details of contingency plans in case of emergency for a carer. The Carer Prescriptions are in their second quarter – which has seen over 220 prescriptions with 810 services accessed, an increase of 117% over the first quarter. There have also been 185 carer's assessments as a result of the prescriptions.



Portsmouth NHS Trust

- Portsmouth NHS Trust is introducing Carer Passports to make their hospitals more carer friendly and to focus on the early identification of carers.
- The Trust collaborated with the local authorities and local carer organisations and held a focus group with 50 participants so that the offer for carers is truly co-produced.
- The outcome of the focus group was a four point proposal:
 - to become a carer friendly hospital with posters and badges to welcome carers and establishing Carers Champions
 - to implement John's Campaign so carers can stay overnight if they want to
 - to develop a Carer Passport
 - to work together to better share and learn from each other
- The Carer Passport will consist of a short booklet that carers will be encouraged to complete with information about the person they care for. This will help staff in the planning of care.

Other carer friendly initiatives

Carer Passports could be, and are, used in a number of ways and as part of much broader schemes. There are hospitals which have Liaison Workers from local carer organisations as well as rolling out volunteer Carer Champions. There are other healthcare services, such as GP practices, that have Carer Liaison Workers but these schemes are not limited to healthcare services. In Hertfordshire for example, there is a carers' discount scheme which gives carers in the county savings on a range of services and products, at the same time as connecting carers to support from carers' services.

Whatever the scheme, it is crucial that the introduction of Carer Passports or similar initiatives for carers in hospitals and other health services is not a tick-box exercise but is part of a wider cultural shift towards valuing and recognising the importance of carers to patients, and an essential opportunity to help carers get support earlier.

Ways to enhance the Carer Passport offer for NHS Trusts by using technology

As well as linking up with local carers support organisations to provide more holistic support for carers, NHS Trusts could be using newly available digital resources to support carers. This could include:

- Ensuring that carers know about being able to access Patient Records electronically – as all patients will be able to from April 2016.
- A three minute assessment by carers, created by Carers UK to provide a tailored information plan for them to help signpost to support. This is our [Upfront](#) guide to caring.
- Online e-learning - there are a number of different resources for different groups. Carers UK also has an online e-learning platform for carers to help them learn about caring.
- Linking carers to an online carers forum (such as the [Carers UK Forum](#), where feedback from carers has demonstrated very positive outcomes). An online forum is not for everyone; however those who use it say it provides support 24 hours a day, 7 days a week. Whilst this cannot replace valuable face to face meetings, it does provide an alternative for some.

Lister Hospital, Hertfordshire

- Lister Hospital received funding in 2013/14 to set up a Carer Friendly Hospital project.
- As part of this, a Carers' Policy & Contract and a Carers' Welcome Pack were developed, Carers' Noticeboards were put up around the hospital, and information specifically for carers was put on the website. There are plans for a Carer's Cabin to provide a space for carers to talk to staff and have a break.
- Whilst there is no form of physical identification such as a passport or badge, carers are given concessions on parking and receive vouchers that enable them to purchase hot food at the same price as staff. There is open visiting across the hospital.
- There is a Carers' Lead who, rather than being employed by the local carers' service, is a nurse employed by the Trust. The Lead is responsible for educational training on carers for the various teams in the hospital and attends ward rounds to raise the profile of carers.
- Between May and November 2015, the Carers' Lead made contact with 196 carers with over 100 referrals made on to local carer organisations for ongoing support.
- Each week, approximately 150 leaflets are taken from Carers' Corner – the information point in the hospital.
- The hospital is currently measuring re-admission and reduced length of stay, though this evaluation data is not yet ready for release.



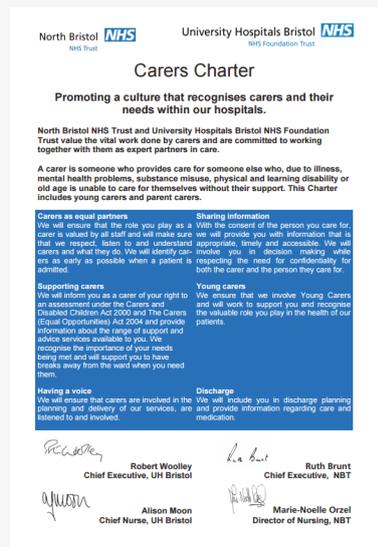
Carers in Hertfordshire

- Carers in Hertfordshire's carer passport scheme is used to identify carers and provide them with discounts on a range of local services and products, including a discount on the Lister Hospital shuttle bus.
- This has helped Carers In Hertfordshire reach and support carers that might not have come forward otherwise, or who may have taken many more years before accessing support.
- There have been over 5,000 of these issued since May 2013, of which 45% were carers new to Carers in Hertfordshire.



Carers' Support Centre: North Bristol and University Hospitals Bristol Trusts

- On admission, a patient is asked whether they have someone who supports them. If they do, staff will speak to the carer and see if a referral to the Hospital Liaison Worker is appropriate.
- On meeting with the carer, a conversation takes place to see if the carer would like to be involved in providing care for the patient whilst in hospital.
- Carers are issued with a badge that allows open visiting. They are also provided with a swipe card that enables access to the staff canteen for low-cost meals and given significant car parking concessions. Whilst there is no physical passport for carers, a logo is in the process of being developed that will be placed on a patient's chart and for use in all communications with carers.
- The Hospital Liaison Workers are employed through the local carers' support centres and are there to support carers in the hospital setting, ensuring they are involved in the patient's treatment and supported through the discharge process. The liaison workers also look more widely at the support the carer has, and can give help with benefits and carers' assessments. There are also GP Liaison Workers placed at GP Practices to identify and support carers.
- The value of this has been calculated using Social Return on Investment methodology and found to save the equivalent of £3.6million a year, including £239,000 in health services costs avoided. These gains have been attributed as £1.9m for the state and £1.7m for individuals.



Conclusion

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Implementing Carer Passports can help carers receive clear information about the available support and are directed to relevant services for support and training to aide them in their caring role.
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As the Government develops a new Carers Strategy, Carers UK is keen for the level of recognition and support for carers throughout the NHS to be increased.
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Introducing Carer Passports across the NHS would signal a move towards being a truly 'Carer Friendly NHS'. This low cost initiative which identifies carers and recognises them as expert partners in care would allow carers to feel valued as well as identifying many new carers and steering them towards support services.

Early identification of carers means those carers access the right support at an earlier stage thereby preventing carer breakdown and having positive consequences for the health, wellbeing and financial security of carers. In accessing support at an earlier stage of their caring journey, carers who want to look after their loved ones are properly supported to care well, without impacting on their own health, wellbeing and financial security. Implementing Carer Passports can help carers receive clear information about the available support and are directed to relevant services for support and training to aide them in their caring role.

As the Government develops a new Carers Strategy, Carers UK is keen for the level of recognition and support for carers throughout the NHS to be increased. Carer Passports are an important and useful way of delivering change that feels tangible for carers. With the growing pressure on all care systems, and families, it is vital that there is a step change in the way that carers are recognised, identified and supported systematically throughout the NHS. Carer Passports are a good practice way of trying to embed a different cultural change. On top of good practice, Carers UK would also like to see systemic change and we will be pressing for additional measures to encourage this throughout the NHS in the Carers Strategy.

Appendix

Organising body	Type of body	Details	Region
United Lincolnshire Hospitals NHS Trust	NHS Trust	There is a Carers Badge which enables carers to have open access to elderly care wards. Initiative to identify carers at the point of contact and to treat them as partners in care.	East Midlands
Derby Teaching Hospitals NHS Foundation Trust	NHS Trust	Two wards offer 24 hour access to relatives or carers. Other wards will offer this access as requested. Working towards embedding this open access approach across the Trust.	East Midlands
Derbyshire Community Health Services NHS Foundation Trust	NHS Trust	There is flexible or open visiting. There is a separate relatives' quiet room equipped for overnight stays if required.	East Midlands
Derbyshire Community Healthcare NHS Foundation Trust	NHS Trust	Adapted visiting hours for carers of dementia patients; carers can assist with daily living activities if they wish	East Midlands
Nottingham University Hospitals NHS Trust	NHS Trust	Carers are welcome outside visiting hours on certain wards and there are overnight facilities for emergency use. Mental health wards specifically promote family engagement.	East Midlands
Basildon & Thurrock University Hospitals NHS Foundation Trust	NHS Trust	Carers are welcome to stay with people with dementia on two elderly care wards, though there are no special facilities for overnight stays. There is a system of carers' passports and information packs. Discounted meals may be available. A Dementia Lead Nurse.	East of England
Ipswich Hospital NHS Trust	NHS Trust	All family carers are welcome outside visiting hours on all wards and overnight stays are possible. Discounted parking is available. There are information packs and carers' badges / passports.	East of England
James Paget University Hospitals NHS Foundation Trust	NHS Trust	There are flexible visiting hours for carers, a carers charters and the Trust is planning to introduce carers badges. There are concessions available for parking	East of England
Mid Essex Hospital NHS Trust	NHS Trust	Carers are seen as partners in care and the Trust encourage open visiting for carers of patients with dementia on all wards. All wards have a Dementia Champion and offer a carers information pack. About to pilot a 'Carers Pass'. MEHT works closely with Action for Family Carers support services.	East of England
Peterborough and Stamford NHS Foundation Trust	NHS Trust	There is open visiting, subsidised car-parking and there are put-me-up beds on some wards. Trained volunteers and chaplaincy service can offer companionship in the absence of the carer.	East of England
South Essex Partnership NHS Foundation Trust	NHS Trust	Carers are welcome outside visiting hours in all wards. Belong to the Butterfly scheme and is committed to working in partnership with carers.	East of England
West Hertfordshire Hospitals NHS Trust	NHS Trust	There is a Carers Partnership Agreement. This includes concessionary parking, access to the ward washing facilities, drinks from the ward, concessionary food, comfortable recliner chair at night.	East of England
West Suffolk NHS Foundation Trust	NHS Trust	Carers are welcome outside visiting hours in all wards, although there are no special overnight facilities. Carer information packs are provided, carer's badges identify carers, restaurant and car parking concessions are available. A Family Carer Support Worker available	East of England

Organising body	Type of body	Details	Region
Norfolk & Norwich University Hospital NHS Foundation Trust	NHS Trust	There is a partnership agreement with carers - there is flexibility around visiting and the Trust contacts carers every month to seek improvements. There is a Dementia Support Team for emotional support and signposting	East of England
Hinchingbrooke Health Care NHS Trust	NHS Trust	All carers welcome outside of visiting hours. There are no special overnight facilities but put-up beds are offered. There is a Carers Passport and parking is offered at a reduced price	East of England
East & North Hertfordshire NHS Trust	NHS Trust	At Lister Hospital, one of the Trust's hospitals - there is a current pilot are Carers Passports and a Carers Lead.	East of England
Bedford Hospitals NHS Trust	NHS Trust	There is a Carer Information Pack and work with the team in their Carers Lounge to identify carers' needs. The Butterfly Scheme is in operation and carers of patients with any cognitive impairment can visit at any time (including overnight)	East of England
Cambridge University Hospitals NHS Foundation Trust	NHS Trust	There is open visiting and some wards have put-me-up beds for overnight stays. There are trained volunteers for companionship and support	East of England
Papworth Hospital NHS Trust	NHS Trust	Carers can stay with their relative if it is appropriate and their wish to do so	East of England
Imperial College Healthcare NHS Trust	NHS Trust	Carers are welcome outside visiting hours in all wards (though there are no special facilities for overnight stays). There are carers' passports, information packs and weekly carer drop-ins.	London
Lewisham & Greenwich NHS Trust	NHS Trust	Carers are welcome outside visiting hours on inpatient elderly care and medical wards when they are supporting a patient with dementia. Recliner chairs provided in some areas to allow carers to remain overnight. Carers Passport being developed to support carers on all our wards.	London
North Middlesex University Hospital NHS Trust	NHS Trust	Identify carers to staff, flexible visiting hours, reduction in parking costs	London
Royal Free London NHS Foundation Trust	NHS Trust	The Health Services for Elderly People wards welcomes carers at all times. There are no special overnight facilities but can be arranged with discussion and warning	London
University College Hospitals NHS Foundation Trust	NHS Trust	Currently piloting a 'carer's card' to empower people providing emotional or physical support to patients on our elderly medicine wards. The card allows the bearer to visit at any time.	London
Whittington Hospital NHS Trust	NHS Trust	There are Carers Passports which are used to support carers to continue to help care as much as they wish to. Carers can provide assistance at mealtimes and stay overnight if they would like.	London
St George's University Hospital NHS Foundation Trust	NHS Trust	Carers of people with dementia are welcome on the wards and there is flexible visiting times. There are no special overnight facilities but stays are welcome. The Trust belongs to the Butterfly Scheme and there is a weekly drop in service.	London
The Royal Marsden NHS Foundation Trust	NHS Trust	Carers are welcome to stay with any person with dementia through the day and night.	London
Barts Health NHS Trust	NHS Trust	There are carers badges for identifying carers when they visit outside usual visiting hours and posters encouraging carers to come forward so they can be as involved as they wish to be and properly supported	London

Organising body	Type of body	Details	Region
Hillingdon Hospitals NHS Foundation Trust	NHS Trust	Changes are being made so that carers can have round-the-clock access to loved ones in hospital to provide support if they wish to	London
NELFT NHS Foundation Trust	NHS Trust	Currently piloting a Carer's Pass; overnight stays are possible but there are no special facilities. The Butterfly Scheme is in operation	London
South London and Maudsley NHS Foundation Trust	NHS Trust	Working towards offering open visiting on our inpatient units for older people and are trying to extend carer involvement in the care of their loved ones on our wards	London
City Hospitals Sunderland NHS Foundation Trust	NHS Trust	Carers involved in decision making processes. Carers can stay overnight if they wish and be involved in providing care.	North East
Gateshead Health NHS Foundation Trust	NHS Trust	There are Carer Passports, Carers Welcome posters and parking concessions for carers. There is a partnership with local Carer Support groups. Flexible visiting with areas able to support overnight stay on in-patient wards	North East
South Tees Hospitals NHS Foundation Trust	NHS Trust	Open access for carers outside normal visiting times e.g. mealtimes, ward rounds and during key interventions/tests. Looking to provide carers' overnight accommodation; there is a Dementia Team.	North East
Central Manchester University Hospitals NHS Foundation Trust	NHS Trust	Carers are welcome outside visiting hours on 4 medical wards and the Acute Medical Unit. A carers passport and poster have been designed to welcome carers. Folding guest beds available for overnight stays for carers.	North West
Countess of Chester Hospital NHS Foundation Trust	NHS Trust	There is a 'carers lanyard' to distinguish them from visitors. There is a 'touch-base' meeting with the ward manager and memory nurse on admission. There is to be dedicated overnight accommodation for carers who wish to stay.	North West
East Lancashire Hospitals NHS Trust	NHS Trust	Carers are welcome outside visiting hours on all Medicine for Older People wards; there is limited special facilities for overnight stays. There is a Dementia Lead Nurse and belongs to the Butterfly Scheme	North West
Salford Royal NHS Foundation Trust	NHS Trust	Carers can visit or stay with relatives outside normal visiting times. There is a dementia team. Use the Triangle of Care, a dementia care bundle and specialising prescriptions - committed to carer inclusion	North West
Stockport NHS Foundation Trust	NHS Trust	Carers are issued with a Carer Passport allowing them to visit at any time	North West
Warrington & Halton Hospitals NHS Foundation Trust	NHS Trust	Carers have open visiting and there are "Carers Cards", to ensure carers participate in care, activities and decisions for patients' treatment.	North West
Wirral University Teaching Hospital NHS Foundation Trust	NHS Trust	Ward 21 welcomes carers at any time. Welcome signs are being prepared and there are two guest beds for carers who wish to stay overnight.	North West
Aintree University Hospital NHS Foundation Trust	NHS Trust	Carers of patients with dementia are welcome outside visiting hours, with open visiting on the Frailty Unity. There is a person-centred documentation bundle available that includes a carers' information leaflet and a carers passport. There is a monthly carers drop-in session and a Dementia Champions Network.	North West
University Hospitals of Morecombe Bay NHS Foundation Trust	NHS Trust	Carers are welcome on the wards at any time (there are no specialist overnight facilities)	North West

Organising body	Type of body	Details	Region
Blackpool Teaching Hospitals NHS Foundation Trust	NHS Trust	There is open visiting across the hospital and this is actively promoted on key wards; there are visitor support packs and overnight facilities are being reviewed.	North West
Tameside Hospital NHS Foundation Trust	NHS Trust	There are carers passports available and there are other initiatives to support and champion carers	North West
Lancashire Teaching Hospitals NHS Foundation Trust	NHS Trust	Carers are welcome outside of visiting hours in all wards though there are no special facilities for overnight stays. There are Dementia Champions in all adult wards. There are Carer's Cards.	North West
The Clatterbridge Cancer Centre NHS Foundation Trust	NHS Trust	Carers are welcomed onto the ward at all times	North West
The Christie NHS Foundation Trust	NHS Trust	Open visiting for carers	North West
Mid-Cheshire Hospital Foundation Trust	NHS Trust	Unrestricted visiting for carers and a person-centred approach to care	North West
St Helen's & Knowsley Teaching Hospitals NHS Trust	NHS Trust	The 'forget-me-not' scheme is in place; there is a Carers Pass, hospital-based Carer Support Officers and a monthly Carers focus group	North West
South Eastern Health and Social Care Trust	NHS Trust	Carers and relatives are welcome at all times, tea/coffee facilities are offered and carers can stay overnight. The Trust operates the Butterfly Scheme	Northern Ireland
NHS Lanarkshire	NHS Trust	The dementia ward is focussed on the carer. We have no special facilities for overnight stays but can arrange stays. There is open visiting.	Scotland
NHS Greater Glasgow and Clyde	NHS Trust	Certain wards are open to carers at all time (especially dementia wards). The Trust supports the Partners in Care initiative	Scotland
NHS Scotland	NHS Trust	There are dementia-friendly rooms on certain wards that are large enough for carers to stay overnight	Scotland
NHS Forth Valley	NHS Trust	Visiting is flexible and all relatives/carers are encouraged to visit throughout the stay.	Scotland
NHS Highland	NHS Trust	Carers are seen as expert and equal partners in care	Scotland
NHS Ayrshire & Arran	NHS Trust	All wards have open visiting and there are relative rooms available for overnight stays. Carers can participate in social activities with patients	Scotland
Brighton & Sussex University Hospitals NHS Trust	NHS Trust	Fully open visiting on both specialist dementia care wards. On care of the elderly medical wards open visiting can be arranged. Belong to the Butterfly Scheme, working in partnership with carers	South East
East Sussex Healthcare NHS Trust	NHS Trust	The Trust has over 150 Dementia Care Champions who have undertaken a six day programme to increase their knowledge and skills in aspects of care and communication that support people with dementia. About to introduce the Butterfly scheme.	South East
Hampshire Hospitals NHS Foundation Trust	NHS Trust	A signed badge can be issued to main carer, allowing visiting outside of normal hours. Staying with a patient overnight is at the ward sister's discretion and is dependent on the ward being able to accommodate the request while still meeting the privacy and dignity standards of all patients.	South East
Kingston Hospital NHS Foundation Trust	NHS Trust	Carers are welcome to stay outside visiting hours. There are some facilities for carers to stay comfortably overnight.	South East

Organising body	Type of body	Details	Region
Maidstone & Tunbridge Wells NHS Trust	NHS Trust	Most wards have open visiting and carers are welcome. Overnight stays are at the ward manager's discretion, dependent on being able to maintain the privacy and dignity of all patients. There is a Dementia Lead Nurse. Work with local carer organisation to support carers	South East
Oxford University Hospitals NHS Trust	NHS Trust	Carers are welcome at any time on eight of the medical wards. Patient Passport available, designed by Dementia Leaders which has been rolled out across Oxfordshire with our acute and community partners	South East
Royal Berkshire Hospital NHS Foundation Trust	NHS Trust	1 ward (male dementia patients) is open to families and carers from 9.30 - 22.00 and overnight when needed. There is a trust-wide initiative to make ward environments and information for patients and families more age-attuned and dementia friendly	South East
Royal Surrey County Hospital NHS Foundation Trust	NHS Trust	There is a Carers Passport allowing all carers to visit outside of normal hours, to be actively involved in team meetings and discharge planning discussions. It gives carer extra rights & discounts if they want to support the patient while in hospital, including on food and car parking.	South East
Frimley Health NHS Foundation Trust	NHS Trust	Carers are able to visit at any time though there are no special overnight facilities.	South East
Western Sussex NHS Foundation Trust	NHS Trust	There are carers packs and passports that give carers of people with dementia clear 'permission' to be full involved in the care of their loved one throughout their admission. The Trust works with a local carers organisation to ensure that the admission to hospital helps carers access increased support when the patient is discharged	South East
Dartford & Gravesend NHS Foundation Trust	NHS Trust	There is a one to one carers support clinic twice a week and a support service from the local organisation. Carers are actively involved in all stages of care; hospital visiting hours can be extended by prior arrangement to accommodate carers' commitments.	South East
Ashford & St Peter's NHS Foundation Trust	NHS Trust	Carers of patients with dementia are supported to help if wish to and some hospitals have space/provision to put up a bed for overnight stays	South East
Queen Victoria Hospital NHS Foundation Trust	NHS Trust	Carers are welcome to stay outside visiting hours; limited facilities for carers to stay overnight.	South East
Gloucestershire Hospitals NHS Foundation Trust	NHS Trust	Carers are welcome on all inpatient wards outside of usual visiting hours. Carers issued with a carers badge are also entitled to free parking, reduced meal costs in hospital restaurants and free drinks on the ward.	South West
North Bristol NHS Trust	NHS Trust	A Carer's Conversation takes place on admission. There is a Carers' Charter and hospitals offer practical support to carers including discounted parking. Visitors welcomed without restriction. A Carer Liaison Worker available	South West
Royal Cornwall Hospitals NHS Trust	NHS Trust	There is a Carer's Policy developed in partnership with carers from across the county; this promotes the use of the Carers Passport and support individual adjustments for all carers to respond to their specific needs, including overnight stays	South West
Salisbury NHS Foundation Trust	NHS Trust	4 wards offer 24 hour access for carers and carers are encouraged to stay with the person with dementia outside of normal visiting hours. Further initiatives to support carers are being developed.	South West

Organising body	Type of body	Details	Region
South Devon Healthcare NHS Foundation Trust	NHS Trust	There is an 'open door' approach for the families/carers of dementia patients. There is a 'building bridges' initiative which asks carers to speak about their loved ones and be as actively involved in their care and treatment as they wish, including visiting at any time and/or staying overnight.	South West
University Hospitals Bristol NHS Foundation Trust	NHS Trust	All carers are welcome outside visiting hours although there are no special overnight facilities. Identification stickers and information available; Dementia Champions in most wards. Dementia Lead and a Carers Support Worker available.	South West
Yeovil District Hospital NHS Foundation Trust	NHS Trust	There is a Carer's Scheme offering carers unrestricted visiting, meals on wards, free parking and overnight accommodation.	South West
Plymouth Hospitals NHS Trust	NHS Trust	Carers of people with dementia are welcome at any time.	South West
Royal United Hospitals of Bath NHS Foundation Trust	NHS Trust	Carers/families of people living with dementia are welcome on wards at all times. Carers are support to provide ongoing care	South West
Poole Hospital NHS Foundation Trust	NHS Trust	Carers are welcome on elderly care wards and this is to be expanded and evaluated by a university research team	South West
Royal Devon and Exeter NHS Foundation Trust	NHS Trust	All carers welcome outside of visiting hours. Carers can be as involved as they wish	South West
Gloucestershire Care Services NHS Trust	NHS Trust		South West
Betsi Cadwaladr University Health Board	Health Board	All carers are welcome outside visiting hours although there are no special overnight facilities yet. Belong to the Butterfly Scheme and there are Dementia Support Workers.	Wales
Heart of England NHS Foundation Trust	NHS Trust	Open visiting is in place on all wards; carers can discuss and agree overnight stays. Carers of dementia are invited to play an active role in their care	West Midlands
Shrewsbury and Telford Hospitals NHS Trust	NHS Trust	Carers are welcome outside visiting hours in all medical and surgical wards. There is a carers passport scheme Staff may also facilitate carers accompanying patients to theatre or Xray. Belong to the Butterfly Scheme	West Midlands
Worcestershire Health and Care Trust Older Adult Inpatient Mental Health Service	NHS Trust	Provide a full carers resource and services, including open visiting times (10am to 9pm) and a forum to discuss feedback. Overnight stays are not easy to arrange in a mental health facility but the Trust will always try to be flexible and open to discussion.	West Midlands
Burton Hospitals NHS Foundation Trust	NHS Trust	Carers of people with dementia are welcome at any time. There is a carers card	West Midlands
RJAH NHS Foundation Trust	NHS Trust	There is open visiting. Carers and family are asked to complete the patient passport. The Trust belongs to the Butterfly Scheme	West Midlands
University Hospitals Birmingham NHS Foundation Trust	NHS Trust	There a Dementia Friends and carers are support to stay overnight	West Midlands
Royal Wolverhampton NHS Trust	NHS Trust	Carers are invited to be actively involved as partners in care. There are en-suite overnight rooms and carers are welcome at any time	West Midlands
Worcestershire Acute Hospitals Trust	NHS Trust	The Trust works closely with a local carers organisation and carers are welcome to support mealtimes. There is open visiting for carers and the Trust is in the process of developing Carer Champions and a Carers Diary	West Midlands

Organising body	Type of body	Details	Region
Sandwell & West Birmingham Hospitals NHS Trust	NHS Trust	Open visiting is in place on all wards. There are dementia-friendly services and the trust works with voluntary sector to provide extensive help and advice at home and in hospital.	West Midlands
Worcestershire Health and Care NHS Trust	NHS Trust	Aiming to implement open visiting on all wards and engage with wider carer support services	West Midlands
University Hospitals of Coventry & Warwickshire NHS Trust	NHS Trust	Resources available for carers of patients with dementia, including the Forget-me-not bundle	West Midlands
Walsall Healthcare NHS Trust	NHS Trust	Open visiting for carers and are treated as partners in care	West Midlands
Mid Yorkshire Hospitals NHS Trust	NHS Trust	Carers of patients living with dementia are provided with carer passports which enable them to participate in interventions and stay 24 hours a day if they wish. Carers can now have subsidized food and beverages and reduced car parking. Will be family support suites rolled out at all hospitals	Yorkshire and the Humber
Barnsley Hospital NHS Foundation Trust	NHS Trust	Carers are welcome outside visiting hours and there is a dedicated overnight facility. The Trust belongs to the Butterfly Scheme. There is also a Dementia Nurse Specialist and Dementia Support Team.	Yorkshire and the Humber
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	NHS Trust	Carers are welcome at all times and viewed as a part of the team	Yorkshire and the Humber
Leeds Teaching Hospitals NHS Trust	NHS Trust	Developing a pledge to carers to demonstrate understanding of the vital role carers play in providing person-centred care	Yorkshire and the Humber
Rotherham NHS Foundation Trust	NHS Trust	There is a Forget Me Not carers passport which allows carers of people living with dementia to stay with them and fully engage in their care	Yorkshire and the Humber
Calderdale and Huddersfield NHS Foundation Trust	NHS Trust	Carers can stay with people living with dementia; the Butterfly Scheme is in operation and have dedicated engagement workers and volunteers to ensure carers are involved in a meaningful way	Yorkshire and the Humber
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	NHS Trust	Many wards allow carers to visit at any time	Yorkshire and the Humber
Airedale NHS Foundation Trust	NHS Trust	Carers are welcome to stay outside visiting hours and encouraged to plan an active part in the care of loved ones with dementia; some overnight stay facilities. Currently working towards a Carer Passport	Yorkshire and the Humber



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Publication code: E4074 | © Carers UK, March 2016

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