



Welcome to your **Carer's Passport** – this enables you to visit at any time, and to be the main contact person regarding your friend or relative's care. Alongside this card there is an 'About Me' document that you will be asked to fill in that gives additional information about your friend or relative to help staff to know them better, and to record how and when you want to be involved.

Why do we have passports?

- We are responding to feedback about communication and carer involvement
- We hope it will result in enhanced communication about plans, decrease repeated conversations and offer support at difficult times, ward rounds, meal times, overnight etc.

What do I need to do?

- If you want to be involved in caring for your friend or relative, agree with staff and your friend/relative how and when you will be involved in their care.
- Complete an 'About Me' document, which staff will provide for you (please note that in some cases you will only need to complete the carer involvement section of the document)
- When arriving on the ward always check with staff at the start of each visit to see if there are any changes, and to agree your involvement on that visit. Update staff during and at the end of your visit of any care you have given or any queries you may have.
- Do not give any care that has not been agreed, or do anything you have not been trained to do to your friend or relative, or any other patients.
- Familiarise yourself with ward routines and information such as ward rounds, how to purchase concessionary car parking, catering facilities etc. by asking staff, and by reading any relevant information on the ward, in bedside folder, or on our website: www.nuh.nhs.uk/patients-and-visitors/visitors-and-carers
- Take regular breaks, get some rest and ask staff for help and support when you need it.

We are here for you