



UNIVERSITY OF  
LIVERPOOL

# *Your* Carers Guidance

*Everything you need to know about the  
support available to you as a carer.*



*You may have been caring for some time, or you may have been “thrown” into caring through an unexpected event or diagnosis. The most common immediate reaction to becoming a carer is a mix of feelings. This is a normal part of the emotional journey and there is much you can do to bring things back into balance.*

*Whatever your personal journey to this point, it is quite common to find yourself juggling lots of different commitments such as your job, your caring role, other family commitments as well as your own personal needs.*

*“...it is quite common to find yourself juggling lots of different commitments...”*

*At the University of Liverpool, we aim to support our colleagues who are balancing working and caring responsibilities. Throughout this guidance, you will find information on the variety of support and policies available to carers.*

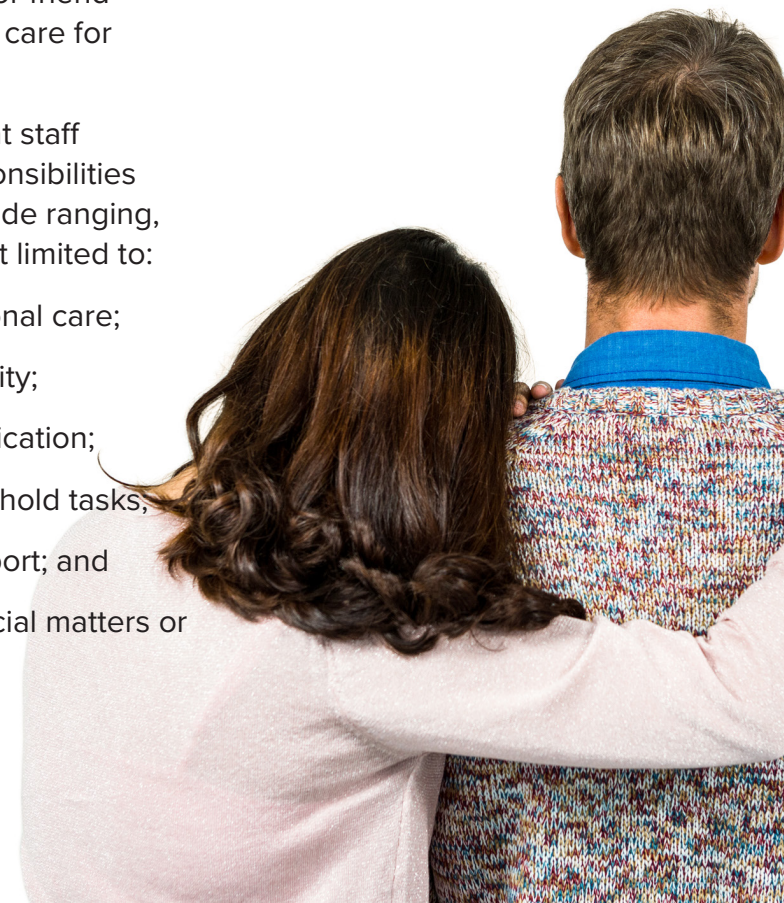
## *What is the definition of a Carer?*

The University recognises carers as members of staff with significant caring responsibilities that may have a substantial impact on their working life. A staff member is a carer if they are responsible for the care and support of a disabled, elderly or sick partner, relative or friend who is unable to care for themselves.

The activities that staff with caring responsibilities undertake are wide ranging, including, but not limited to:

- help with personal care;
- help with mobility;
- managing medication;
- practical household tasks;
- emotional support; and
- help with financial matters or paperwork.

The University also recognises that there is a wide scope in the extent of caring responsibilities and this guidance aims to cover short-term caring as well as long-term arrangements.



# Balancing Working and Caring

## *Compassionate, Dependent and Domestic Leave*

The Compassionate, Dependant, Domestic and Personal Emergency Leave Policy, otherwise known as Special Leave, entitles members of staff to take time off to deal with unexpected and stressful circumstances.

All staff are entitled to Special Leave where appropriate, regardless of length of service. This may be paid or unpaid.

**Dependant Leave** may be granted in the case of an emergency, illness, injury, incident or breakdown of care arrangements for the dependant of a member of staff. In most cases one or two days paid leave should be sufficient to deal with the immediate emergency. However, an extended period of leave may be approved due

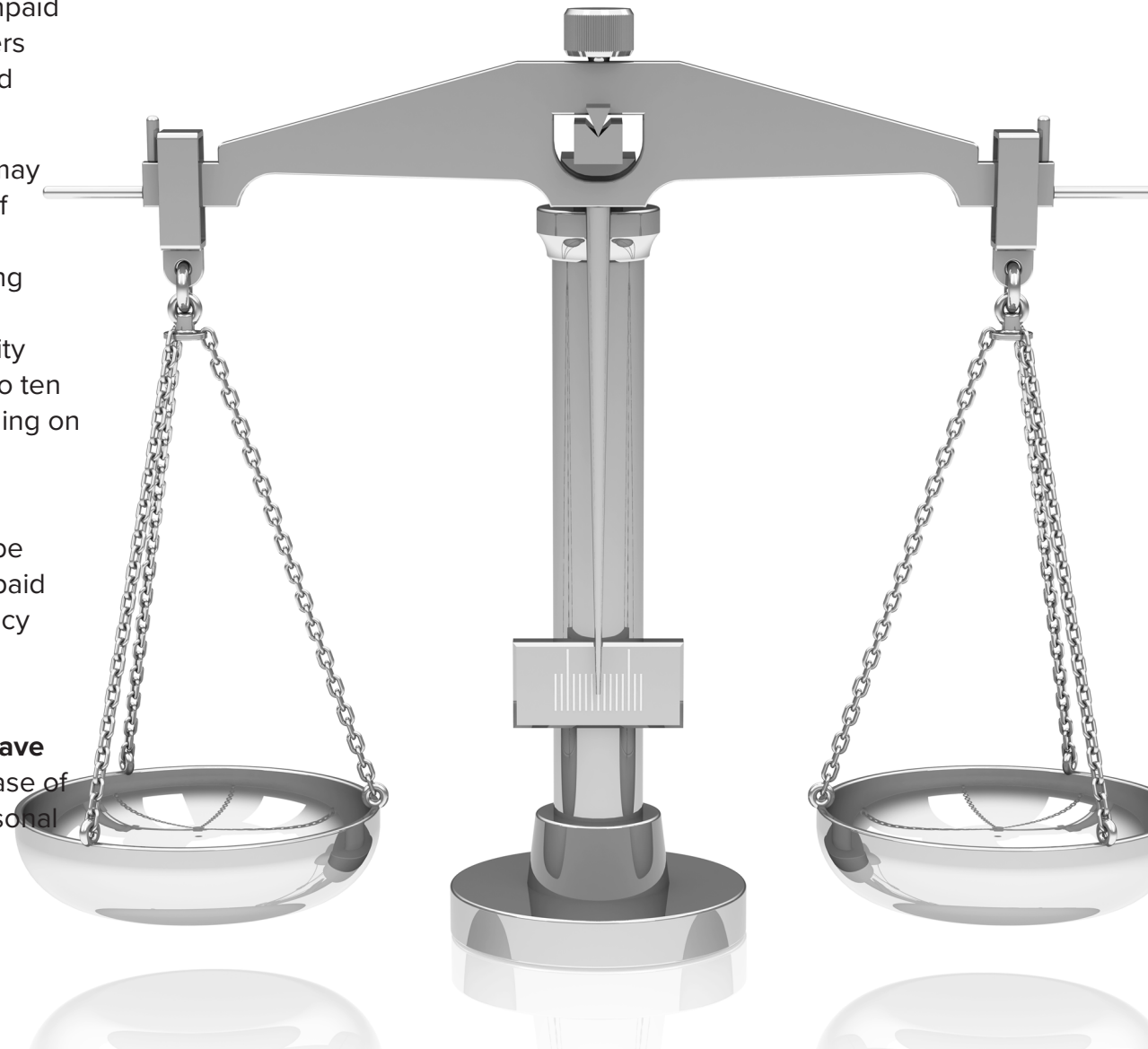
to a serious illness of a close relative/dependant.

A further three weeks unpaid leave is available to carers following a period of paid dependant leave.

**Compassionate Leave** may be granted in the case of bereavement or serious or sudden illness affecting the member of staff or a dependant. The University will allow between one to ten days paid leave, depending on individual circumstances

**Domestic and Personal Emergency Leave** may be granted up to two days paid for incidents of emergency affecting either the staff member or their home.

**Personal Emergency Leave** may be granted in the case of sudden and serious personal difficulties.



## Flexible Working

Working flexibly can provide you with an opportunity to continue your career, support your family financially as well as maintaining your caring responsibilities.

Employees can apply for changes in contractually agreed working patterns relating to the number of hours they work, the times they work and where they work.

Examples of flexible working arrangements include working from home, job sharing, term-time working, shift working, compressed hours and annualised hours.

Employees must have a minimum of 26 weeks' service at the University at the time of application and must not have made a Flexible Working request within the previous 12 months to be eligible to apply, unless there has been a substantial change in circumstances.

Whilst approval of a flexible working request is at the discretion of the line manager and considering the operational impact, the University would expect every request to be considered individually and a conversation regarding alternative options to take place if the original proposal is not feasible.



*“I am a full-time carer when at home and am subject to sporadic caring requirements. Flexible working has become essential and I use it all the time.”*

*Professor Ross Sibson*



## Parental Leave

The Parental Leave Policy allows parents;

A total of 18 weeks planned unpaid leave, for each child up to their 18th Birthday

A total of 4 weeks per year allowed

The reason for arranging leave does not have to be related to the child's health and can include reasons such as accompanying a child during their first week at school, spending time with a child who is in hospital or simply maintaining a positive work-life balance.

## Supporting Medical Appointments for Dependents

Often carers are required to attend medical appointments with their dependants and the University recognises the difficulties this can incur. Wherever possible, appointments should be made outside of working hours or at the start / end of the day. However, where this is not possible managers should use their discretion to allow flexibility of hours should this not have an impact operationally.



# Practical Tips for Carers at Work

# Health & Wellbeing

## Emergencies at Work

Although we can't plan for emergency to happen, speak with your line manager regularly to ensure you have a plan should you need to take emergency leave:

Who do I contact if I am leaving work – what if my line manager is on holiday?

Arrangements for cover i.e. lectures, other planned sessions

Keep Calm - particularly if you're driving – take five minutes to plan your journey safely

Keep in touch with your manager, update them on the situation when possible

Ensure you have a number to contact your manager or the office

Carers providing round the clock care are more than twice as likely to be in bad health than non-carers. The pressures of caring can take a toll on your physical and mental health.

This impact is often exacerbated by carers being unable to find time for medical check-ups or treatment. The University allows employees paid time to attend medical appointments.

## Did you know?

Carers can get free flu jabs?

Visit: [www.nhs.uk](http://www.nhs.uk) for further information

## Stress Code of Practice

The University [Stress Code of Practice](#) contains a clear policy statement, links stress risk assessments with controls and prioritises the elimination and minimisation of stressors.

Please take time to read the Stress Code of Practice and discuss with your manager, any adjustments, short or long term, which may help reduce stress.



## Employee Assistance Programme

Caring for a loved one can have emotional highs and lows. These feelings are normal and a natural part of adapting to your change in circumstances. The University Employee Assistance Programme offers you support 24 hours a day, 365 days per year.

The following services are available under the University of Liverpool EAP;

- Short-term telephone counselling support- up to six sessions per concern
- Short-term face to face counselling support - up to six

sessions per concern

- Email Counselling
- Online vClub Information and resources
- Child and elder information
- Debt Counselling
- Health and wellbeing support
- Financial information
- Legal information
- Signposting to specialist agencies

**Validium**   
TELEPHONE:  
**0800 358 4858**

## Validium Carers Pack

[The Validium carers pack](#) provides you with tips on caring for yourself whilst caring for others, information on how counselling may help you throughout your caring responsibilities, adjusting to change, relieving stress, supporting family matters and signposting to other Validium services which may be useful to you.

See: [www.staff.liverpool.ac.uk/our-workplace-and-community/employee-assistance-programme/](http://www.staff.liverpool.ac.uk/our-workplace-and-community/employee-assistance-programme/)

## University Carers Network

Carers often report becoming isolated as a result of their caring responsibilities.

The University Carers network enables carers to meet and socialise with other carers for peer support as well as providing an opportunity to feedback and shape the support the University provides for carers. Meetings are held three times a year over lunch time and the University encourages managers to allow their employees to attend. For more information, visit:

[www.liverpool.ac.uk/working/whyworkhere/familyfriendly/carers/](http://www.liverpool.ac.uk/working/whyworkhere/familyfriendly/carers/) Or email [equality@liv.ac.uk](mailto:equality@liv.ac.uk)



### Professor Sue Wray

*My elderly parents lived with me for many happy years. Nothing of course stays the same and my mother was diagnosed with terminal ovarian cancer at the same time as my father's vascular dementia was becoming less and less manageable at home. I had a colleague and friend who I knew I could email and not have to disguise the struggle it was. She may not realise the help this outlet and her pragmatic, kind advice, arising from her shared experience, gave me - but it was a lifeline. This has made me want to be part of a network that I believe can do so much good. Small kindnesses and information about how to access help have an impact.*



## *Carers Car Park*

The University has two dedicated car parks for carers. These car parks open at 8.45am to provide spaces for staff with caring responsibilities. For more information contact [Vehicle Parking](#).

## *E-Learning*

The Academy provides a number of online resources which may assist you in coping with your wellbeing including stress management and resilience.

Review our video for [Ten Top Tips For Mental Health](#)

## *When a caring role changes or ends*

Your caring role will probably change over time. The person you look after may get better or experience a remission,

or their condition may deteriorate. During this period you should keep in touch with your line manager and make them aware of any changing requirements in support. The support, outlined above, including special leave, continues to be available to carers throughout this time.

# *External Support*

## *Local Services*

**Liverpool Council** <http://liverpool.gov.uk/social-care/adult-social-care/caring-for-someone/>

**Liverpool Council Carers Pack** <http://liverpool.gov.uk/media/2811/carersinfopack.pdf>  
**Local Solutions-** <http://www.localsolutions.org.uk/projects/carers/>

**Live Well** is a directory of local care and support services, information and activities for the Liverpool City Region (LCR). <https://www.thelivewelldirectory.com/>

**My Time 4 Carers** connects carers who could benefit from a break from their demanding roles with businesses and organisations offering complimentary leisure, cultural and educational activities. <http://mytime4carers.co.uk/>

## *Support outside of Merseyside*

**Cheshire & West Chester**  
[www.cheshirewestandchester.gov.uk/residents/health-and-social-care/carers/carers.aspx](http://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/carers/carers.aspx)

**Wirral**  
[www.wirral.gov.uk/health-and-social-care/adult-social-care/support-carers/support-available-carers](http://www.wirral.gov.uk/health-and-social-care/adult-social-care/support-carers/support-available-carers)

**Greater Manchester**  
[www.gmmh.nhs.uk/manchester-carer-information](http://www.gmmh.nhs.uk/manchester-carer-information)

## *National Agencies & Support*

**Carers UK** is an organisation of and for carers which offers support in obtaining practical, emotional and financial support. Tel: 0808 808 7777 or <http://www.carersuk.org/Home>

**Caring with Confidence** is part of the Government's 'New Deal for Carers' - an initiative aimed at improving support for carers. They run group sessions, online resources and selfstudy packs. Tel: 0113 385 4491 or <http://www.caringwithconfidence.net/>

**The Carers Federation** supports carers and the people for whom they care. The organisation provides a wide range of services and useful information, and is managed by a board of carers, former carers and people who use services. Tel: 0115 985 8485 or <http://www.carersfederation.co.uk/>

**Age Concern**  
[www.ageconcern.co.uk](http://www.ageconcern.co.uk)

**Counsel and Care**  
[www.counselandcare.org.uk](http://www.counselandcare.org.uk)

**Working families**  
[www.workingfamilies.org.uk/asp/home zone/welcome.asp](http://www.workingfamilies.org.uk/asp/home_zone/welcome.asp)

# *Thank You*