



**South Tyneside and Sunderland**  
NHS Foundation Trust

# Carer Passport – Accessible to all

Young and Young Adult Carers

**excellence**  
*in all that we do*

# Rationale & Context

- A carers role and needs can vary greatly
- Our Carers Passport required adapting to meet a variety of carer requirements ensuring equity.
- Staff feedback as part of Young Carer Action Day, highlighted clinical staff knowledge gap around young carers and their particular support requirements.



# Staff feedback- Young Carer Awareness

50% did not feel confident or fully informed to support a Young Carer

85% would benefit from Young Carer awareness training

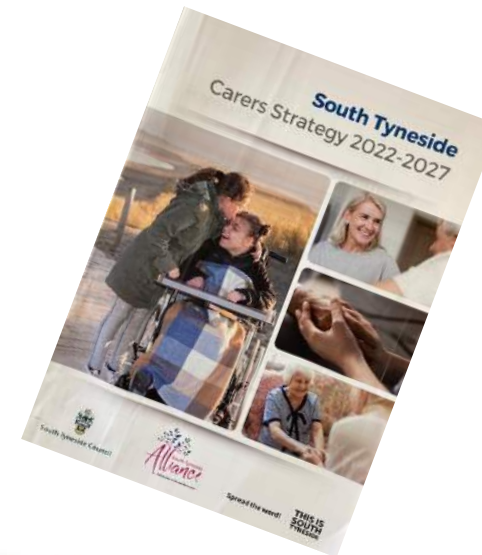
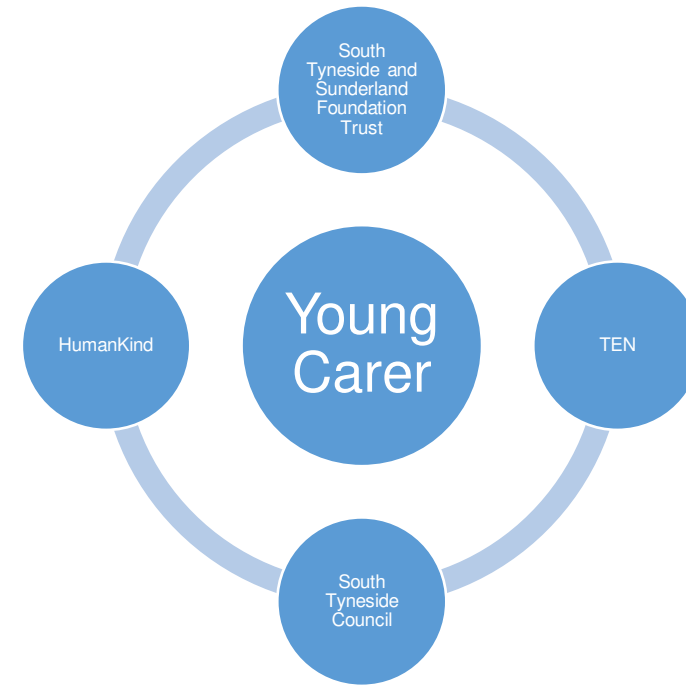
84% felt a Young Carer ID card would help staff identify and support Young Carers

If a young carer attended an appointment with the person they cared for, how would you feel including them in discussion regarding medication, diagnosis, prognosis?

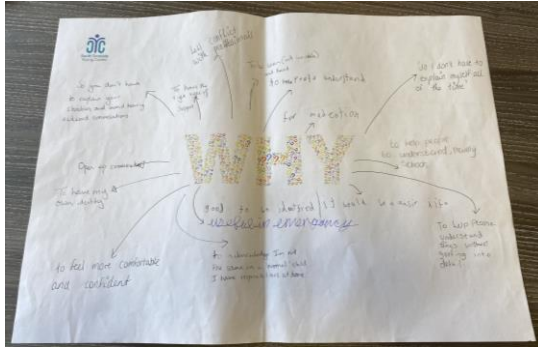
- “This would depend on age and circumstances, however, overall I would prefer that this information be kept confidential from the young person as to not overwhelm or burden them with information that is not age appropriate”
- “I'd feel okay as it is something they would need to know but depends on certain things like prognosis which could be difficult”
- “I will feel free and happy to educate him or her better regarding the aspect of care their person in need may require”

# Co-production

- Feedback from South Tyneside Young Carers Service indicated awareness and offering of the Carer Passport Scheme to young carers had not been evident
- South Tyneside Carer Strategy 2022-2027 – Priority 2: Support Young Carers to Achieve their full potential
- Changes to the School Census required the Children and Young Peoples Services to identify young carers within school



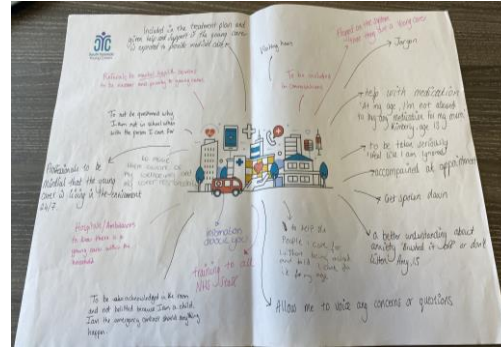
# What Young Carers have told us



## Why

*'To acknowledge I'm not the same as a 'normal' child. I have responsibilities at home'*

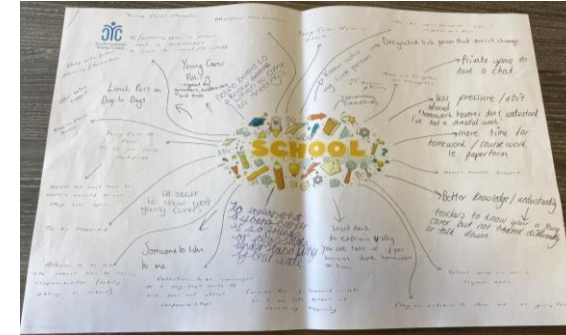
*'To feel more comfortable and confident'*



## Hospital

*'To be taken seriously, I feel like I'm ignored'*

*'Professionals to be mindful that the young carer is living in the environment 24/7'*




## School

*'Better knowledge and understanding – teachers to know you're a young carer but not to be treated differently'*

*'Consideration if homework is late because of something happening'*

# Purpose of Young Carer ID Card

- To give young carers recognition for their role and raise awareness amongst clinical healthcare staff.
  - To identify young carers in Education and Health Settings, discreetly inform professionals regarding their caring responsibilities without having to repeatedly share personal details
  - Build young carer confidence in asking for help or guidance from professionals such as teachers, doctors, nurses and pharmacists improving healthcare literacy
  - To prompt discussions between staff and the young carer to understand their needs and make reasonable adjustments to support them
- 



# Development and Design




# Progress so far...



*'Having the Young Carers/YAC card will ensure the individuals are able to be recognised as a carer in a professional setting. Quite often within the care sector Young Carers can be dismissed by a professional, due to their age. Having the Young Carers/YAC card will ensure they are easily recognised by professionals and are included in important conversations (where applicable) about their loved one. This will ensure the care pathway is as stress free as possible for all involved' (South Tyneside Young Carers Service)*



# Future

- Launch Young Carer ID card Autumn 2023
  - Further Young and Young Adult Carer Awareness Training
  - Cascade of resources for professionals
  - Listen to Young and Young Adult Carer experiences and spread and share the learning
  - Continue collaborative work with system partners to replicate model across the ICS
- 

Any further questions or queries

Patient Experience Team

Email:

[stsft.patientexperienceteam@nhs.net](mailto:stsft.patientexperienceteam@nhs.net)