



# **All Age Carers Strategy Engagement**



# Key Themes:

***The key themes in the Carers Engagement Report focus on the importance of:***

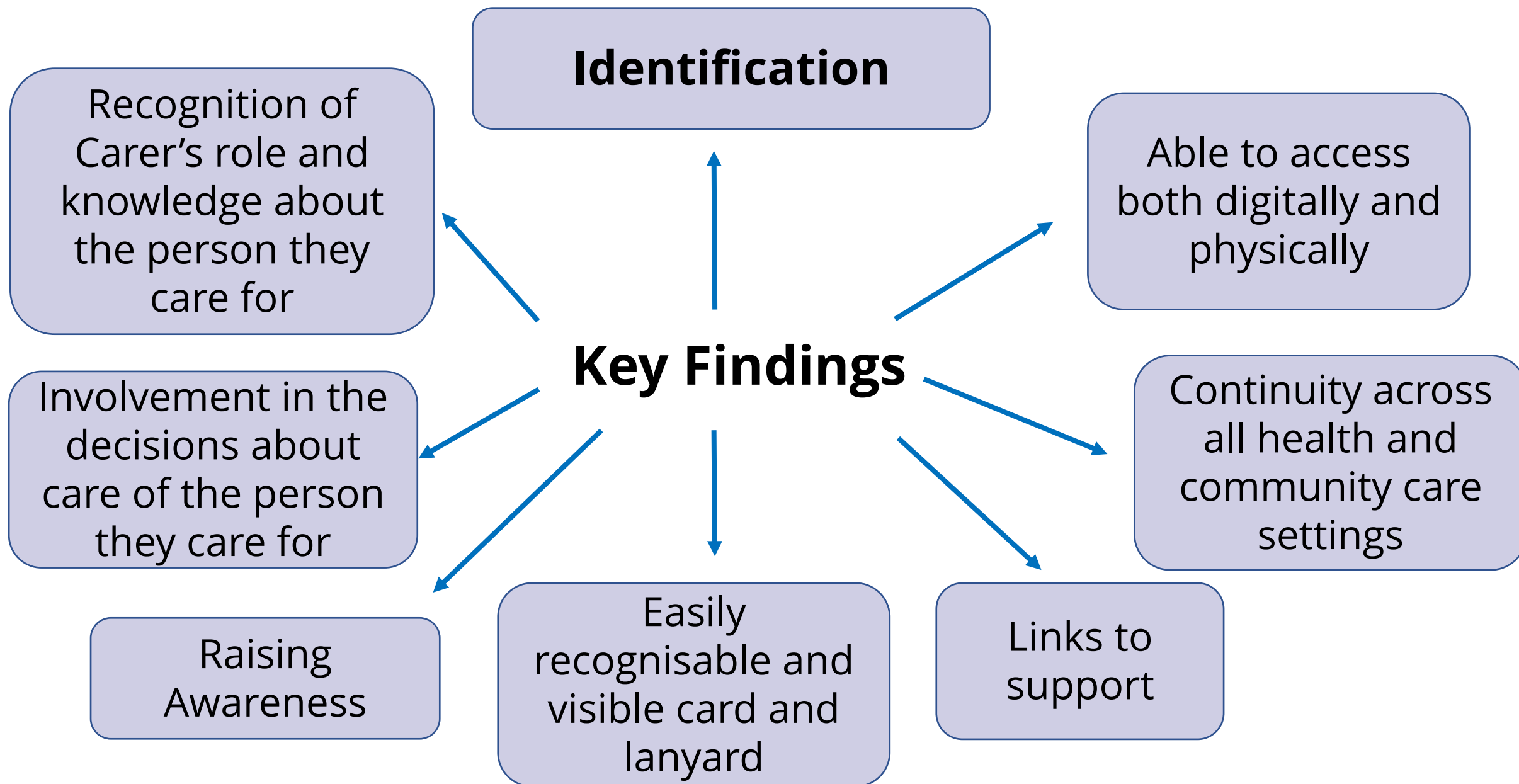
- Accessing the right care for the cared for person.
- Accessing support and knowing what's available.
- Continuity of support and recognition of the existing fragmentation of services.
- Communication between services and departments.
- Carers groups and other community networks.
- Identification and raising awareness of Carers and capturing their value.
- Involving Carers in long-term care planning.
- Mental health support for Carers and the person cared for (crosscutting theme).



# Carers Identity Passport

# Background....

- Unpaid Carers have told us they want to be identified as a Carer in healthcare setting
- A Carers Identity Passport has been co-produced with Carers and staff working across the Integrated Care System to ensure Carers of all ages including Young Carers and Parent Carers in Norfolk & Waveney are recognised.
- The Carers Identity Passport is for identification only and is aimed to be a conversation starter between healthcare staff, Carers and the people they are caring for.



# What does the Carers Identity Passport look like?



Available as a card and lanyard and/or a digital image on a phone

# How to request a Carers Identity Passport

- Carers Voice are the issuing organisation
- Carers can request a Carers Identity Passport by visiting [carersvoice.org/carers-identity-passport](https://carersvoice.org/carers-identity-passport) or scanning the QR code
- Telephone number to call if you need support completing the online form





# Promotional Items

## Carers Identity Passport Leaflet



### Are you looking after someone?

Get your FREE Carers Identity Passport

For unpaid Carers of all ages in Norfolk & Waveney



## Carers Identity Passport Leaflet – Easy Print

### Carers Identity Passport

Be recognised, valued and respected in your caring role

Get your free Carers Identity Passport. Unpaid Carers have told us they want to be identified in healthcare settings. We have co-produced a Carers Identity Passport to ensure Carers of all ages, including Young Carers and Parent Carers, in Norfolk & Waveney are recognised. **The Carers Identity Passport is for identification only.** It enables Carers, the people they care for and staff to work together as a team. It is available digitally and/or as a card and lanyard.



To request a Carers Identity Passport, scan the QR code or visit: [carersvoice.org/carers-identity-passport](https://carersvoice.org/carers-identity-passport)  
If you need support to complete the online form, please call 07932095312.

This Carers Identity Passport is currently recognised within; the Acute Hospitals, Community Trusts and Norfolk & Suffolk Foundation Trust. Visit [carersvoice.org/passport-info](https://carersvoice.org/passport-info) for current information about where the Carers Identity Passport is recognised and a list of FAQs.



Scan the QR code for more information about the support available for Carers in Norfolk and Waveney, or visit: [improvinglivesnw.org.uk/carers](https://improvinglivesnw.org.uk/carers)

Please contact [carersidentitypassport@carersvoice.org](mailto:carersidentitypassport@carersvoice.org) or call 07932095312 if you have any questions.



## Carers Identity Passport – Large Print

### Large Print Format

#### Carers Identity Passport

Are you looking after someone?

Get your free Carers Identity Passport. For unpaid Carers of all ages in Norfolk and Waveney.

Be recognised, valued and respected in your caring role. Unpaid Carers have told us they want to be identified in healthcare settings. We have co-produced a Carers Identity Passport to ensure Carers of all ages, including Young Carers and Parent Carers, in Norfolk & Waveney are recognised. **The Carers Identity Passport is for identification only.** It enables Carers, the people they care for and staff to work together as a team. The Carers Identity Passport is available digitally and/or as a physical card and lanyard.

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If you need support to complete the online form, please call 07932095312.

## Carers Identity Passport Poster

### Are You Looking After Someone?

Apply for a FREE Carers Identity Passport for unpaid Carers of all ages in Norfolk & Waveney

Be recognised, valued and respected in your caring role



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**Carers  
Identity  
Passport**

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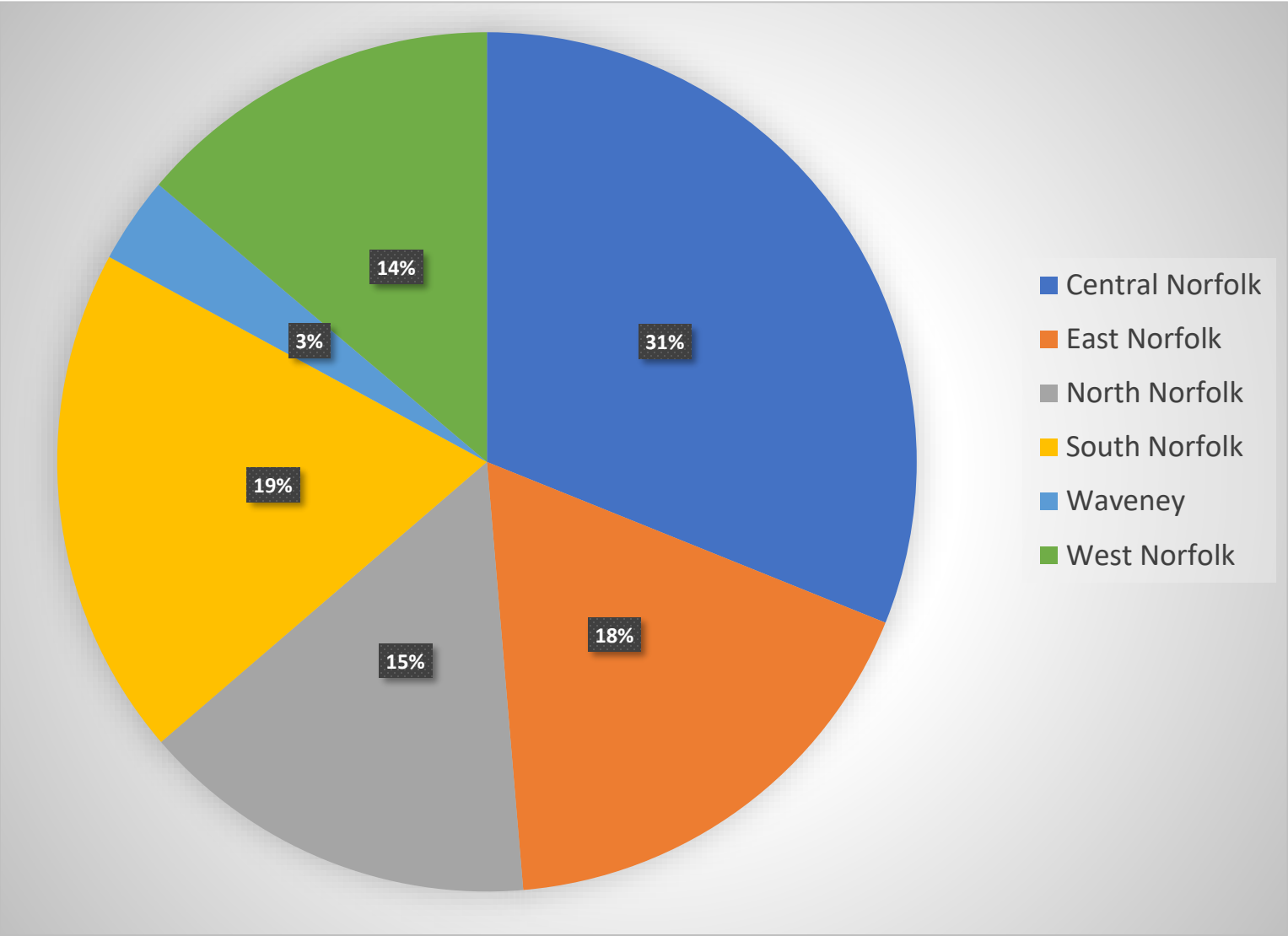
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**Carers Identity Passports issued since the Carers  
Identity Passport was launched on Carers Rights Day  
in November 2022.**

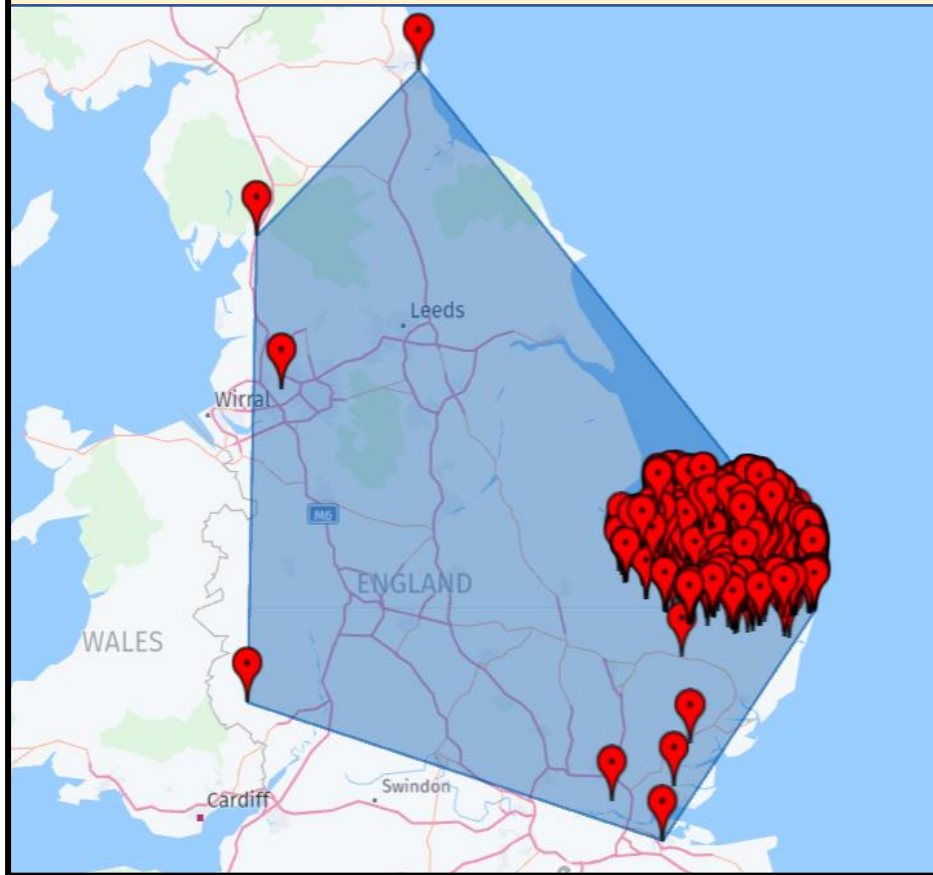
# Geographical Location of Carers Identity Passport Applicants (Data)



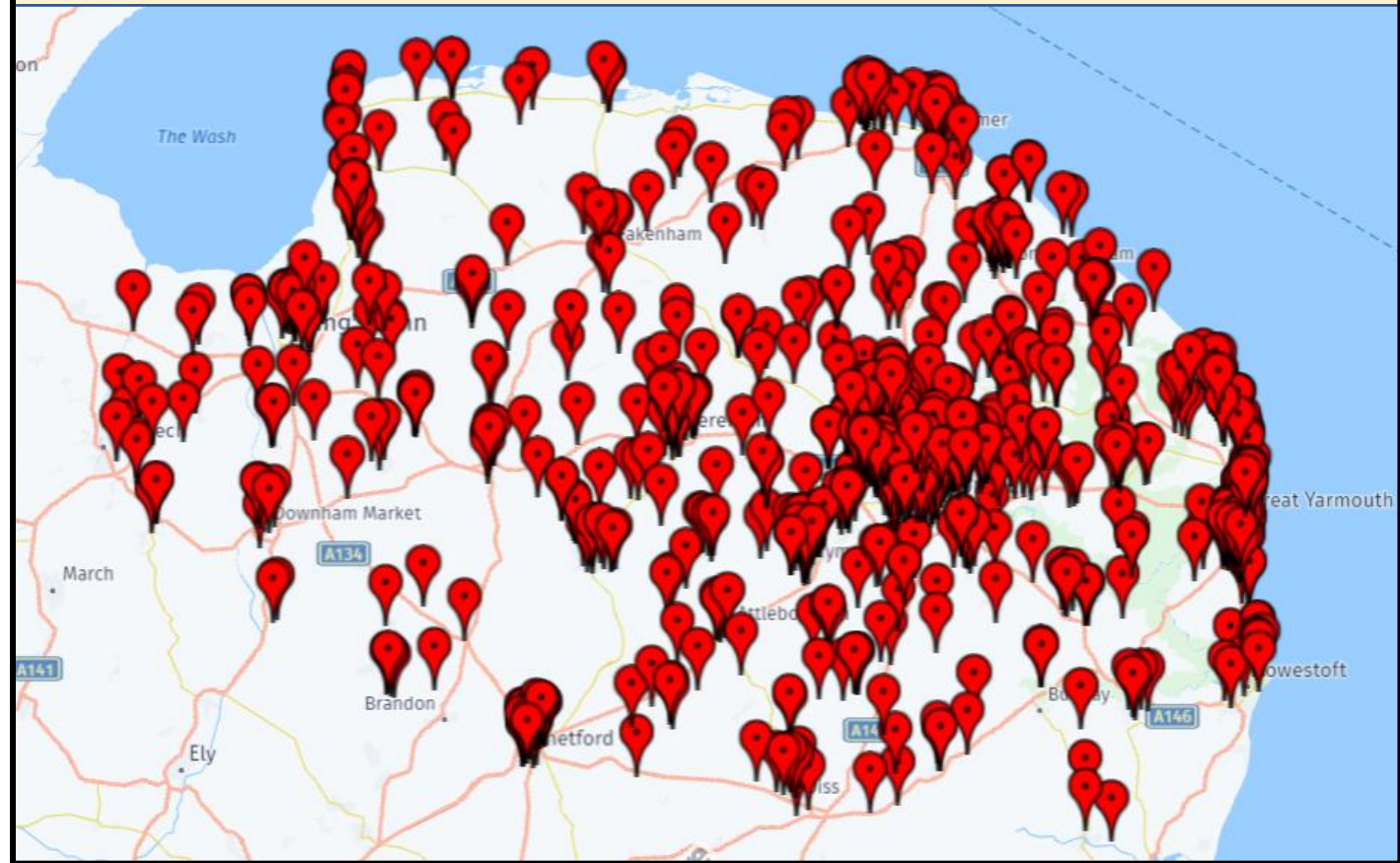
Area	Count
Central Norfolk	458
East Norfolk	284
North Norfolk	230
South Norfolk	287
Waveney	65
West Norfolk	198

# Geographical Location of Carers Identity Passport Applicants (Map)

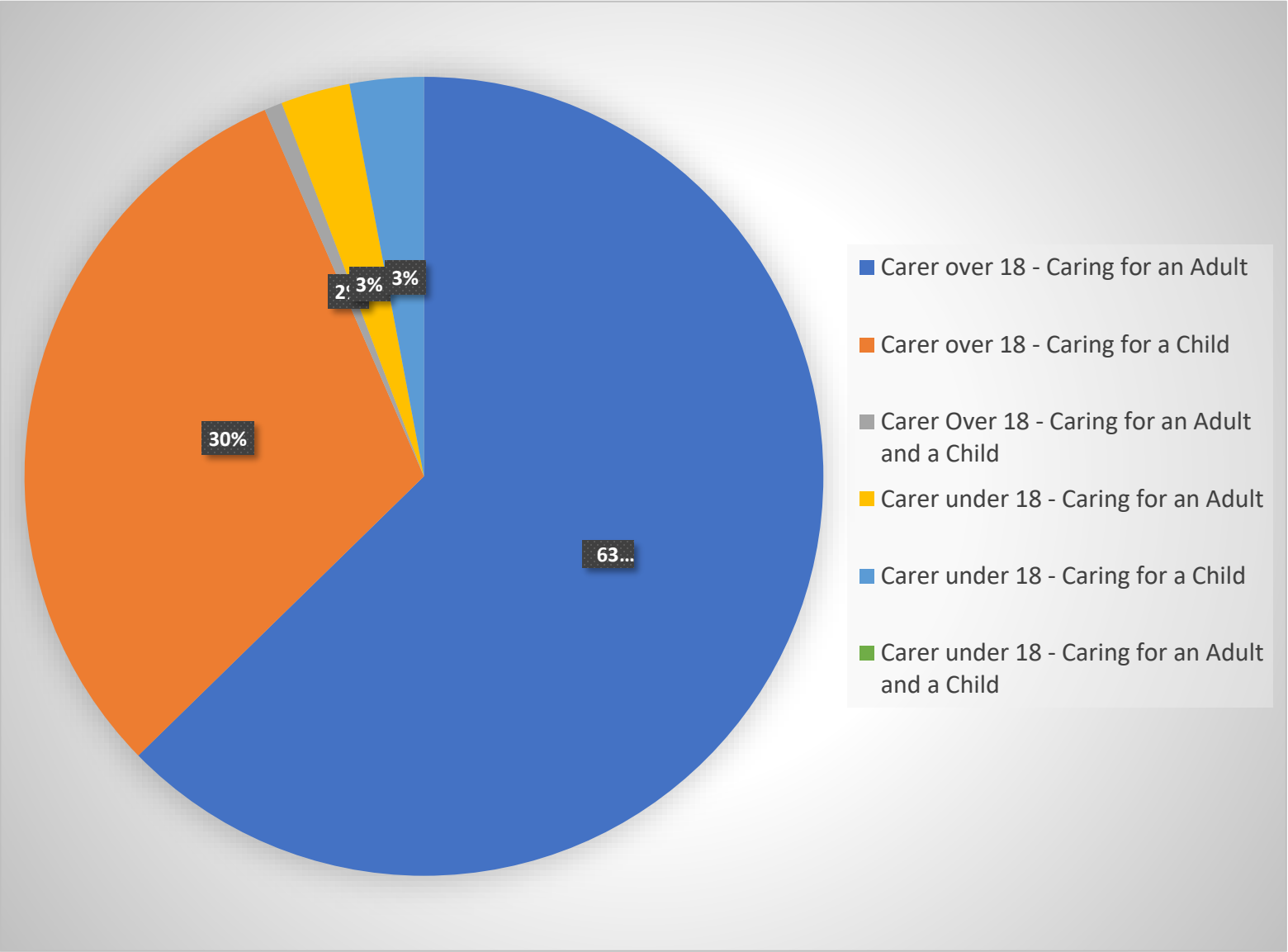
UK Wide – 'Cared for' is based in Norfolk & Waveney



Carer locations in Norfolk & Waveney



# Age of Carer vs Age of 'Cared For'

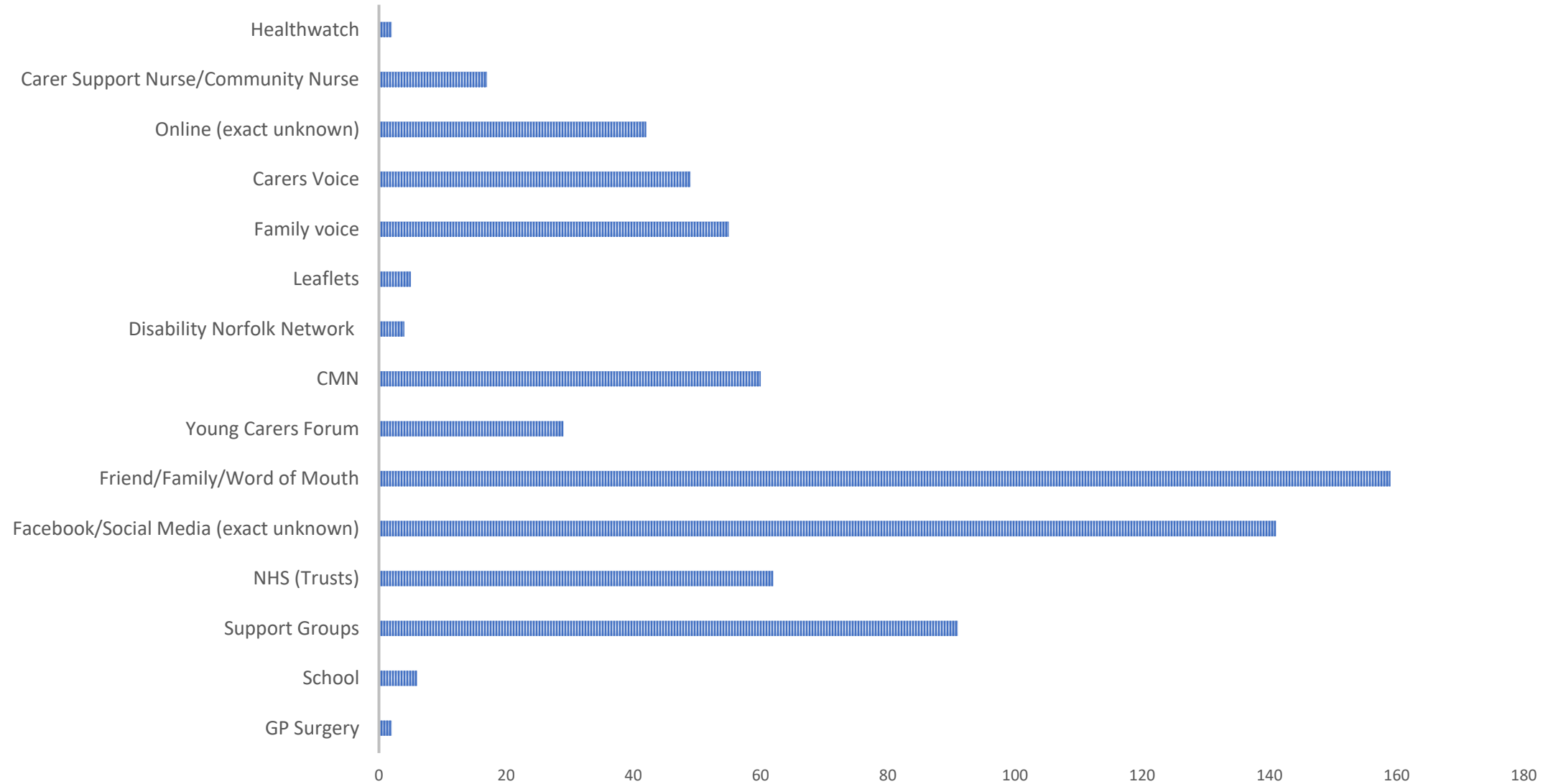


Carer	Count
Carer over 18 - Caring for an Adult	1018
Carer over 18 - Caring for a Child	476
Carer over 18 - Caring for an Adult and a Child*	32
Carer under 18 - Caring for an Adult	40
Carer under 18 - Caring for a Child	41
Carer under 18 - Caring for an Adult and a Child*	0

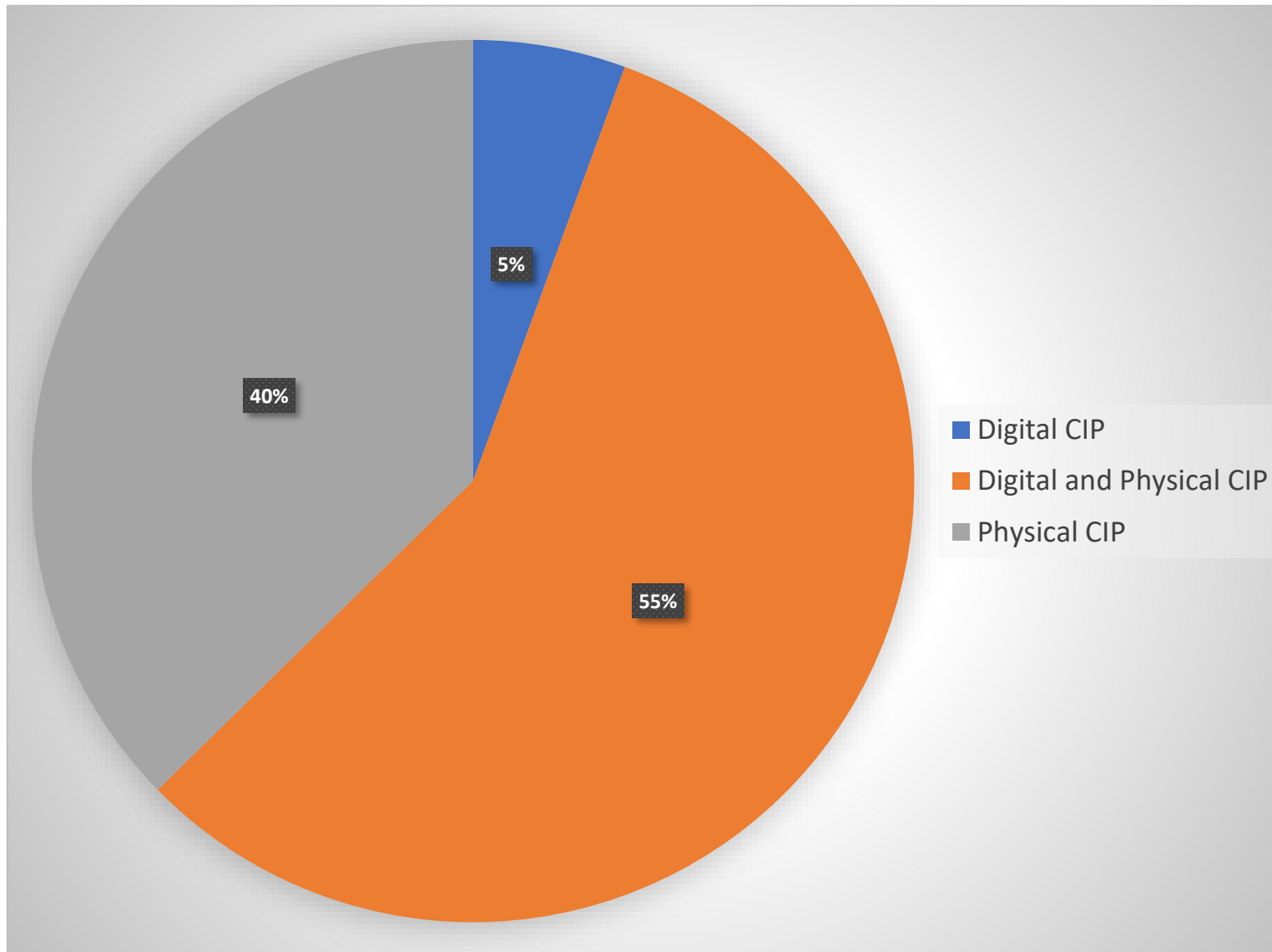
\* Data only captured since 29.03.2023

# How Carers Heard About The CIP\*

\*Data captured from 03.02.23



# Type of Carers Identity Passport



Type of CIP	Count
Digital CIP	74
Digital and Physical CIP	848
Physical CIP	624





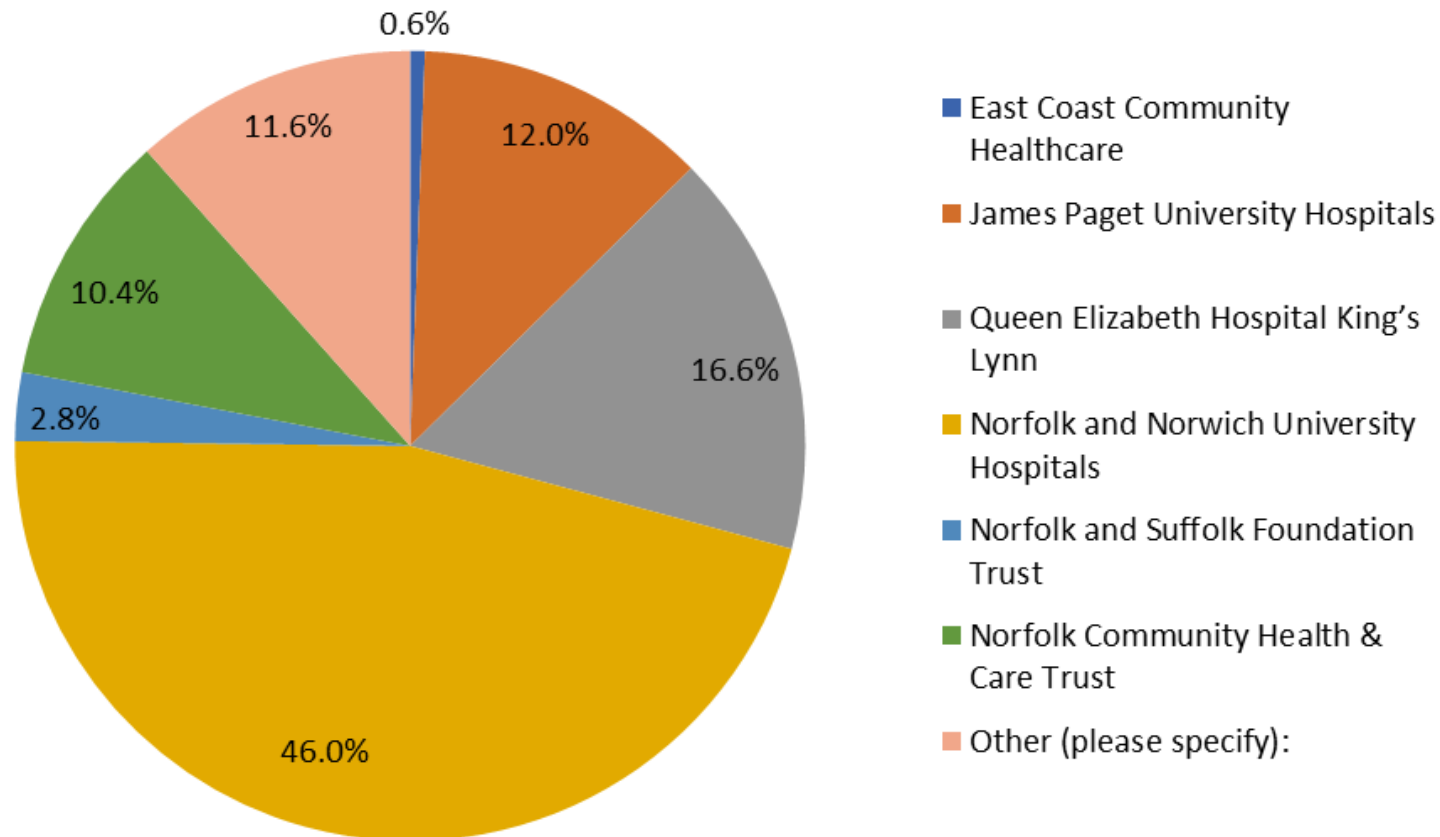


# Survey data

**287 completed the survey**

# Where Have Carers Used The Carers Identity Passport?

## Where have you used the Carers Identity Passport?



Carers have also told us they have found it useful to use the Carers Identity Passport in the following locations:

**GP Surgeries**

*As a Parent Carer with their young people*

**Other healthcare facilities/settings**

**Acute Healthcare outside of Norfolk**

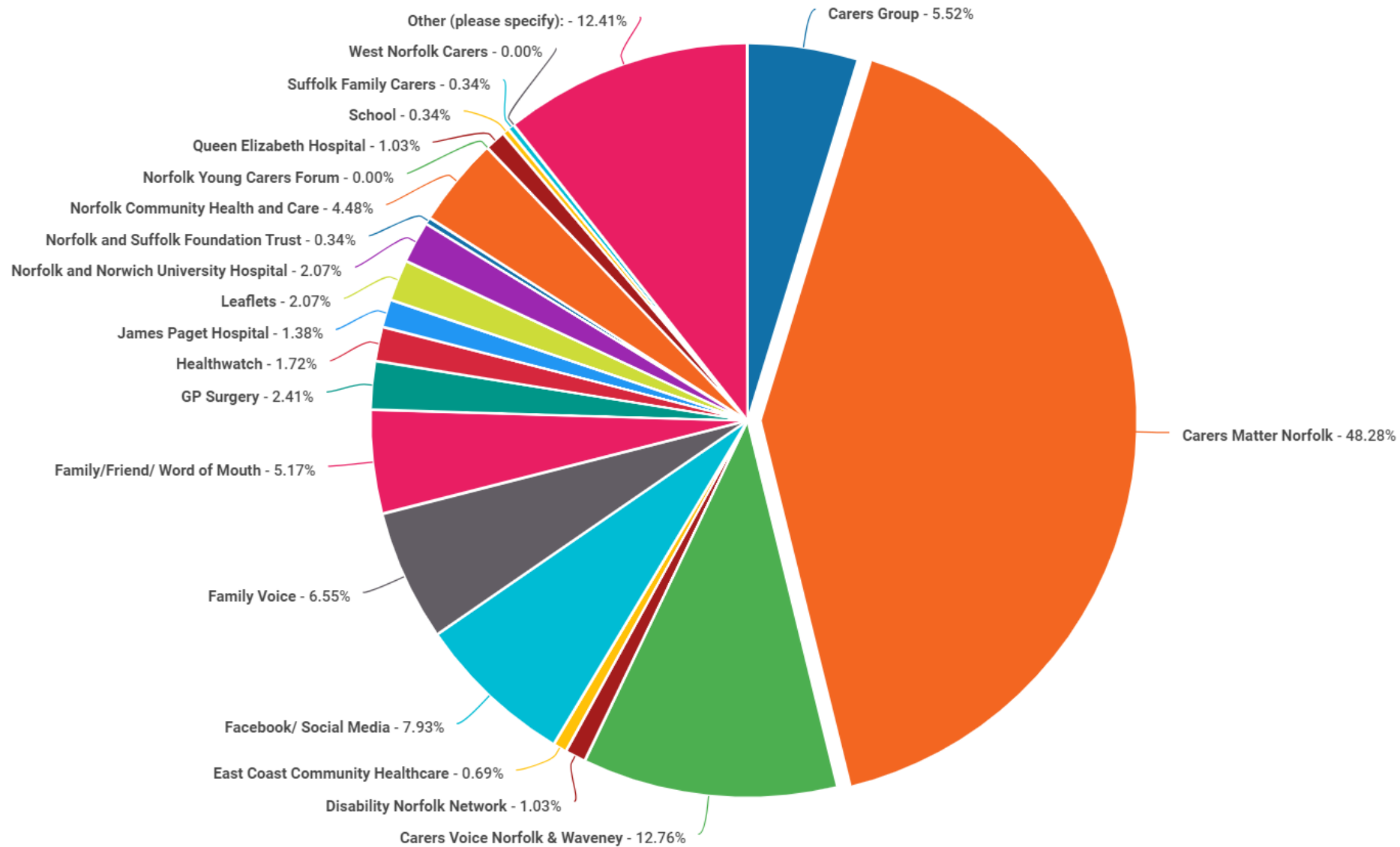
**Public Transport**

**Shopping**

**Tourism based locations**

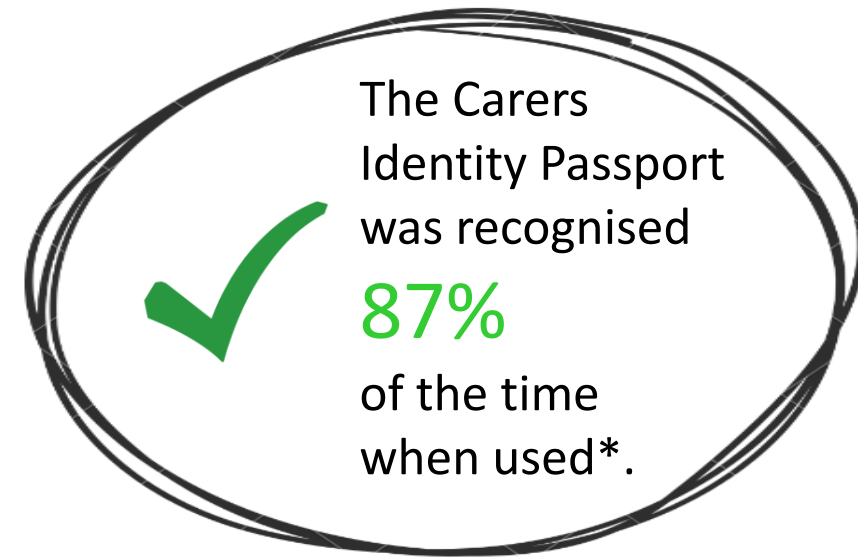
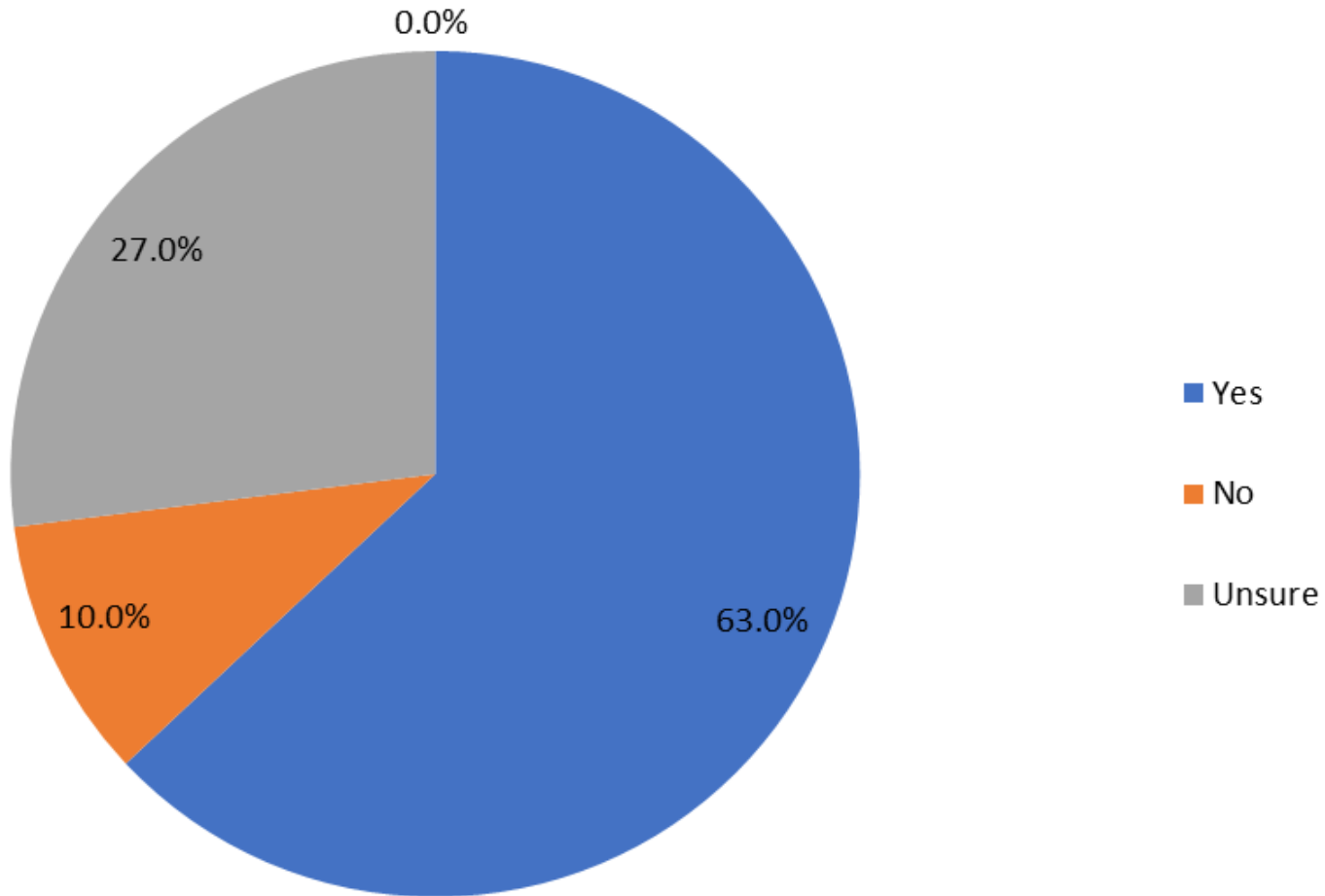
**Leisure Facilities**

# How Do Carers Find Out About The CIP?



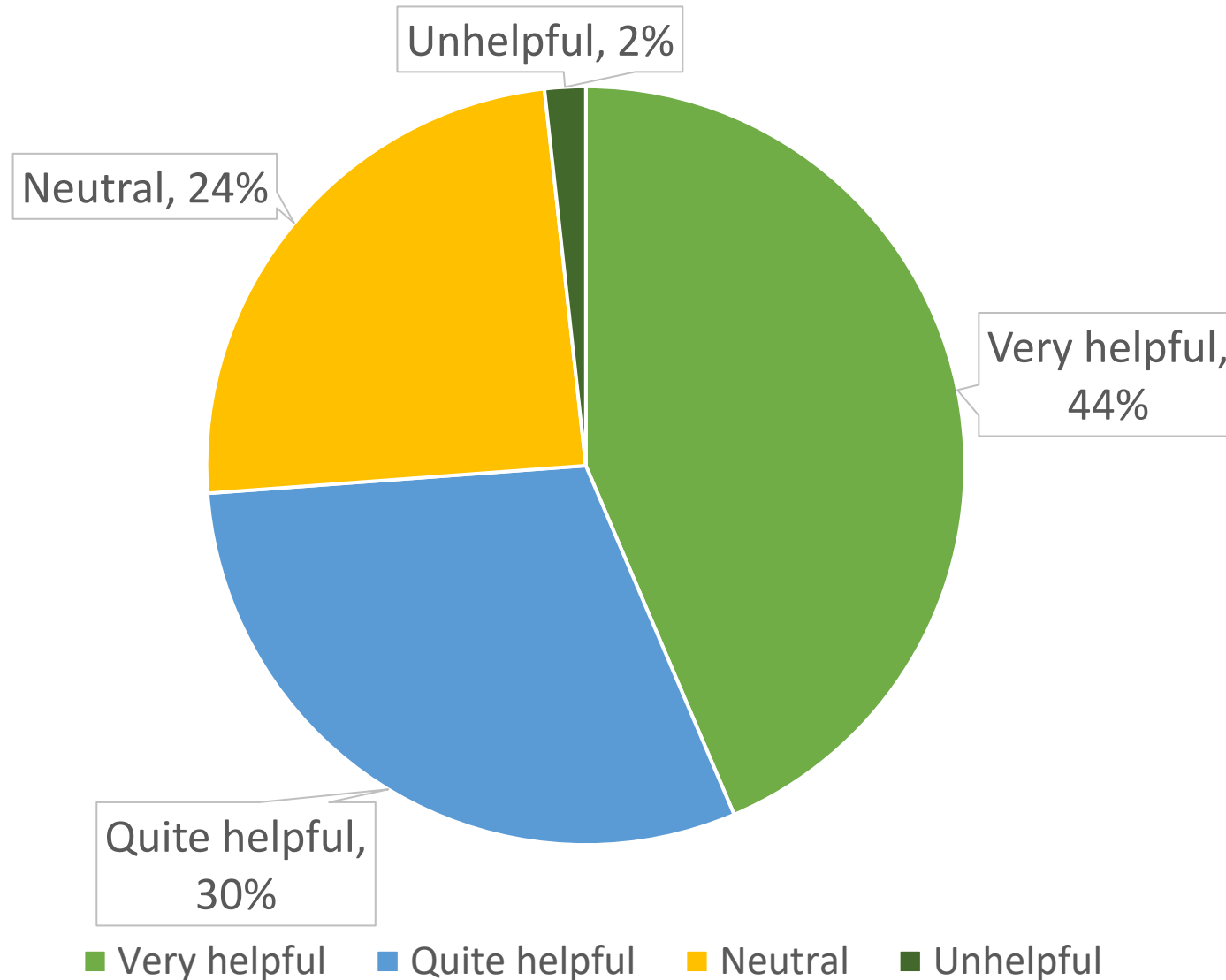
# Was the CIP recognised when used?


## Was the Carers Identity Passport recognised?



\*When Carers were confident it had been seen

# How helpful was the Carers Identity Passport when used?



When used,  
**74%** of Carers  
 found the Carers  
Identity Passport  
had a positive  
effect upon their  
situation.

How could the experience of using the Carers Identity Passport be improved?

**Doesn't need  
improvement**

More  
Publicity

**Recognised within  
Leisure Industry**

**LINK UP WITH  
GP RECORDS**

**Staff Education**

Recognised outside  
of Norfolk

**Community  
Awareness**



# Where would you like to use the Carers Identity Passport in future?

**Adult Social Service**

**Across all NHS services**

**Everywhere**

**DWP**

**GPs**

**Across the country**

**Airports**

**Schools Leisure Facilities**

**Community**

**Job Centre**

**Transport**

**Supermarkets**

**Council Offices**

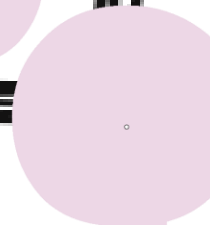
Carers said they would like to use the CIP wherever they go with their 'cared for'.

The Carers Identity Passport is currently recognised (within Norfolk & Waveney) in the Acute Hospitals, Community Healthcare Trusts and Norfolk and Suffolk Foundation Trust. It has been recently promoted to:

- **GPs**
- **Social Prescribers**

And plans to promote with:

- **Pharmacists**
- **Occupational Therapists**
- **Dentists**
- **Optometrists**



THANK  
YOU

We would like to say thank you to all the Carers that have applied to have a Carers Identity Passport and to those that completed the feedback survey.

Carers have told us the Carers Identity Passport enables them to feel empowered, respected and valued as a Carer.

So far, the project has been an overwhelming success with nearly 1900 passports issued within just under 11 months!!

We will keep you all informed of future developments and updated with where the Carers Identity Passport is recognised.