



Introduction to the Family and Friend Carer Passport Scheme

For People who help or Look after someone else

We Care Because You Care



Who is a carer?

A carer is anyone who cares, unpaid, for a family member or friend who needs help and support due to illness, disability, a mental health condition or an addiction.

If you give significant support to another person, irrespective of whether you live with that person or not, you are considered a carer, even if the person you care for is unable, or even unwilling to acknowledge your involvement, and even if you have never thought of yourself as a carer before.

Your rights as a Carer are:

You have the right to:

- Information and advice
- The right support at the earliest opportunity
- To be treated as an expert when discussing the condition of the person you care for

Below is a list of local carers support services which may be useful for you:

Caring for Carers (Plymouth): 01752 201890

Devon Carers: 03456 434435

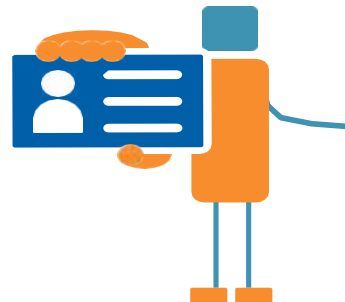
Cornwall Carers: 01736 756655

Out of Hours support services for the person you care for are available in Plymouth through:

Plymouth Adult Social Care: 01752 668000

NHS: 111

Urgent Mental Health Support for Adults Living in Plymouth (First Response Team): 0800 923 9323



We care *because you care*

Family and friend carers are welcomed, valued and respected

If you prefer not to talk in front of the person you care for, ask the professional for a private discussion. This may also be beneficial for the person you care for.

Further information on Lasting Power of Attorney can be found by scanning the QR code below with your smart phone or by visiting www.gov.uk/power-of-attorney



A Carer Passport

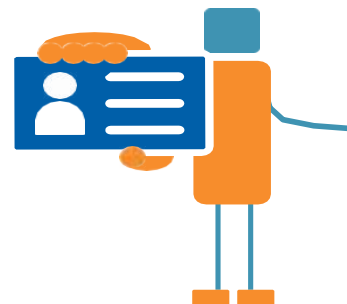
Our Family and Friend Carer Passport helps:

- you identify as a carer
- us recognise you as a carer

We are making a commitment to you as a carer to recognise and value the support you provide, the expertise you bring and the needs you have in terms of your own health and welfare.

Research shows that unpaid carers of family or friends routinely neglect their own health and care needs in order to prioritise the needs of the person they care for.

We will help Family and Friend Carers to access the support you need to maintain good physical and mental wellbeing for yourself. This will enable you to continue your caring role and, when appropriate, we can help you to relinquish some aspects of your caring role.



We care *because you care*

Family and friend carers are welcomed, valued and respected

A Carer Passport gives you:

- Discounts at participating businesses
- Access to information and support to help you with caring
- An opportunity to connect with other carers
- An emergency alert card

The Carer Passport identifies you as a carer and alerts emergency services in the event of an emergency. The card is credit card sized and can be carried in your purse, wallet or bag. It gives you peace of mind and may help you be less anxious about going out and leaving the person you care for at home. In addition it can help give you peace of mind that if anything happens to you, the details on your card may also be used to ensure the person you care for is safe.

Devon and Cornwall Police and South Western Ambulance Service will recognise the Carers Alert Card as identification of you being a Family and Friend carer.

Information from each of the organisations signed up to the scheme is detailed on the following pages.



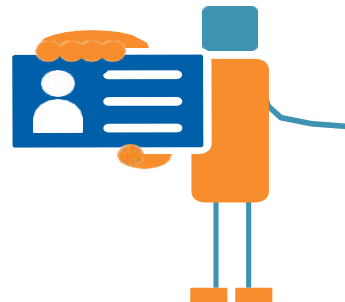
I am a carer
I look after someone, a partner, parent, relative, friend or neighbour who depends on me

Carer Passport

Name:

Signature:

Devon Plymouth Torbay Cornwall



We care *because you care*

Family and friend carers are welcomed, valued and respected

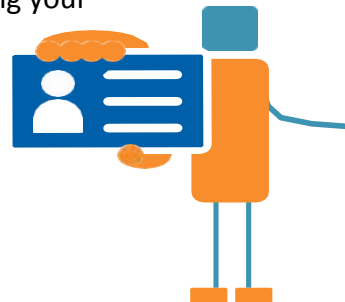
Being an Expert Partner in Care

We have created this guidance to help you as a Carer have the confidence to talk with a healthcare professional about the person you care for.

- Make a note of important information such as:
 - Full name
 - Date of birth
 - National Insurance number
 - NHS number or hospital number
 - GP details
 - Next of kin details
 - Lasting power of Attorney details (you will be asked to provide a copy)
- Have a record of medical history including current medications and doses
- If the person you care for has a Treatment Escalation Plan (TEP) (previously known as Do Not Resuscitate order) in place, make sure it is discussed or available when needed

When meeting a healthcare professional:

- Write down any questions you have beforehand
- If you need any additional support, ask if it's OK to bring someone with you and take notes if needed
- You may be asked difficult questions, please be prepared to be honest
- If you are unsure of anything, ask the professional to summarise what they have said, including any jargon which may be unclear
- If you are feeling exhausted or emotional during your appointment, please tell the professional



We care *because you care*

Family and friend carers are welcomed, valued and respected

Improving Lives Plymouth

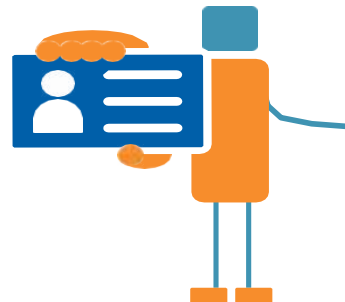


The main carers support service in Plymouth is called Caring for Carers and is run by the charity Improving Lives Plymouth. If you are looking after someone and have not registered with us already we would strongly advise that you do so, as we can offer information, advice and support to make your caring role a little easier.

Once registered with us you will receive our regular paper and E-newsletters and have access to:

- Information and advice from our team
- Statutory carers assessments and annual reviews
- Training opportunities
- Free or subsidised leisure and social activities
- City wide support groups
- Carers personal budget (where eligible)
- Counselling (where eligible)

The carer passport can also be used to claim discounts from businesses who have signed up to support Plymouth carers. For information on where you can use your card please visit the Caring for Carers website www.improvinglivesplymouth.org.uk/our-services/caring-for-carers/cfc-carers-card or by using your smart phone to scan the QR code below:



We care *because you care*

Family and friend carers are welcomed, valued and respected

Plymouth City Council

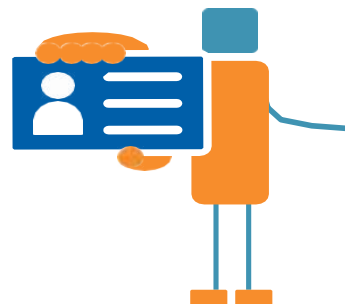


Plymouth City Council is responsible for ensuring there are social care services available. Adult social care is the support provided to adults with physical or learning disabilities, or physical or mental illnesses. This could be for personal care (such as eating, washing, or getting dressed) or for domestic routines (such as cleaning or going to the shops).

This support is provided in various ways. It can be provided through formal care services, including residential care home or a paid carer helping in the home. These services have to be paid for, usually by the council or through private funds. Family members, neighbours, or friends may also provide unpaid care. Adult social care also includes social workers who support individuals and their families through difficult times and ensure that vulnerable people, including children and adults, are safeguarded from harm.

Their role is to help improve outcomes in people's lives, and this may include for you as a family or friend carer. They maintain professional relationships and act as guides and advocates.

Further information is available from Plymouth Online Directory www.plymouthonlinedirectory.com or by using your smart phone to scan the QR code below:



We care *because you care*

Family and friend carers are welcomed, valued and respected

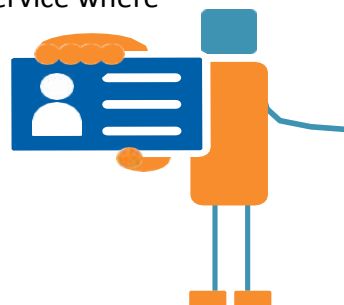
University Hospitals Plymouth is aware of how difficult the carer role can be and values the vital work done by you. The Trust also recognises the impact that caring responsibilities have on carers and that there is a need to support and help people in their caring role. Periods of inpatient care can be an additional burden for carers. The uncertain situation may increase anxiety and stress levels whilst the emotional and physical strain of hospital visits and stays may lead to greater exhaustion. Please ask staff on the ward for help and access to the healthcare professionals who are caring for the person you care for.

Our Carers Policy is in place to support you; we encourage you to speak to the ward staff about how we can work in partnership to ensure the person you care for receives the best treatment whilst an inpatient with us.

Carers have told us that extra practical and emotional support around discharge is important so that you are fully prepared and know what to expect. Your help with the discharge and planning arrangements for the person you care for is so important to us and we will involve you with this process.

As a carer (whilst the person you care for is staying with us for an inpatient stay) **you may be entitled to:**

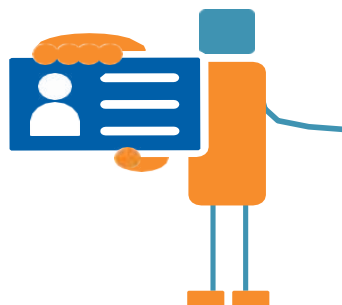
- A Hospital Carers card
- Carer Information Pack
- Access to the Learning Disability and Autism Service where support is required
- Drinks and meal vouchers to use in the restaurant
- Access to a meal or drinks from the food trolley if you are not able to leave the ward



We care *because you care*

- Help with parking arrangements
- 10% discount in the Level 7 restaurant and Warrens café
- Access to a Carers Hospital Liaison Worker

More information can be found on our website
www.plymouthhospitals.nhs.uk/carers or by using your smart phone to scan the QR code below:



We care *because you care*

Family and friend carers are welcomed, valued and respected

Livewell SouthWest



Livewell Southwest CIC provides the health and social care services for the City of Plymouth. This includes mental health, physical health and adult social care. In addition, we provide some community nursing and community therapy services in the South Hams and West Devon.

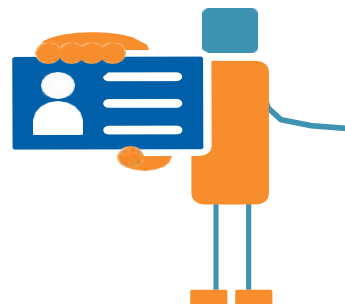
At Livewell Southwest we will support you as Family & Friend Carers to access the care that you need in order to keep yourself in good physical and mental health. This will enable you to maintain your caring role and, when appropriate, we can help you to relinquish some aspects of your caring role.

Please talk to our staff about any concerns you have, about your own needs and/or concerns about the person you care for. Whilst the person you are caring for is staying with us we will offer you:

- Free drinks from the trolley when you are visiting the cared for person on our wards
- A free meal if you are assisting the cared for person at mealtimes
- Free parking is available at all of our sites including requesting a permit at Glenbourne

We care because you care.

More information can be found on our website www.livewellsouthwest.co.uk/contact/service-user-carer-forum or by using your smart phone to scan the QR code below:



We care *because you care*

Family and friend carers are welcomed, valued and respected

At St Luke's we recognise the impact on family and friends when caring for a loved one at the end of their life. We understand that family and friends have their unique knowledge of the dying person and we aim to work with the whole family.

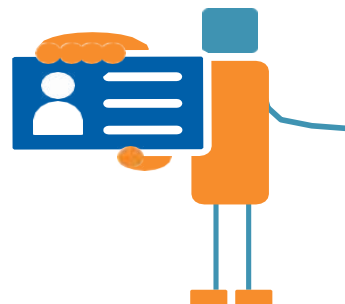
Most people receive our services whilst at their home or at Derriford Hospital. If you are caring for someone in this situation, we will offer you:

- the opportunity to explore future care and support options for the person you care for
- Time for you to address your own needs as carer
- Dedicated support for young carers in your family
- Signposting to other local carers services
- Pre- and post-bereavement support

If your loved one is admitted to our specialist unit at Turnchapel, please ask us about the following:

- Free Wi fi
- Free beverages, vending machine, and limited kitchen facilities to make your own food
- Purchasing meals from the café
- Limited facilities for families to stay overnight
- Free car parking

More information can be found on our website www.stlukes-hospice.org.uk or by using your smart phone to scan the QR code below:



We care *because you care*



Notifying your GP of your caring role

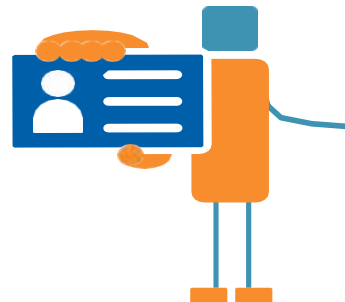
It is important you notify your GP surgery of your caring role.

Please complete this form and hand in to your GP surgery so your health records can be updated with details of your caring role.



Please update my records to show that I am a Friends and Family Carer

Name:	
Address:	
Date of Birth:	
NHS Number:	
Please make a note of your caring role for example I'm caring for my mum with dementia	

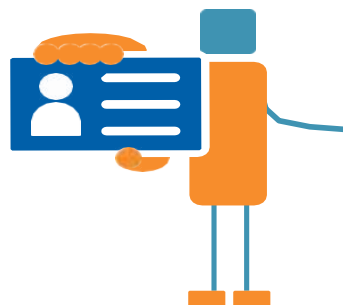


We care *because you care*

Family and friend carers are welcomed, valued and respected

We care *because you care*


Family and friend carers are welcomed, valued and respected



For further information and support please contact:

Caring for Carers

Improving Lives Plymouth
156 Mannamead Road
Plymouth
Devon
PL3 5QL

 01752 201890

 caringforcarers@improvinglivesplymouth.org.uk

 <https://bit.ly/3voXoix>

Your personal information will be held with Caring for Carers and will be kept confidential and secured in line with Data Protection Legislation and Regulation.

The carer passport will include your name, as well as an emergency telephone number to ensure the person you care for continues to receive help.

