

# Carer Support Passport

## Do you care for someone?

A carer is someone who looks after a family member, partner, or friend, who needs help. This could be a young carer.

This could be because the person has an illness, frailty, disability, mental health problem or an addiction and cannot cope on their own. Examples include an older relative, a friend with a physical disability or a child with a learning disability.

Many carers don't see themselves as carers and often the care they give is unpaid.

## What is a Carer Support Passport?

This Carer Support Passport will:

- Show hospital staff you are a carer
- Remind hospital staff to involve you in discussions about the patient's care (if you and the patient agree this would be helpful)
- Tell you about support and benefits you can receive.

## We want to know if you care for someone

Please tell a member of staff if you care for someone. We can then talk about how we can help you and the person you care for. If you have any questions, worries, or need help with something, please tell a member of staff as soon as possible.

## Carers Charter

We have a Carers Charter which tells you about how we can support you and the person you care for. You can find it in the carers section of our website [www.gwh.nhs.uk](http://www.gwh.nhs.uk)

We will care for your cared for person while they are in hospital. However, we understand that you may be the expert in their care, and we will support you to be as involved as you would like during this time.

# Carer Support Passport

## Support available to you

Caring for someone can be rewarding but also challenging. It is important that you receive appropriate support. If you are supporting the hospital team, on a regular basis, by caring for your cared for person whilst they are in hospital then the following benefits are available to you:

- Flexible visiting
- Discounts in the Refresh restaurant on the ground floor / Café Blue in The Brunel Treatment Centre
- Regular free liquid refreshments (on the ward)
- Concessionary parking
- Facility to stay overnight in a recliner chair
- Open invitation to our weekly Carers Café (please ask staff for details)

## Partners in care

We want you to feel involved and included as much as you and the patient wish. The staff will discuss day to day care with you and involve you in decisions, particularly about discharge. You may also be involved in providing direct care, should you wish. Staff may need to work alongside you in order to fulfil their clinical responsibility.

## Additional support

Each ward and department has carer information packs which will help guide you to additional support available outside of the hospital, please ask a member of staff for a pack. This may include speaking with the local carer centre, specific voluntary or community organisations to access a carer assessment.

A carer assessment is the responsibility of the council where your cared for person lives and will look at support that may be available to you when they are discharged.

You can find further information by visiting the carers section of our webpage: <https://www.gwh.nhs.uk/>

# Carer Support Passport

To be completed together by the healthcare practitioner, carer (including young carer), and patient  
(as appropriate)

As the relative and/or carer of:

[Redacted area]

It has been agreed that:

Primary carer (name)

[Redacted area]

Additional Carer (name)

[Redacted area]

*(tick as appropriate)*

- Can visit outside of normal visiting times.  
(Please inform the staff if you are entering or leaving the ward outside of normal visiting hours)
  - Can provide assistance in washing and dressing.
  - Can provide assistance in feeding.
  - Can be actively involved in discussions, and discharge planning regarding the cared for person.
  - Can provide support to the person they care for when undergoing procedures / treatments.
  - Can stay with the person they care for during the day and / or night as required.
  - Specific .....
- Please discuss any additional requests or requirements with the Ward Manager or Nurse in Charge.

**\* This agreement is only valid for this hospital episode.**

- ◆ This agreement will be for the duration of the patient stay and will be monitored/reviewed accordingly. There may be circumstances when the carers agreement is adjusted, and this would be discussed with all relevant parties.
- ◆ Please understand that this agreement may be revoked in the light of any new NHS guidance or national policy.

**Note to staff**

- ◆ Is there a Lasting Power of Attorney (LPA) agreement for **Health and Welfare** in place and has it been seen and scanned into the clinical letters and alert added to Careflow? Yes  No  (this should not prevent the caring role)
- ◆ Ensure carer status documented on Careflow and Nerve Centre
- ◆ Does the patient have their own health passport? (i.e.: 'MyHealth in Hospital' or 'This is me')

**Once completed the passport should be kept by the carer.**

# Carer Support Passport

Carer Name..... is entitled to:

- Flexible visiting  
(the nurse in charge will ensure all staff are aware)
- Discounts in the Refresh Restaurant and Café Blue  
(in order to receive discount of 20% off of the core menu and self-serve Nestle hot beverage machines this document needs to be shown at the till)
- Regular liquid refreshments on the ward  
(Nurse in charge to ensure all staff are aware and offer drinks)
- Open invitation to our weekly Carers Café (please ask staff for details)
- Concessionary parking (in the North car parks)  
Please present the passport at The PALs office, Ground Floor, GWH (opening hours 9.30am - 4.30pm) and discounted passes will be provided for the designated period below. You will need to use the pass to pay for your parking on exit.

Parking passes issued	Date:    /    /	By:
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- Facility to stay overnight in a recliner chair  
**(note for staff - recliner chairs are available via the equipment library or porters out of hours)**

**This passport is valid From:** ...../...../202\*      **To:**...../ ...../202\*

Authorised by (name and designation):

Ward:

Date:

Ward stamp:

**Note to ward staff: Please issue an individual passport for each eligible carer**

<b>Division:</b>	Corporate	<b>Date Approved:</b>	
<b>Department:</b>	Head of Patient Experience and Engagement	<b>Next Review Date:</b>	February 2026
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