

Carers Identity Passport Survey

Overview of the Carers Identity Passport:

The Carers Identity Passport has been co-produced with Carers and practitioners across the Norfolk & Waveney Integrated Care System to ensure unpaid Carers are identified and recognised within healthcare settings. It is for all age Carers, including Young Carers and Parent Carers, in Norfolk & Waveney. It is available both physically as card and a lanyard and digitally as an image Carers can save onto their phones.

The Carers Identity Passport is aimed to be a conversation starter to ensure Carers are recognised, valued and respected in their caring role and included in the care of the person they are looking after. It helps Carers to be linked into the existing support within the hospitals (flexible visiting, free parking etc) and wider support for Carers available from other organisations. The card has a QR code and link to the Norfolk and Waveney Integrated Care System website which has a page with information about support for Carers of all ages.



Figure 1 Photo of the Carers Identity Passport card and lanyard and digital Carers Identity Passport

The Carers Identity Passport is free for Carers to request. Carers can apply for a Carers Identity Passport by completing a short form available at: <https://www.carersvoice.org/carers-identity-passport/>. There is a number to call for support with completing the form, this is **07932095312**.

The Carers Identity Passport is currently recognised within:

- East Coast Community Healthcare
- James Paget University Hospital
- Queen Elizabeth Hospital King's Lynn
- Norfolk and Norwich University Hospitals
- Norfolk and Suffolk Foundation Trust
- Norfolk Community Health & Care Trust

We are also working with General Practices, Social Prescribers, Occupational Therapists, Pharmacists, Ophthalmologists and Dentists to raise awareness and increase recognition of the Carers Identity Passport.

As of 22nd February 2024, **2647** Carers Identity Passports have been requested.

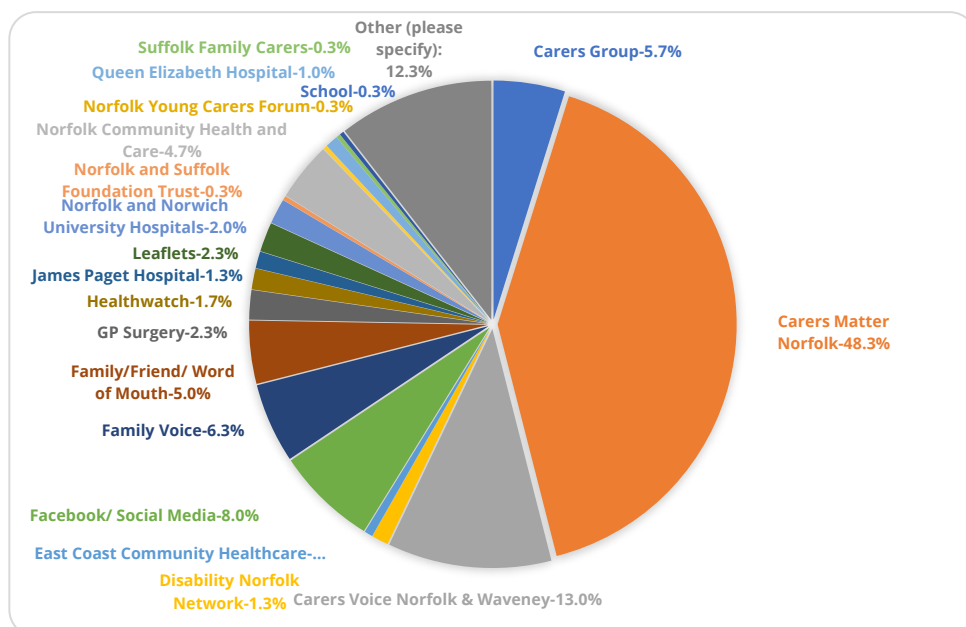
[This poster is a visual overview of the co-production of the Carers Identity Passport.](#)

[This summary report sets out what Carers told us during this project and what we did as a result.](#)

Survey of Carers who have applied for a Carers Identity Passport:

Carers Voice Norfolk and Waveney sent out a survey to Carers who have received a Carers Identity Passport. Over 300 Carers responded. The results of the survey are below:

1. Where did you find out about the Carers Identity Passport?



Carers Group	5.7%	17
Carers Matter Norfolk	48.3%	145
Carers Voice Norfolk & Waveney	13.0%	39
Disability Norfolk Network	1.3%	4
East Coast Community Healthcare	0.7%	2
Facebook/Social Media	8.0%	24
Family Voice	6.3%	19
Family/Friend/Word of Mouth	5.0%	15
GP Surgery	2.3%	7
Healthwatch	1.7%	5
James Paget Hospital	1.3%	4
Leaflets	2.3%	7
Norfolk and Norwich University Hospital	2.0%	6
Norfolk and Suffolk Foundation Trust	0.3%	1
Norfolk Community Health and Care	4.7%	14
Norfolk Young Carers Forum	0.3%	1
Queen Elizabeth Hospital	1.0%	3
School	0.3%	1
Suffolk Family Carers	0.3%	1
West Norfolk Carers	0.0%	0
Other (please specify):	12.3%	37

The data shows that there are a wide range of places in which Carers have found out about the Carers Identity Passport and highlights the particular importance of VCSE organisations. Carers Matter Norfolk, the commissioned support service for adults caring for other adults in Norfolk, asks all Carers that have an assessment whether they have or would like to request a Carers Identity Passport which has proved very effective and is reflected in the figures. The importance of Carers Groups and events in raising awareness of the Carers Identity Passport was highlighted in the survey.

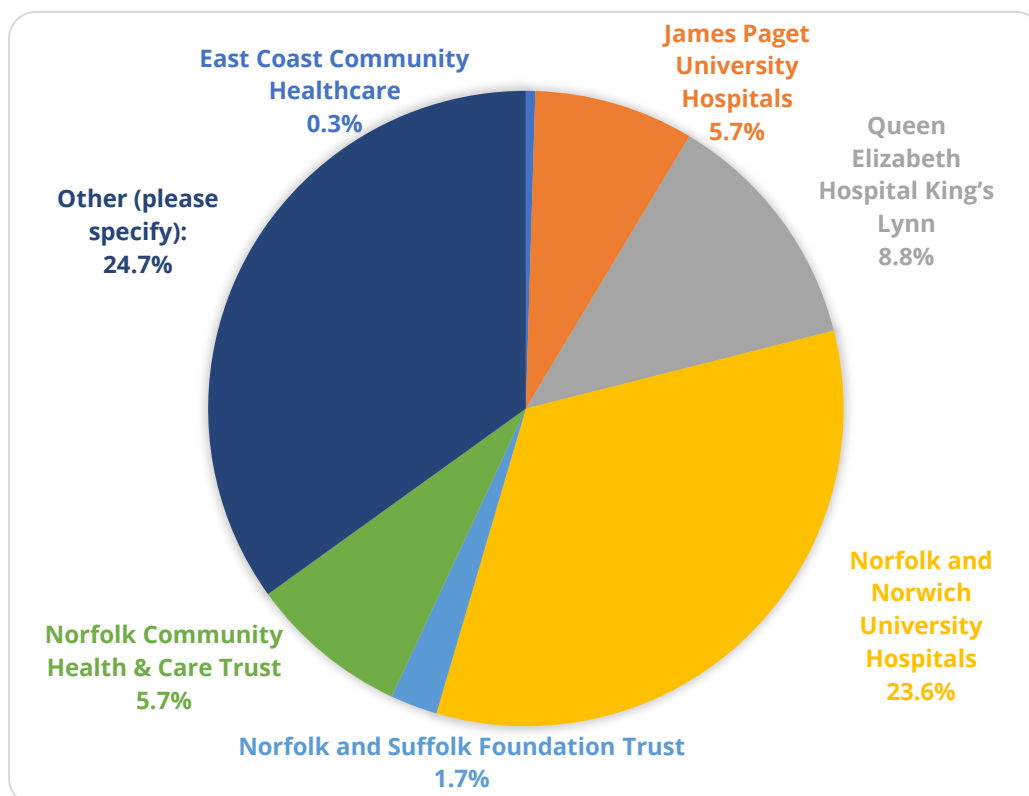
Specific groups and events include Carers Cuppa, Sensational Families, West Norfolk Autism, Tickles Sen, Norfolk Parkinsons Group Meeting, ME Support Group, Fakenham Carers, Lowestoft Carers Information Day, Royal Norfolk Show, SEN music festival, WI annual meeting and Dementia Fayre. Carers also reported finding out about the Carers Identity Passport through promotional material at the Coleman Hospital and Radio Norfolk.

There were numerous mentions of Norfolk County Council including Social Workers and Councillor [Alison Thomas](#) (Cabinet Member for Adult Social Services).

Learning:

- It would support the recognition of Carers across Norfolk and Waveney if all Carers are asked on initial contact if they are aware of the Carers Identity Passport. This is evidenced by over 48% of survey respondents having found out about the Carers Identity Passport through the Carers Matter Norfolk Service.
- Continual communications about the Carers Identity Passport is necessary to ensure all Carers are aware.

2. Where have you used the Carers Identity Passport?



East Coast Community Healthcare	0.3%
James Paget University Hospitals	5.7%
Queen Elizabeth Hospital King's Lynn	8.8%
Norfolk and Norwich University Hospitals	23.6%
Norfolk and Suffolk Foundation Trust	1.7%
Norfolk Community Health & Care Trust	5.7%
I have not yet used the Carers Identity Passport (based on a sample of 300 Carers, 6 months after the launch)	51.0%
Other (please specify):	24.7%

The data indicates that there is a need for further awareness work to be conducted with East Coast Community Healthcare and Norfolk and Suffolk Foundation Trust. **Over 24%** of Carers have used the Carers Identity Passports in environments outside of those where it is formally recognised, evidencing the wider benefit of the Carers Identity Passport for Carers in the community.

One of the main priorities during the development of the Carers Identity Passport was to ensure Carers had access to the passport before needing to enter a healthcare setting. The data in this survey, based on a snapshot of 300 Carers, six months after the Carers Identity Passport was launched, demonstrates that this is being achieved. Being prepared with a Carers Identity Passport ensures that as soon as a Carer enters a healthcare setting, they can be recognised as being in a caring role and involved in conversations at the earliest possible opportunity.

Healthcare settings specifically named:

- Julian Hospital
- Colman Street Community Hospital.
- Opticians
- GP surgery
- Dentist
- Eye clinic
- Critical care wards
- Orthopaedics
- Outpatients including respiratory and x-ray
- Acute Medical Unit
- NNUH wards including Intwood, Hethel, Gunthorpe. Acute Medial Unit, Guist, Kimberely, Emergency Department
- QEH- General Outpatients
- Thetford Eye Clinic
- Patient transport
- Ear, Nose and Throat Depts
- Pathology
- Urology Day surgery
- Dereham Hospital including Parkinson's outreach clinic and Foxley ward
- Parkinson's outreach clinic at Dereham Hospital
- Bowthorpe Hospital
- West Norfolk Coastal PCN

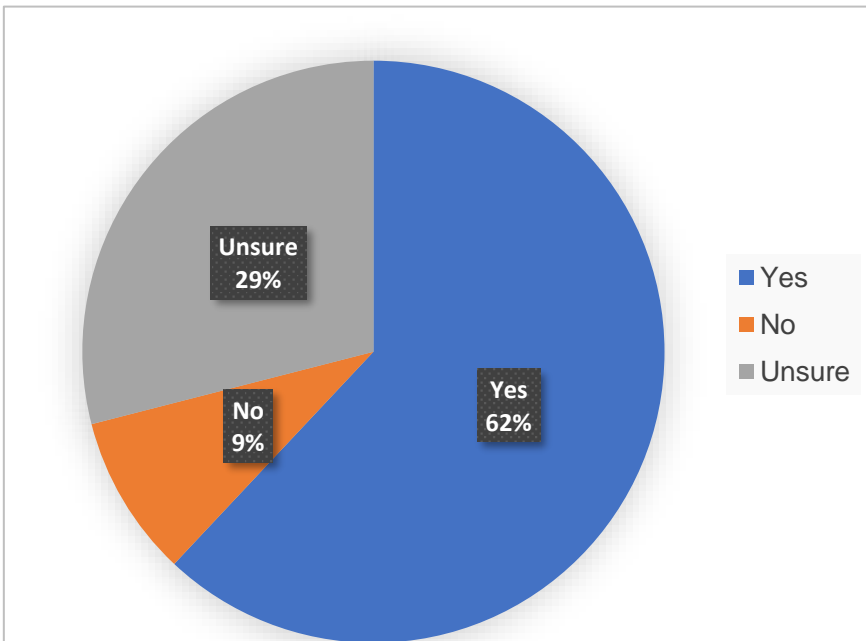
Areas outside of healthcare settings:

- National Trust
- Amazonia Zoo when asking for a carer's ticket (who also had an access card)
- Theatre
- Theme parks including Alton Towers
- Swimming pool
- Red Cross Gorleston
- Cinema
- Museum
- Local shops and café
- Sandringham
- Transport including train, airports
- Banks
- Steam Railway Devon

Out of county areas:

- Peterborough City Hospital
- North Cambridgeshire Hospital
- West Suffolk Hospital '- I went with the person I care for to a mobile scanning unit and one of the nurses recognised it. You are meant to go by yourself and not have anyone with you. However, because I had the badge, they allowed me to be with the person I care for. Even said it was a brilliant idea'.
- Addenbrookes Hospital
- London Hospitals

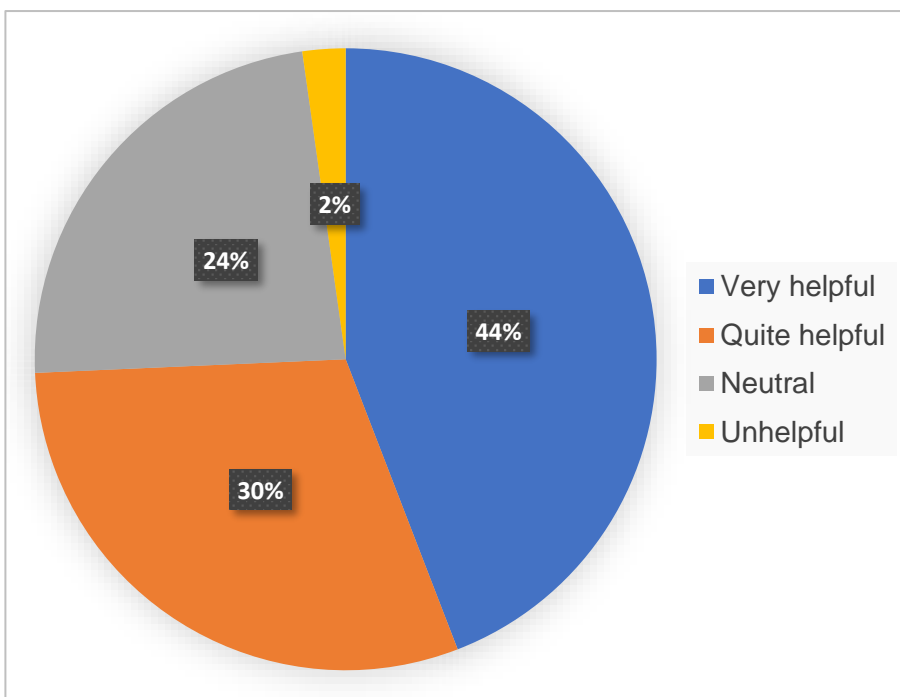
3. Was the Carers Identity Passport recognised?



Yes	62%	95
No	9%	14
Unsure	29%	44

The Carers Identity Passport was recognised **87%** of the time when used when confident it had been seen.

4. How helpful was the Carers Identity Passport?



Very helpful	44.13%	79
Quite helpful	30.17%	54
Neutral	23.46%	42
Unhelpful	2.23%	4

74% of Carers found the Carers Identity Passport helpful. Additional awareness work with practitioners across healthcare settings is needed to ensure increased recognition of the Carers Identity Passport.

Comments from Carers:

Think it's a good idea. Helps very much when attending hospital appointments with the person I care for.

I often use it when out with my child to help encourage understanding and tolerance of their behaviour in public.

The badge helps to explain that my child has SEN without having to explain this out loud, with them hearing.

The passport makes my life so much easier when it comes to being included in conversations about the person I care for's health. A vital piece of kit.

It was certainly of great benefit to be seen wearing my Norfolk Carers Passport whenever I had to visit a hospital which I have been doing quite often lately.

This would have been very valuable when the person I care for was in hospital, had a difficult time convincing the ward administrator that I am a full time Carer.

Was so pleased to get the passport, it's so helpful.

Confident it gave me recognition of being a legitimate attendance with my "cared for".

Although I haven't needed to use it is so reassuring to have it.

Not used in a healthcare setting but I did use it when we went for a day out and the person I care for's disability was questioned. I showed it to the attendant who was then very helpful.

The person I care for was in Peterborough City Hosp and as I was wearing my Norfolk Carers Identity Passport, I was permitted to be with them pre op and then allowed into the recovery ward to be with them until they were discharged. They also suffered a mild stroke and was allowed to be with them in QEH throughout their treatment including in the interview with the neurologist. I was also allowed to be in the same cubicle whilst they had a blood test in North Cambs Hospital in Wisbech.

I have managed to use this to prove Carer status when assisting my partner at days out. This often means that my entry fee is reduced or free.

I found it very helpful, people saw it and stopped to give us space or they helped me to help the person I care for.

I think others in settings we attend or places we go can see it as official and have more patience, time and respect for my children and us as Carers.

I wear the Carers Identity Passport wherever I go with the person I care for, it helps to show I am a Carer and they need space and respect, 99% of the time it has been recognised without question, which makes me feel empowered as an unpaid Carer.

I use it when I go out and about with my 2 SEND children. It gives me a lot more confidence, to support my children, as the sunflower lanyard really doesn't mean anything to people anymore.

Having the passport will give me confidence to have a voice the next time my Mum is admitted to hospital.

The hospital has always been great at letting me stay with the person I care for, but this lanyard would make me feel more validated as a Carer. This is more for me than them.

I was very happy with my experience of using the passport.

I know that it would be useful and feel better knowing that I have it.

It has given me quicker service as they see I am looking after someone who depends on me to be with them.

Made to feel welcome.

It was a way to overtly yet subtly explain that there is an issue here and encouraged more tolerance from the general public.

I take with me everywhere just in case.

Makes us feel more confident when pushing Mum in the wheelchair.

It always makes me apprehensive when I'm with the person I care for in case people get funny. This Identity Passport has made me more confident as people don't have to query us. They just can visually identify that I am a Carer.

Very very useful.

Staff were usually happy to help if I asked for anything, even finding a put-up bed so that I could sleep next to the person I care for.

Not yet used, but I love the concept.

Great facility. Just needs to be more recognised in all aspects of life activities and care support.

Would love this to be nationally recognised for anyone caring for a child with DLA regardless of their own income.

Very helpful when the person I care for is in hospital and I need to change and clean their gallbladder drain or shower them. No difficulty in obtaining permission as in the past.

I think it would be a good idea if the passport could be worn at all times even including shopping as this would raise the profile of Carers and perhaps enable them to connect to each other.

It didn't change our experience, but I felt more confident that if I needed help I might be taken more seriously.

When waiting at checkout at supermarket an assistant came and took me to quicker one.

I think it's been very helpful as I don't seem to have to explain myself as much to people.

It saves me identifying myself in front of the person I care for who still denies they have dementia.

It is difficult to say how much impact it had in my situation but is necessary, nonetheless.

I haven't used it as yet, but I have a ASD child as well as a child who is dyslexic and awaiting an assessment for ASD. This is a very important thing to have, who knows when any of us may have to take our children to the hospital whether that be a planned appointment or an emergency.

I feel secure in knowing if anything happens to me, people will know I care for a loved one.

Passport looks official and backs up information about Carer and cared for status given to various agencies.

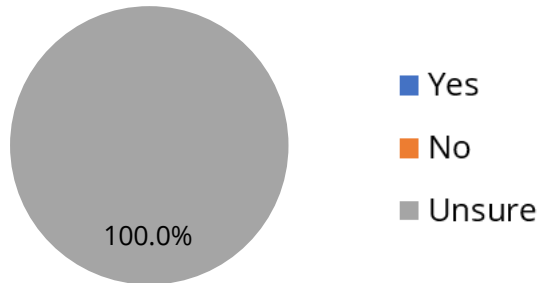
It helped me in the airport to get my son through security.

It's been very helpful.

East Coast Community Healthcare:

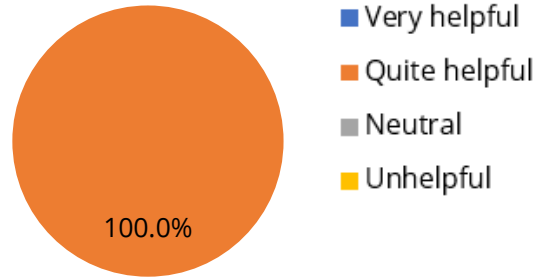
1 Carer has used the Carers Identity Passport in East Coast Community Healthcare

ECCHC- Was the Carers Identity Passport recognised?



Yes	0.0%	0
No	0.0%	0
Unsure	100.0%	1

ECCHC- How helpful did Carers find the Carers Identity Passport:

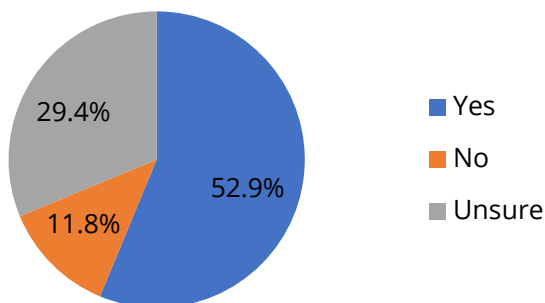


Very helpful	0.0%	0
Quite helpful	100.0%	1
Neutral	0.0%	0
Unhelpful	0.0%	0

James Paget University Hospitals:

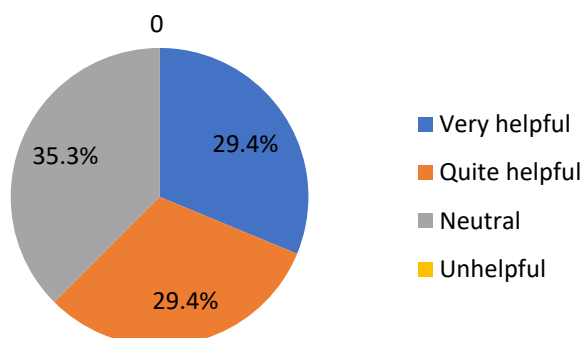
17 Carers have used the Carers Identity Passport in the James Paget University Hospitals.

JPUH- Was the Carers Identity Passport recognised?



Yes	56.25%	9
No	12.5%	2
Unsure	21.25%	5

JPUH- How helpful did Carers find the Carers Identity Passport:



Very helpful	29.4%	5
Quite helpful	29.4%	5
Neutral	35.3%	6
Unhelpful	0.0%	0

Specific areas mentioned where the Carers Identity Passport had been recognised:

Urology Day Surgery

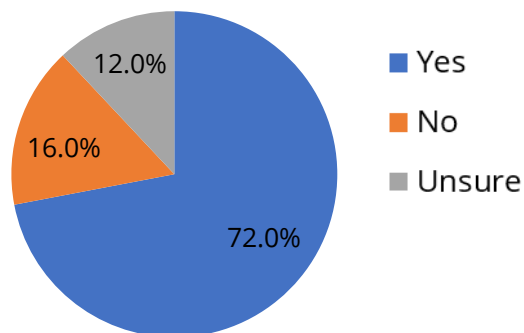
Comments from Carers:

- The person I care for had a scan and on the previous appointment I wasn't allowed in even though they are autistic and a selective mute, and they got quite rude with them as they were not responding when they were asking questions. I was allowed in the room when the person I care for was sobbing and very distressed. This appointment was so much easier wearing the lanyard.
- Actually, the staff were so good, I didn't need to use the passport - but I could see it was something they were happy with. Just helped me to feel identified.
- No one mentioned me wearing it.
- It was recognised It wasn't needed though - staff were fantastic without it.

Queen Elizabeth Hospital King's Lynn

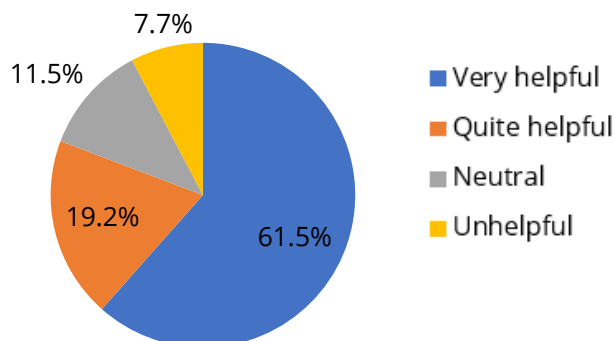
26 Carers have used the Carers Identity Passport in the Queen Elizabeth Hospital King's Lynn.

QEH- Was the Carers Identity Passport recognised?



Yes	72.0%	18
No	16.0%	4
Unsure	12.0%	3

QEH- How helpful did Carers find the Carers Identity Passport:



Very helpful	61.5%	16
Quite helpful	19.2%	5
Neutral	11.5%	3
Unhelpful	7.7%	2

Comments from Carers:

- It was extremely helpful in getting the point across that I was a Carer when the person I care for needed surgery.
- Outpatients fracture clinic didn't know what it was, but I used it to explain my role and the passport.
- Although nobody acknowledged my badge I feel it explains without my having to prove I am a Carer.
- It's been very helpful.
- Made to feel welcome.
- I was asked about the passport.
- No recognition within the hospital. Completely ignored on the ward.
- I was dealt with a lot quicker in my eyes as they knew I had someone depending on me to be back home soon as possible.
- All staff and all departments need to recognise it. For instance, the staff at the vaccination centre at QEH didn't accept it at all.
- Excellent, used it again this week at Kings Lynn hospital.
- Nobody acknowledged my badge.

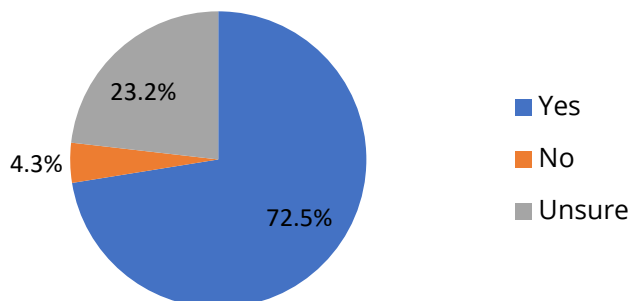
Areas identified as needing further staff awareness:

- Outpatients
- Vaccination centre

Norfolk and Norwich University Hospitals:

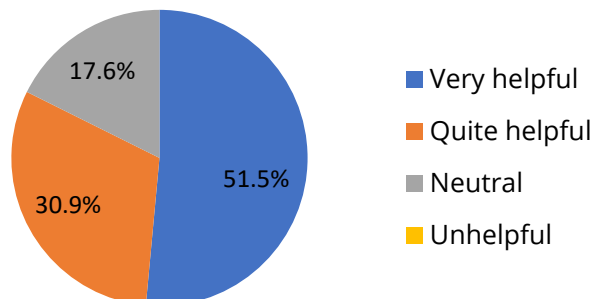
70 Carers have used the Carers Identity Passport at the Norfolk & Norwich University Hospital

NNUH- Was the Carers Identity Passport recognised?



Yes	72.5%	50
No	4.3%	3
Unsure	23.2%	16

NNUH- How helpful did Carers find the Carers Identity Passport:



Very helpful	51.5%	35
Quite helpful	30.9%	21
Neutral	17.6%	12
Unhelpful	0.0%	0

Specific areas mentioned where the Carers Identity Passport had been recognised:

- Outpatients
- Kimberley Ward
- Radiology
- Intwood Ward
- Dunston Ward
- Guist Ward
- Gunthorpe Ward
- Acute Medical Unit (K)

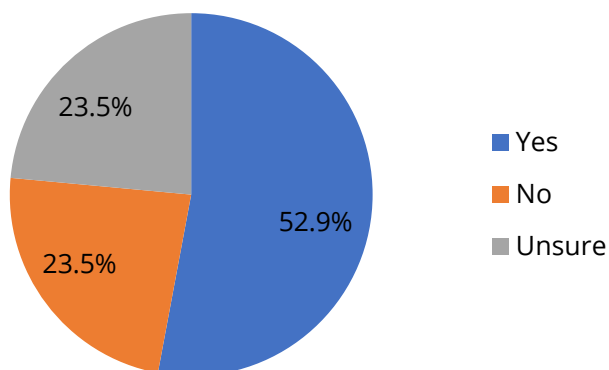
Comments from Carers:

- I was wearing it but didn't need to 'use' it.
- Dunston Ward-fantastic staff. Let me in to help care for the person I care for.
- Unsure as no one mentioned it but could see them looking at it whilst wearing it and I wasn't questioned as to why I needed to stay with the person I care for and I wasn't questioned when visiting out of normal visiting times to help them. So, I think it did help and was recognised a bit.
- A radiologist noticed the identity passport and allowed me to assist positioning the person I care for for their x-ray.
- It didn't change our experience, but I felt more confident that if I needed help I might be taken more seriously.
- Having to visit an elderly parent and stay with them, the passport enabled me to be able to support them without having to go into great details with every member of staff, it also gave me free parking.
- I received freedom to visit at will, staff discount for food in certain outlets and free parking in designated car parks.
- Wore it, was recognised as a Carer at N&N hospital.
- I used it when I took a break from visiting to go to the cafe for lunch.
- No one asked to see my Id or acknowledged it in any way.

Norfolk Community Health and Care:

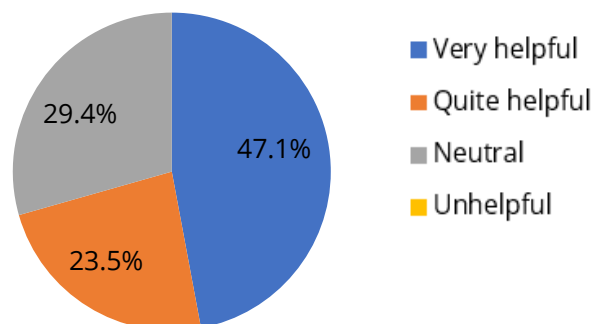
17 Carer have used the Carers Identity Passport within Norfolk Community Health and Care services:

NCH&C- Was the Carers Identity Passport recognised?



Yes	52.9%	9
No	23.5%	4
Unsure	23.5%	4

NCH&C- How helpful did Carers find the Carers Identity Passport:



Very helpful	47.1%	8
Quite helpful	23.5%	4
Neutral	29.4%	5
Unhelpful	0.0%	0

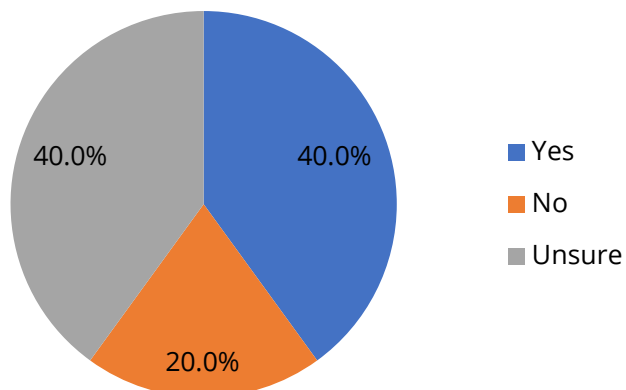
Specific areas mentioned where the Carers Identity Passport had been recognised:

- Dereham Hospital- Parkinson's Outreach Clinic
- Foxley Ward

Norfolk and Suffolk Foundation Trust:

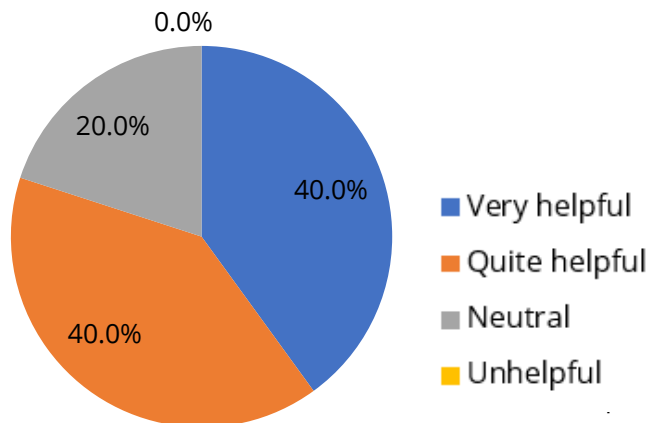
5 Carers have used the Carers Identity Passport within the Norfolk and Suffolk Foundation Trust.

NSFT- Was the Carers Identity Passport recognised?



Yes	40.0%	2
No	20.0%	1
Unsure	40.0%	2

NSFT- How helpful did Carers find the Carers Identity Passport:



Very helpful	40.0%	2
Quite helpful	40.0%	2
Neutral	20.0%	1
Unhelpful	0.0%	0

Comments from Carers:

- It is difficult to say how much impact it had in my situation but is necessary, nonetheless.
- It's been very helpful.

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

The key themes include:

- Increased awareness with all healthcare staff
- Information included as part of mandatory staff training
- More publicity
- Posters on all wards and around the hospital
- Awareness in the community
- Awareness within social care
- Recognised in border areas
- Linked with GP records
- Use outside of healthcare including shopping and leisure facilities
- National recognition
- Photo on card
- Clear links with the support available for Carers within the hospitals

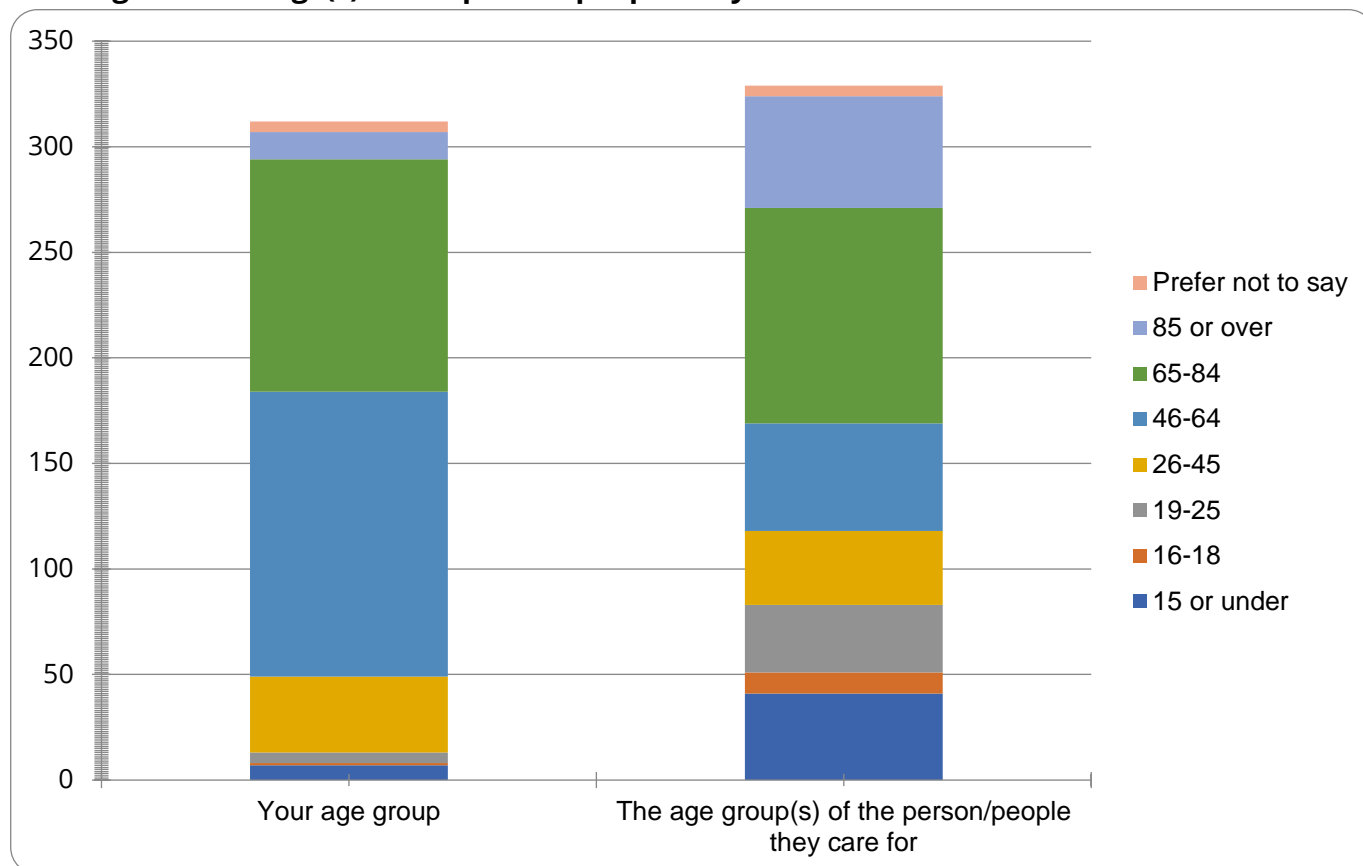
5. Where else would you want to see the Carers Identity Passport recognised in the future?

Suggestions include:

- Border areas particularly Suffolk and Cambridgeshire
- Ambulance service
- Pharmacies
- Dentists
- Adult Social Services
- Educational establishments
- GPs
- Across all NHS services
- Department of Work and Pensions
- Job centres
- Airports
- Schools
- Leisure facilities
- Community
- Supermarkets
- Banks
- Transport including public and hospital transport
- Council offices
- Across the Country
- **Everywhere**- will help raise awareness about Carers and support within the community.

Carers have said they would like to use the Carers Identity Passport wherever they go with the person they care for.

Carers age and the age(s) of the person/people they care for:



Recommendations

- Acute hospitals to look at standardising offer for Carers and what this offer is called. The feedback has highlighted confusion between the hospitals' individual offers and the Norfolk and Waveney Carers Identity Passport.
- Clearer pathway for identification and linking in to support available across the hospitals.
- There is a clear need for continuous communication with staff across providers about the Carers Identity Passport. Some Carers found that the Carers Identity Passport was not acknowledged, or staff were unaware.
- Training about the Carers Identity Passport to be included in induction training/ mandatory training for all staff including non-clinical staff.
- Further engagement with Norfolk County Council to raise awareness of the Carers Identity Passport to ensure it becomes embedded across health and social care.
- To continue to work with General Practices, Social Prescribers, Occupational Therapists, Pharmacists, Ophthalmologists and Dentists to ensure practitioners working across Primary Care recognise the Carers Identity Passport.
- Continue to share learning from the co-production of the Carers Identity Passport with other counties with a focus on neighbouring counties. Carers Voice is working with NHS East of England.
- **Increased awareness of the Carers Identity Passport is needed across all hospitals.**

Useful Links:

[Carers Identity Passport Application Form](#)

[Carers Identity Passport Promotional Material](#)

[Carers Identity Passport FAQs](#)

[Norfolk & Waveney Integrated Care System Carers Page](#)

Contact details:

For the Carers Identity Passport

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For Carers Voice Norfolk & Waveney

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 : [@carersvoicenorfolkandwaveney](https://www.facebook.com/carersvoicenorfolkandwaveney)

 : [@carersvoice](https://www.instagram.com/carersvoice)

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