



UHDB Guidance for Carers and Managers

Our Commitment to Carers

University Hospitals of Derby and Burton NHS Foundation Trust (UHDB) is committed to the welfare of its colleagues and recognises the need for flexibility in balancing the Organisational needs of work with personal and family caring commitments. This guidance aims to help colleagues balance their caring and work responsibilities. In the UK, 1 in 8 adults, and 1 in 3 NHS colleagues are carers, an issue which faces nearly everyone, as changing demographics, an ageing population, and different family structures can result in colleagues balancing multiple responsibilities inside and outside of the workplace.

UHDB Recognises that there is a wide scope in the extent of caring responsibilities and this guidance aims to cover short-term caring as well as long-term arrangements. In accordance with the Trust values of Compassion, Openness and Excellence, this guidance seeks to ensure individual circumstances are taken into account when considering the Carers Passport; looking toward innovative solutions to assist employees with their caring responsibilities and valuing colleagues' individual caring needs.

Who are the carers?

A carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help. This is because of their illness, frailty, disability, a mental health problem or an addiction which means that they cannot cope without their support. This also includes children with SEND (Special Educational Needs and Disabilities) who have a parent carer.

You would be classed as a parent carer if you have a child with SEND (Special Educational Needs and Disabilities).

The activities that colleagues with caring responsibilities undertake are wide ranging, including, but not limited to:

- Help with personal care
- Help with mobility
- Managing medication
- Practical household tasks
- Emotional support
- Help with financial matters or paperwork
- Escorting to GP, hospital appointments etc

What is the Impact of being a carer?

The impact of being a working carer will vary for the individual, and depending upon the needs of the person who is being cared for. Some carers may provide practical support such as shopping, cleaning or support with personal care such as washing or dressing. It may also include help with emotional support or a combination of all types.

Balancing the needs of caring responsibilities and a job role can be challenging, and a source of significant stress. Support may not always be requested, and an understanding of the impact of being a working carer, may be all that is required.

How does Carer Leave work?

Carer Leave is not intended to provide for long term domestic or family needs, but to assist (primary carer) colleagues whether they are caring for adults or children, who require a short period of time off, to enable them to balance their work and carer commitments.

Carers leave should be requested verbally and via the Health Roster System, and in conjunction with their line manager, complete a UHDB Carers Passport. This will describe clearly for the Carer and the line manager, the care needs of the person being cared for and the sorts of flexibilities the Carer may require.

What is the Carer Passport?

The passport has been developed to be a live document to be reviewed periodically whether that is within a period of a couple of months or after a year as the impact upon the carer, or the needs of the person they are caring for, may change with time.

It is not a legally binding document but acts as a document to support discussions between colleagues and line managers. However, the passport is 'owned' by the individual and can transfer to new job roles within the Trust. It is intended that agreements in place are supported in the new role/s as much as possible. If there are role requirements, or other circumstances, where aspects may need to be reviewed, it's encouraged that alternative support and compromises are explored. More information can be found on the UHDB Carers page [Support for carers | z UHDB Intranet](#)

Having a two-way conversation

The UHDB carer passport aims to provide a framework to help to facilitate conversations between colleagues who are working carers and their manager to enable an open dialogue to explore their caring commitments, and record discussions about agreements and adaptations. In particular, the Carer Passport offers a mechanism for a broader conversation with our working carers to explore the impact the caring responsibility has upon them and to identify any areas of support, which could include ways to support our colleagues to balance caring responsibilities and work commitments.

The passport provides a way to record the conversation and agreed support, and the timeframe for the review of any agreements. Leaders should consider that our working carers may be protected under the Equality Act 2010 in respect of discrimination by association.

All conversations and carer passports are confidential. There may be times carers would like their colleagues to understand aspects and impact of their care responsibilities, and how this is approach can be part of the conversation.

Each situation is different and everyone is encouraged to explore the prompt questions, as a guide, to explore the situation and areas of consideration and support. Not all areas may be appropriate or comfortable for the carer to explore, as there may also be personal aspects that the carer would prefer not to discuss.

The conversation could include the impact the responsibility has on the working carer, and how this affects them in and outside of work.

It is intended that agreements in place are supported in the new role/s as much as possible. If there are role requirements, or other circumstances, where aspects may need to be reviewed, it's encouraged that alternative support and compromises are explored. More information can be found on the UHDB Carers page [Support for carers | z UHDB Intranet](#)

What types of support may be offered?

The carer passport helps to identify support for a working carer; the support explored will vary depending upon the individual and situation. The input that would benefit one carer may be of limited help to another. It is suggested that the conversation explores aspects that would be beneficial to the individual, and can be balanced with the role and team as well as exploring compromises to requests, where all aspects aren't readily achievable.

In some circumstances carers may need minimal adaptations at work, however would like their leaders and team to understand the impact caring responsibilities has upon them. In some situations adaptations may be of benefit to help the carer to balance both roles.

Where support at work is beneficial there are a number of types to explore, this could include:

- A change to working patterns
- The ability to be contactable at work time
- Support to attend medical/social care appointments
- Adopting a hybrid/agile working arrangement, even if for a temporary time

How much?

The leave agreed for caring responsibilities should normally be for a short period of time which may be for a few hours or a day as part of the compassionate leave offered. However, managers need to take account of the individual circumstances and in some exceptional cases more may be offered, along with support in the form of some of the working arrangements detailed above.

Fostering is another type of caring which meets the needs of children and support is available for colleagues who are undertaking the care of a child/children under a foster-care arrangement with a local authority. Under these circumstances up to 2 working weeks paid leave may be allocated to support the transition.

Recognition as a Carer

ESR – UHDB encourages working carers to ensure the carer role is recorded in ESR. This can be added in the 'competencies' section either in employee self-service or manager self service [ESR user guides | z UHDB Intranet](#). Recording supports the Trust to understand the numbers of carers in the organisation, which will support monitoring and enable promotion of support for our working carers.

Registering as a Carer with your GP - If you are a carer you can be added to your GP practice 'carers register' and gain access to information and support. This includes access to a named carer champion, who is a staff member at your practice, trained to support carers.

Health & Wellbeing - As a carer, you are entitled to an annual flu vaccine, a health check and can request a carers assessment. Ask at your GP practice for more information and to be added to their carers register. <https://www.carersuk.org/help-and-advice/health/looking-after-your-health/your-gp>

Further Resources

- ❖ **Carers UK:** Information, factsheets and online forum <https://www.carersuk.org/>
- ❖ **National Fostering Group:** www.nfa.co.uk/lp/start-your-foster-care
- ❖ **Internal Support:** People Services Advisory team and Divisional HR Business Partners
- ❖ **The Health, Safety & Wellbeing Team:** Telephone: [01332 254 747](tel:01332254747) (Monday to Friday, 8:30am – 4:30pm) Email: uhdb.occhealth@nhs.net [Find out more about Health and Wellbeing Plans](#)
- ❖ **Employee Assistance: CIC overview** - [Log into the Well Online website \(opens in new window\)](#) > to download CIC Fact sheets. Phone- 0800 0851376
- ❖ **UHDB Dementia team:** RDH: 01332 788017/783247
QHB: 01283 566333 5222
Dementia Connect Support Line: Telephone: [0333 150 3456](tel:03331503456)
Mind Infoline: Telephone: [0300 123 339](tel:0300123339)
- ❖ **Derbyshire Carers Association:** Telephone: 01773 833833
Email: info@derbyshirecarers.co.uk [Derbyshire Carers Association website](#)
- ❖ **Carers Association for Staffordshire:** Telephone: 01785 222 365
[Staffordshire County Council - Carers Information Website](#)
Email: info@carersinformation.org.uk
[Carers Association for Southern Staffordshire website](#)
- ❖ **Carers in Derbyshire** [Carers in Derbyshire Website](#)
[Derby City Council - Carers Information Website](#)
[Leicestershire Carers Association](#) [Leicestershire Support For Carers](#)
[Nottinghamshire Association HOME \(nca.care\)](#)
Carers first – support with carers assessments and applications for carer related benefits [Visit the Carers First website \(opens in a new window\)](#) >
- ❖ **Gov.uk:** <https://www.gov.uk/attendance-allowance>
- ❖ **NHS England** <https://www.england.nhs.uk/supporting-our-nhs-people/how-to-guides/supporting-our-working-carers/>
- ❖ **NHS Carers Direct:** Telephone: [0300 123 1053](tel:03001231053)
- ❖ **Age UK Advice Line:** Telephone: [0800 055 6112](tel:08000556112)
- ❖ **Employers for carers:** user guides, training, factsheets, a support forum, financial information.