

## CARER'S LEAVE POLICY

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### Target Audience:

<b>People who need to know about this document in detail</b>	Author/Owners of this procedure.
<b>People who need to have a broad understanding of this document</b>	Board Members, Management Board, Senior Leaders, Board Committees.
<b>People who need to know that this document exists</b>	Employees of Cwm Taf Morgannwg University Health Board and its hosted organisations.

### Integrated Impact Assessment:

<b>Equality Impact Assessment Date &amp; Outcome</b>	<b>Date: 12/08/2021</b> <b>Outcome:</b> This policy has been screened for relevance to Equality. No potential negative impact has been identified.
<b>Welsh Language Standard</b>	Yes - If Standard 82 applies you must ensure a Welsh version of this policy is maintained.
<b>Date of approval by Equality Team:</b>	12/08/2021
<b>Aligns to the following Wellbeing of Future Generation Act Objective</b>	Co-create with staff and partners a learning and growing culture



### Disclaimer:

If the review date of this Policy has passed, please ensure that the version you are using is the most up to date version either by contacting the author or email [CTM\\_Corporate\\_Governance@wales.nhs.uk](mailto:CTM_Corporate_Governance@wales.nhs.uk)

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## **1. POLICY STATEMENT**

Increasing individuals find themselves juggling unpaid caring for disabled, elderly or seriously ill family members or friends, while continuing to work. The 2011 Census confirmed that 1 in 9 employees in the workplace (an estimated 3 million people), are juggling paid work and care. Research from Carers UK suggests over 2 million people have given up work at some point, to care for loved ones and 3 million have reduced working hours.

This research also estimates that there will be approximately 9 million unpaid carers by 2037. The demographic data also suggests that this trend of individuals providing unpaid care while active in the workforce will continue.

The Welsh Government's Carers Strategy for unpaid Carers (2021), sets out revised priorities for unpaid carers.

- Identifying and valuing unpaid carers. All unpaid carers must be valued and supported to make an informed choice about the care they provide and to access the support they need while caring and when the caring role comes to an end.
- Providing information, advice and assistance. It is vital that all unpaid carers have access to the right information and advice at the right time and in an appropriate format.
- Supporting life alongside caring. All unpaid carers must have the opportunity to take breaks from their caring role to enable them to maintain their own health and well-being and have a life alongside caring.
- Supporting unpaid carers in education and the workplace. Employers and educational / training settings should be encouraged to adapt their policies and practices, enabling unpaid carers to work and learn, alongside their caring role.

In 2019 Cwm Taf Morgannwg University Health Board (CTMUHB) devised a statement of intent for carers, setting five aims which support the Welsh Government's Strategy for Unpaid Carers.

### **Aim1**

Raise awareness amongst the public and our staff about who carers are, what they do and how important it is to identify them and understand their caring role. This will ensure they are aware of the support available to them. We must recognise the value of their caring role and that they are key partners in the care they provide, involving them in decisions that affect them and the person they care for.

### **Aim 2**

Make it easier for people to find out about care and support services available in their area, both for themselves as a carer and for the person they care for.

### **Aim 3**

Enable carers to access appropriate support to help them carry out their caring role effectively and meet a range of needs, including maintaining their physical and emotional health and wellbeing, accessing education, training and employment opportunities and participation in activities outside their caring role.

Individuals, their families and carers may require care and / or support from more than one professional or organisation. Where this is the case, the care and support they receive should be effectively coordinated and delivered.

### **Aim 4**

Improve carer involvement in decision making within the Health Board to ensure that carers are valued as partners in care and the care and support they provide is recognised.

### **Aim 5**

Working in partnership with carers, statutory and voluntary organisations to create and sustain an environment where adults, young people and families have access to information, support and opportunities relevant to their caring roles. We will need to deliver local services in a joined up manner to meet the needs of individuals and maximise the resources available, to ensure carers and their families achieve a greater degree of independence and improved quality of life

CTMUHB recognises, by implication, some employees currently have long term or permanent caring responsibilities for sick, elderly or disabled relatives, partners, friends and family. It also recognises that other employees may have similar responsibilities in the future. CTMUHB therefore believes that in supporting its employees with responsibilities in their lives, it will make a major contribution to enhanced organisational values, staff retention, attendance and staff morale.

## **2. PRINCIPLES**

This policy seeks to ensure the following principles:

- Employees are actively encouraged to inform their line manager if they have or take on a caring role and ask for a Carers Assessment Form to be completed. In many cases, this may be difficult to predict in advance.
- The manager and employee will complete a Carers Assessment Form and will agree a Carer's Support Plan, taking into consideration the level of need of the person for whom they care for can vary from day to day or over time.
- Issues raised between employees and their manager and their link ILG HR team are dealt with in a confidential manner.
- There is a consistency of approach between staff with caring responsibilities, while the individual needs and circumstances of each case are always taken into account.
- Staff are not discriminated against on the grounds of their caring responsibilities and there is an open culture where they can talk and gain support, is encouraged.

- The needs of the service must always be considered when assessing the employee's needs.

### **3. SCOPE OF POLICY**

This policy applies to all substantive employees of CTMUHB, who have recognised caring responsibilities.

The Social Services and Well-being (Wales) Act 2014, defines a carer as:

*"someone who provides unpaid care to an adult or disabled child. The cared for person may be a family member or a friend, who due to illness, disability, a mental health problem or an addiction cannot cope without their support. A carer could be a husband caring for his wife, a parent caring for their child who has care and support needs or a child caring for their parent."*

This policy does not usually include childcare or other dependant responsibilities, unless the child or dependant in question has a serious short or long-term health problem or disability.

### **4. AIMS AND OBJECTIVES**

CTMUHB is committed to working practices which support and enhance its reputation as a caring employer. This policy aims to support employees, enabling them to effectively manage the balance between their employment and caring responsibilities.

### **5. PROCEDURE**

CTMUHB is committed to a 'carer friendly' approach as part of our overall 'family friendly' values. Carers may find themselves in very difficult, challenging situations. Therefore, their requests should be dealt with quickly and appropriately.

There are a number of possible solutions and this section will provide an overview of the available options.

Planned carer's leave is primarily designed to cover the following situations:

- Nursing care, following serious illness or discharge from hospital;
- Relocation situations (i.e. to or from the cared for person's home into residential care);
- Attending DSS Benefit or Legal hearing, on behalf of the cared for person.

Where the employee has more long-term caring responsibilities, they shall be encouraged to use the Flexible Working Policy, Parental Leave Policy or All Wales Employment Break Policy, although eligibility would depend on their length of service. The Special Leave Policy may apply in emergency and unforeseen situations.

Employees are actively encouraged to inform their line manager if they are caring for a dependant. If the need for time off is urgent, special leave may be appropriate in the first instance. However, if the need is ongoing, the manager should arrange to meet the employee and discuss the issues listed in Appendix A.

The manager and employee will complete a Carers Assessment Form and will agree a Carer's Support Plan, making use of other policies such as Flexible Working, All Wales Employment Break or Parental Leave as appropriate.

In many cases, employees may be able to meet their responsibilities by adjusting their working arrangements on either a temporary or permanent basis. They may do so under the provision of CTMUHB's Flexible Working Policy. Where the dependant is a child under 18 years of age, Parental Leave may be appropriate. For any planned leave in excess of 2 months, an employment break for the employee should be considered. (N.B. Employment breaks can be approved for a minimum of 3 months up to a maximum of 5 years, but it can be split depending on the needs of the service and of the individual). Unpaid leave may also be considered.

Where carer's leave is considered more appropriate or is needed, in addition to any of the above, the employee will be entitled to request time-off using the form in Appendix B.

Such leave will last for a defined period, which would not normally be more than 5 days per annum (pro rata for part time staff). It should be agreed in advance with the line manager that the employee will 'match' time off from their annual leave entitlement wherever possible. For example if 4 days are required, 2 will be taken as planned carer's leave and 2 taken as annual leave. If the employee has used their annual leave entitlement or if it is already committed, this should be discussed with the link ILG HR Team.

In some instances, it may be appropriate for the time to be taken in hours rather than days. Carer's leave whether paid or unpaid must be recorded on ESR or Health Roster by the manager.

Every effort will be made to accommodate requests for carer's leave. Where a request cannot be accommodated, endeavours should be made to reach a compromise arrangement. If, however the line manager is not able to accommodate the request, due to service need, reasons will be provided to the employee both verbally and in writing.

Employees who are carers should not be treated less favourably than other employee who do not have caring responsibilities. The Equality Act 2010 protects employees against direct discrimination or harassment if they are associated with someone who has a protected characteristic, for example a disability. The employee has the right to appeal under the Respect and Resolution Policy where carer's leave is declined.

CTMUHB will support carers by encouraging access to Well Being Services available via the Employee Assistant Programme (Vivup), in-house Well Being services and Occupational Health Services.

Support may also be available from external organisations and carers are encouraged to make use of their local council's services. Full details can be found on each council's websites. Carers Wales undertake policy work and campaigns but also provide information and support to carers. The Disability and Carers Service,

Department of Work and Pensions may also provide financial support to the cared for person or the carer. Details of these organisations can be found in Appendix D.

## **6. MANAGERIAL RESPONSIBILITIES**

Line managers have a duty to ensure that this policy is applied fairly and consistently. They are also required to record and monitor all carer leave absences within ESR (Appendix F) or via Health Roster (Appendix G).

The line manager must look at all options and seek, where possible, to reasonably accommodate a long or short-term caring need, on an individual basis, while balancing the needs of the service. Both the manager and the employee should be open to being flexible in identifying alternative options, if original request cannot be met. This should include, where necessary looking at alternative ways in which responsibilities and tasks can be undertaken.

Where a particular need cannot be accommodated and alternatives have been explored the manager needs to provide clear and justifiable written reasons for the decision.

## **7. EQUALITY IMPACT ASSESSMENT STATEMENT**

This policy has been screened for relevance to Equality. No potential negative impact has been identified.

## **8. GETTING HELP**

The Executive Director of People will ensure that copies of this policy are archived and stored in line with CTMUHB records management policy, and are made available for reference purposes should any situation arise where they are required.

All managers and employees are expected to comply with this policy; failure to comply with the policy is a serious offence and could result in disciplinary action.

## **9. RELATED POLICIES**

All Wales Employment Break Policy  
All Wales Special Leave Policy  
Flexible Working Policy  
Parental Leave Policy  
Annual Leave Policy

## **10. INFORMATION, INSTRUCTION AND TRAINING**

Support with the implementation of this policy will be given to managers and supervisors as required.

## **11. MAIN RELEVANT LEGISLATION**

This policy is based on good practice principles and guidelines and in accordance with legal and Agenda for Change obligations. Carers are protected by the following employment legislation:

- Work and Families Act 2006
- Equality Act 2010
- Employment Act 2002
- Employment Relations Act 1999
- Employment Rights Act 1996
- Flexible Working Regulations 2014 (SI 2014/1398)

There is also other legislation which covers other aspects such as access to services.

## **12. APPENDICES**



## APPENDIX A

### CARER ASSESSMENT FORM AND SUPPORT PLAN

Name	Job Title
Department	Line manager
Contact Details ( Work )	Contact Details

This is a record of the reasonable adjustments agreed between the employee and their line manager with regards to the employees responsibilities as a carer as defined within the Carer's Leave Policy.

The purpose of this agreement is to:

- ensure that both the employee and the employer have an accurate record of what has been agreed;
- minimise the need to renegotiate reasonable adjustments every time the employee changes job, is relocated or is assigned a new manager within the organisation; and
- provide the employee and their line manager with the basis for discussions about reasonable adjustments at future meetings.

This agreement may be reviewed and amended as necessary with the agreement of both parties:

- at any regular one-to-one meeting;
- at six-monthly and/or annual appraisals;
- before a change of job or duties, or the introduction of new technology or ways of working;  
or before or after any change in circumstances for either party
- Service Redesign

This agreement is a live document and should be reviewed regularly by both the employee and the line manager and be amended as appropriate. However, expert advice from third parties, such as occupational health advisers or WOD professionals may be needed before changes can be agreed and implemented.

It is important to remember that treating everyone the same does not mean that everyone is treated fairly. The Equality Act 2010 requires people to be treated differently according to their needs, by making reasonable adjustments for them.

Who is being cared for?	Are you the only carer <b><u>or</u></b> do you share this responsibility with some else / others?
Is this a temporary or long term arrangement?	
Where does the caring take place? Do you have to travel to undertake your caring responsibilities?	On average how many hours per week do you have to allocate to your caring responsibilities?
My responsibilities as a carer affect my work in the following ways.	
I am requesting the following support/adjustments to allow me to continue to fulfil my role within CTMUHB while undertaking my responsibilities as a carer.	



When things are breaking down this impacts on my working day as follows:

**Emergency contacts**

Relative

Social Worker

Friend / Neighbour

I will let you know if there are changes to my situation that have an effect on my work and/or if the agreed adjustments are not working. We will then meet privately to discuss any further reasonable adjustments or changes that should be made.

If you notice a change in my performance at work or feel that these reasonable adjustments are not working, I would be happy to meet you privately to discuss what needs to be done.

**To be completed by line manager**

Advice sought from Occupational Health, Wellbeing or WOD

If requests for support/reasonable adjustments cannot be made please specify why



## Support Plan Agreed

An up-to-date copy of this form will be retained by the employee and line manager to make sure copy is placed in employee personal file.

A copy of this form may also be given to a new or prospective line manager with the prior consent of the employee. If the employee changes job, is relocated or is assigned a new manager, the new manager should review and discuss the adjustments outlined in this agreement.

<b>Employee's signature</b>	
<b>Date</b>	
<b>Manager's signature</b>	
<b>Date</b>	

## **APPENDIX B**

### **CARER SUPPORT PLAN DISCUSSION**

Before this meeting takes place you must complete a Carer's Assessment Form. This will help direct the discussion and will form the basis of any agreed support going forward.

A suggested structure for the discussion is set out below:

We appreciate that some people may decide that they do not wish to share some details of their caring roles. However, the more your manager can understand about your caring responsibilities the better placed they will be to offer support. These are some areas that your manager should cover at the interview.

#### **Background**

Who is being cared for (relative/partner) and why do you need to provide support e.g. because of age, illness or disability?

Are you the only carer or do you share responsibility with others?

Where does the caring take place, e.g. in your home or at the home of the person being cared for or elsewhere?

If it is away from home, how much travelling is involved?

What is the nature and extent of your caring responsibilities?

How much time is involved?

How long have you been caring for this person and is it a temporary or a long-term arrangement?

How do your caring responsibilities affect your work? Both on good days and also on not so good days where support is breaking down.

**Areas where support at work may be available: refer to Special leave, Flexible Working and Employment Break policies**

Is it appropriate to consider any changes to working patterns, hours of work or place of work on either a short or longer-term basis?

#### **Taking Carers' leave at short notice**

Do you sometimes need to take leave at very short notice?

What is the likely frequency?

What is the likely purpose of the leave?

**Using Carers' leave allowance in hourly blocks**

Do you sometimes need to take small amounts of leave, eg to accompany the person you care for to medical appointments?

**What is the likely frequency of the time off you require?**

**Will this be planned or at short notice?**

**Do you need to make and/or receive private telephone calls in relation to your caring responsibilities?**

This may be accommodated in a number of ways, depending on the work location. Examples are: allowing the employee to make reasonable use of personal mobile phones away from the immediate office or work area; enabling the employee to use a manager's office at a convenient pre-arranged time; or permitting the reasonable use of privately located pay phones.

The employee will normally be expected to make personal calls at their own expense, except in a genuine emergency.

**OTHER:**

Are there any other ways in which CTMUHB can offer support?

This discussion should lead to a jointly agreed assessment and support plan which should be recorded in writing, retained by both the manager on the personnel file and by the employee and reviewed and amended as necessary with the agreement of both parties.

## APPENDIX C

### APPLICATION FOR CARER'S LEAVE

Please complete section 1 and pass the form to your Line Manager for authorisation.

#### **SECTION 1 - TO BE COMPLETED BY THE EMPLOYEE**

Name: \_\_\_\_\_

Post held: \_\_\_\_\_

Department: \_\_\_\_\_

Clinical Service Group: \_\_\_\_\_

DETAILS OF LEAVE REQUESTED (REASON)	DATE(S)	NO OF DAYS/HOURS CARER LEAVE PAID OR UNPAID	NO OF DAYS/HOURS ANNUAL LEAVE

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

#### **SECTION 2 – TO BE COMPLETED BY LINE MANAGER**

Carer leave approved as requested: YES / NO

Is it: PAID / UNPAID

Carer leave absences, paid or unpaid, need to be recorded on ESR or Health Roster if you use an e-rostering system.

If NO, please state reason:

\_\_\_\_\_

\_\_\_\_\_

Date employee informed: \_\_\_\_\_

Signature of Line Manager: \_\_\_\_\_

Please print name: \_\_\_\_\_

## **APPENDIX D**

### **Support Organisations**

Cwm Taf Morgannwg UHB  
[CTM\\_Carers@wales.nhs.uk](mailto:CTM_Carers@wales.nhs.uk)

RCT Council [www.rhondda-cynon-taf.gov.uk](http://www.rhondda-cynon-taf.gov.uk)  
Tel: 01443 424000

Carers Support Project RCT 01443 281463  
[CarersSupportProject@rctcbc.gov.uk](mailto:CarersSupportProject@rctcbc.gov.uk)

Merthyr Council [www.merthyr.gov.uk](http://www.merthyr.gov.uk)  
Tel: 01685 725000

Bridgend Council [www.bridgend.gov.uk](http://www.bridgend.gov.uk)  
Tel: 01656 643643

Carers Wales [www.Carers.wales.org](http://www.Carers.wales.org)  
Tel: 029 2081 1370 or 0808 808 7777

Disability and Carers Service, Department of Work and Pensions  
[www.direct.gov.uk/disability](http://www.direct.gov.uk/disability)  
Tel 08457 123456 Textphone 08457 224433

Carers Trust South East Wales  
Tel Ffôn: 01656 336969  
[www.ctsew.org.uk](http://www.ctsew.org.uk)



## APPENDIX E

## WHAT SUPPORT IS AVAILABLE FOR CARERS?

Emergency Situations	Long term caring responsibilities	Short term caring responsibilities
<ul style="list-style-type: none"> <li>A dependant being admitted to hospital or becoming ill or injured.</li> </ul>	<ul style="list-style-type: none"> <li>An employee who is a carer for a parent/in law/sibling etc. Potentially living with the cared for person or live elsewhere.</li> </ul>	<ul style="list-style-type: none"> <li>Attendance at legal hearings on behalf of cared for person.</li> <li>Care for a dependant following a serious illness.</li> <li>5 days maximum pro rata per annum</li> </ul>
Special Leave Policy	Flexible Working Policy Parental Leave Policy Carers Support Plan	Carers Leave Policy
<p>This can be used in unforeseen circumstances. The purpose of this is to deal with the initial emergency and put longer term care needs in place should they be required.</p>	<p>For longer care caring arrangements the flexible working policy can be used.</p> <p>Options could include:</p> <ul style="list-style-type: none"> <li>condensed hours</li> <li>term time working</li> <li>working from home</li> <li>annualised hours</li> </ul> <p>A carers support plan should be completed for all long term carers.</p>	<p>This can be used following a serious illness or emergency situation where additional short term care is required.</p> <p>This could also be used to sort out longer term care arrangements e.g. meeting with Nursing Homes, or to attend legal hearings on behalf of the cared for person.</p>



## Appendix F - Guidance for inputting paid or unpaid carer's leave into ESR.

When Carer's leave has been agreed ESR needs to be updated by the manager via manger's self service. Firstly find your employee and click on 'Create Absence':

Absence Management

Absence Summary Entitlement Balances

Search

Note that the search is case insensitive

Absence Type  Start Date (30-Jul-2021)

Approval Status  End Date

Go Clear

Create Absence Export Absences Individual Calendar Hierarchy Calendar | ... Rows 1 to 30

If the Carer's leave has been agreed as **UNPAID** choose 'Unpaid Authorised Special' in 'Absence Type' and 'Carer's Leave' in 'Absence Reason'. The date fields need to be updated and the 'Total' field to include the number of hours. Please note depending on when it is entered, the hours may not be deducted from salary the same month in which the unpaid leave was taken.

Select an Absence Type, and enter any other information you want to record for your request. You can choose the Calculate Duration Button to see the number of days or hours you are requesting.  
\* Indicates required field

\* Absence Type Unpaid Authorised Special

Absence Reason Carer's Leave

Duration \* Start Date (30-Jul-2021) End Date (30-Jul-2021)

☒ TIP Start Date is required.

Days

Total

Calculate Duration

Duration is calculated based on the number of full calendar days between the start and end date of your absence. You may need to update this duration to take account of your work pattern (e.g. to exclude weekends).

☒ TIP

If the Carer's leave has been agreed as **PAID** choose 'Special Increasing Bal' in 'Absence Type' and 'Carer's Leave' in 'Absence Reason'. The date fields need to be updated and the 'Total' field to include the number of hours.

Select an Absence Type, and enter any other information you want to record for your request. You can choose the Calculate Duration Button to see the number of days or hours you are requesting.  
\* Indicates required field

\* Absence Type Special Increasing Bal

Absence Reason Carer's Leave

Duration \* Start Date (30-Jul-2021) End Date (30-Jul-2021)

☒ TIP Start Date is required.

Days

Total

Calculate Duration

Duration is calculated based on the number of full calendar days between the start and end date of your absence. You may need to update this duration to take account of your work pattern (e.g. to exclude weekends).

☒ TIP

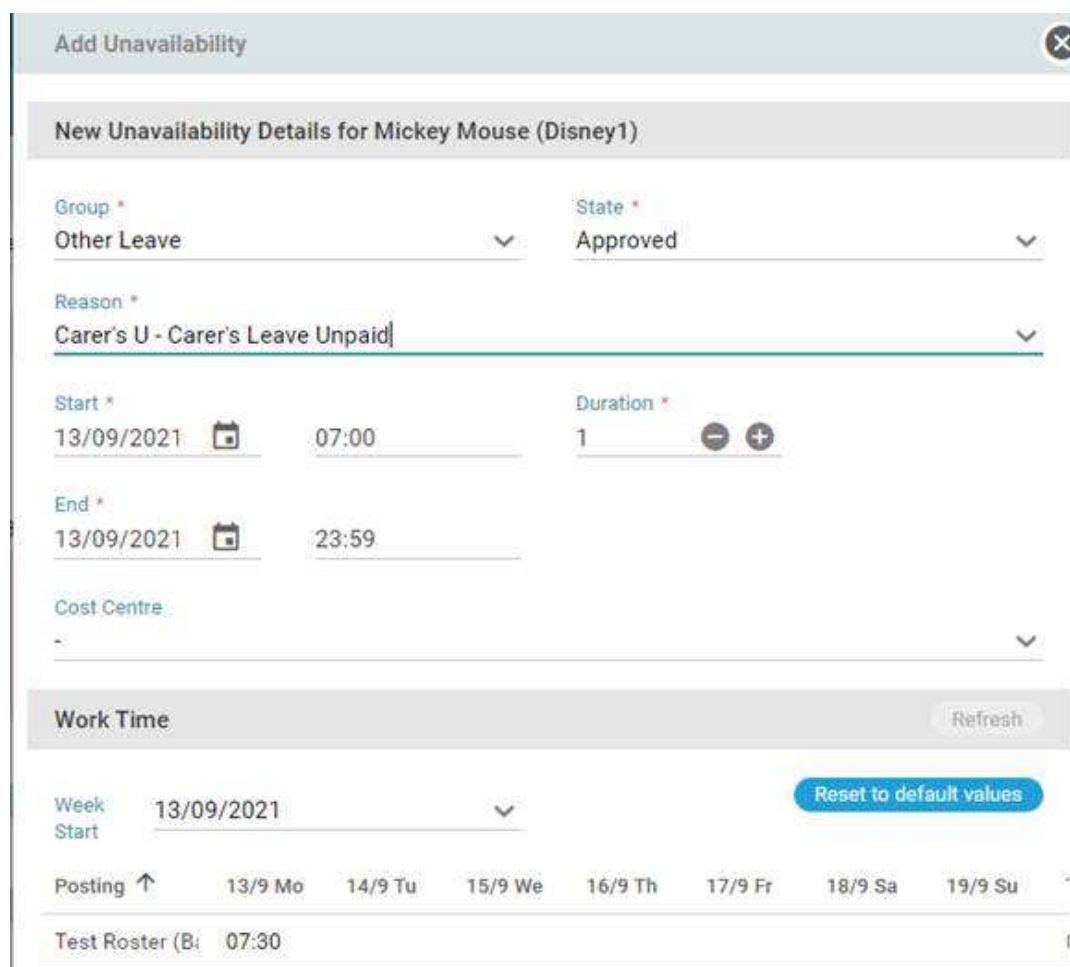
If **annual leave** is agreed then the **employee** needs to enter this in their usual way via ESR.

## Appendix G

### Guidance for inputting unpaid or paid carer's leave into Health Roster.

When Carer's leave has been agreed Health Roster needs to be updated by the manager

If the Carer's leave has been agreed as **UNPAID**



**Add Unavailability**

**New Unavailability Details for Mickey Mouse (Disney1)**

Group \* Other Leave State \* Approved

Reason \* Carer's U - Carer's Leave Unpaid

Start \* 13/09/2021 07:00 Duration \* 1

End \* 13/09/2021 23:59

Cost Centre -

**Work Time** Refresh

Week Start 13/09/2021 Reset to default values

Posting ↑	13/9 Mo	14/9 Tu	15/9 We	16/9 Th	17/9 Fr	18/9 Sa	19/9 Su
Test Roster (B)	07:30						

if **unpaid** carers leave is added to Health Roster a follow up email would need to be sent to payroll at [NWSSP.PayrolleSystems@wales.nhs.uk](mailto:NWSSP.PayrolleSystems@wales.nhs.uk) with the following information:

Name  
Payroll number  
Date  
Number of hours

If the Carer's leave has been agreed as **PAID**

Add Unavailability

New Unavailability Details for Mickey Mouse (Disney1)

Group \*  
Other Leave

State \*  
Approved

Reason \*  
Carer's P - Carer's Leave

Start \*  
13/09/2021 07:00

Duration \*  
1

End \*  
13/09/2021 23:59

Cost Centre  
-

Work Time
Refresh

Week Start 13/09/2021
Reset to default values

Posting ↑ 13/9 Mo 14/9 Tu 15/9 We 16/9 Th 17/9 Fr 18/9 Sa 19/9 Su

Test Roster (B: 07:30

If **annual leave** is agreed then the **manager** needs to enter this via Health Roster.