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**C**A logo for a charity

Description automatically generated**arer Friendly Tick Award – Health  
Renewal application form**

Thank you for your continued support for carers. You really are making a positive difference.

You can use this application form to renew your Carer Friendly Tick Award – Health accreditation.

As you work your way through this form, please complete each section as fully as you can. We would like to see your organisation is still committed to supporting the carers in your setting.

Once you are successful, your Carer Friendly Tick Award - Health status lasts for a further two years. As the expiration date approaches, we will contact you again, asking you to use the renewal application to evidence that you are still meeting the standards.

**Grading**

In order to celebrate some of the good practice that we see, we have introduced a grading system. For each standard, assessors will give a grade based on the application and evidence provided. This will help organisations to identify areas of strength and areas where improvements are recommended for the two-year renewal. It will help us to be able to highlight organisations that are really going above and beyond to identify and support carers in their settings, this will create a benchmark for best practice. The panel of assessors will provide suggestions of improvements to strengthen your renewal application.

1 = Pass 2 = Good 3 = Excellent

Instructions about what to do next are at the end of this document.

**Thank you** for taking the time and your commitment to improving the experience for carers within your organisation.

**Carer Friendly Tick Award – Health  
Renewal application form**

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| --- | --- |
| Your name and job title | Lorna Gardiner, Practice Manager |
| Organisation | Swavesey Surgery |
| Telephone number | 01954 230202 |
| Email address | Lorna.gardiner@nhs.net |
| Date of application | 26/2/25 |

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| **Standard 1**  **Have a named member of your organisation/team as a Champion for carers.**  Put simply this means there is someone in your organisation or team who has taken this responsibility on. They will be the ‘go to’ person regarding carers issues and will make sure there is information available.  This could be anyone – the most important thing is that they **want** to do this! |
| Please tell us the name of your Carer Champion(s) and what their role is. |
| Jan Rix, Practice Nurse |
| If this person has changed from your original Carer Champion, please can you provide information behind the reason and how this person was chosen? |
| Jan is very patient centred and is passionate about her role and providing excellent care to our patients |
| Is there anything more you can tell us about your Carer Champion? The panel of carers would like to hear about their experiences within the role. |
| Jan Rix: I am very experienced, having been working as a Practice Nurse since 1987. I have always been passionate about the pastoral, supportive side of patient care and was very happy to be asked to take on this role a few years ago. I maintain a register of carers and invite them in for a review once a year but offer an open door policy in the interim. Not only do I ensure that the carers’ own health needs are being met but that they are coping with their caring role. The appointments offer them a space to offload, as well as for me to facilitate onward referral for support as appropriate, for example with the social prescriber, GP, counselling or other. The carers welcome their visits and seem to find their appointments helpful. |

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| **Standard 2**  **Let us know how your carers’ agreement has developed over the past two years, and how this came about.**  *Please attach a copy of your agreement with your application.* | | | | | |
| Has your original agreement changed? | | | | | |
| Yes | X | No |  |  |  |
| If yes, how has your agreement changed? If no, how has this been reviewed? | | | | | |
| We have reviewed some of the wording to include the following:  Carers are people of any age, adult, or child, who provide unpaid support to a partner, child, relative or friend who cannot manage on their own **and/**or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or serious health condition, mental ill health, or substance misuse.  Swavesey Surgery will do its utmost to facilitate this process by actively identifying, supporting and offering known carers who are patients of a practice an annual health check.  Swavesey Surgery will support Carers by:  • Identifying a “Carer’s Champion” to ensure that the support to Carers by a Practice  is being undertaken and to be available to Carers as the first line of liaison;  • Providing relevant information and Local Authority resources and contact points;  • **Making reasonable adjustments such as** providing suitable appointment flexibility and understanding;  • Providing care, health checks and advice to enable them to maximise their own health and needs.  We have also amended the font so that this is the same throughout the document to make it easier to read. | | | | | |
| Was this in consultation with carers? | | | | | |
| Yes | X | No |  |  |  |
| If yes, can you please tell us how this consultation has changed your agreement? | | | | | |
| We took on board the feedback from the carers and implemented this into our agreement as above. | | | | | |

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| **Standard 3**  **Cover issues relating to carers in staff training.**  Tell us about how you have continued to deliver carer awareness raising within your staff training. *Please attach a copy of any training materials if you wish*. |
| Carer awareness update training was given to staff on Thursday 20th February by Alice Longden – link to training session To view the recording, please follow this link - [​mp4 icon Carer Awareness - Swavesey Surgery-20250220\_130132-Meeting Recording.mp4](https://eacrossroadscare-my.sharepoint.com/:v:/g/personal/alice_longden_caringtogether_org/EeirqKRIoeBAjgr9ScCrDEgBgtu-IcEJ0pfxs2DG0zFJmQ?email=lorna.gardiner%40nhs.net&e=wOIHwe&xsdata=MDV8MDJ8bG9ybmEuZ2FyZGluZXJAbmhzLm5ldHxiZTQ4OTc5NWU2Y2M0MTRkYWU5ODA4ZGQ1MWMyZmJlOXwzN2MzNTRiMjg1YjA0N2Y1YjIyMjA3YjQ4ZDc3NGVlM3wwfDB8NjM4NzU2NjIwMDcyNDY2MjU0fFVua25vd258VFdGcGJHWnNiM2Q4ZXlKRmJYQjBlVTFoY0draU9uUnlkV1VzSWxZaU9pSXdMakF1TURBd01DSXNJbEFpT2lKWGFXNHpNaUlzSWtGT0lqb2lUV0ZwYkNJc0lsZFVJam95ZlE9PXwwfHx8&sdata=a0hRL3ZOQ2hnamVKRk5UNEM5VUkyajJuMThHbWxkZ2pUWkV3YUppZXdtST0%3d)  Staff that were not available on that day have been sent the link so that they can also complete the training session. |

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| **Standard 4**  **A current image of how you display information about carers.**  This should include information to help your organisation’s users self-identify. This could be information from your website or carers’ notice board. |
| Please tell us what information you display and where this is available.  *Please include a photo of any displays you have, e.g. leaflets, noticeboards, websites, intranet.* |
| <https://swaveseysurgery.nhs.uk/carers/> |
| Is there is anything more you want to tell us about how your information is displayed? |
| We have separate pages on our website dedicated to carers and a carer identification form and also support groups. We have carers information displayed in our entrance hall and also in our waiting room which is regularly reviewed and kept up to date. |

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| **Standard 5**  **Demonstrate raising awareness of carers.** |
| Please provide evidence of how you have been raising awareness of Carers on Young Carers Action Day, during Carers Week and Carers Rights Day in the last two years? |
| Regrettably these specific days were not included on our media, however this has now been implemented and our media management company have included these in future. Copy of email attached. We do however promote carers and carers local support groups and carers cafes on both our facebook and website. |

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| **Standard 6**  **Provide a statement about the experience of having the Carer Friendly Tick Award for the past two years.**  **Submit two anonymous carer’s statements and/or two case studies on how they are supported in your setting.**  Statements are one of the most powerful ways of telling a story. These can be in a Word document, handwritten or visual. |
| Organisational statement |
| As a small surgery, we have been very proud to be awarded with the Carer Friendly Tick Award for the last 2 years. However, although we were previously proactive in caring for our carers, displaying evidence of this award has allowed our patients to recognise our commitment, and helps those who are carers themselves to be able to come forward with their carer needs and problems. |
| Statement/case study 1 |
| **From:**  **Date:** 9 September 2024 at 19:33:32 BST  **Subject:** **Carers comments**  ﻿I was identified as a carer by the nurse at the surgery as I support my husband at home. He is diabetic, blind and I help him with haemo dialysis at home.  The fact that the surgery recognised my role at home and reached out to offer me a carer’s assessment meant a lot. The nurse who deals with these assessments, Jan Rix was very compassionate and took time to listen to how things were for me. She offered not only her time but some practical advice, for example telling me about the Carer’s card scheme.  Although I felt I could contact the surgery and Jan to ask for further support, it was also good to have a further review after a year to see how things were going.  As a carer, I do feel that my role is often hidden as it is behind the closed doors of our home. By getting the support of the surgery and Jan, I feel my role is recognised and that I have a have somewhere to turn to if I need help. |
| Statement/case study 2 |
| C:\Users\Jan Rix\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\4B1B6B14.tmp |

**What happens once you have submitted this application?**

You need to submit your application to us with your attachments (e.g. photos and agreement). A panel of carers will look over your evidence to decide if you are continuing to meet the requirements for the **Carer Friendly Tick Award - Health.**

If you are successful, we will then do the following:

* Issue you with a new certificate.
* Send you an electronic ‘Carer Friendly Tick Award – Health’ logo which you can use on your website/documentation.
* Announce that your organisation has achieved the accreditation on our social media and add you to the ‘Hall of Fame’ on our website.

If the panel of carers decide that you have not met the standards, we will contact you with the panel’s recommendations on specific area of your application which you have not met. We will work with your organisation to enable you to resubmit your evidence as soon as you are ready to do so.

**Sharing your work**

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|  | **Yes** | **No** |
| Can we contact you about media opportunities to talk about the work you are doing to support carers? | ☐ | x☐ |
|  |  |  |
| Can we write a case study about the work you are doing to support carers? The case study may be used in our training sessions.  *You would have the opportunity to approve this once written.* | x☐ | ☐ |
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| Would you be prepared to engage with other organisations to enable you to discuss the benefits of achieving the Carer Friendly Tick Award - Health? | ☐ | x☐ |
|  |  |  |
| As a result of working through the Carer Friendly Tick Award – Health process, do you feel more confident in knowing how to identify carers? | x☐ | ☐ |
|  |  |  |
| As a result of working through the Carer Friendly Tick Award – Employers process, do you feel more confident in knowing how you can support carers within your organisation? | x☐ | ☐ |
|  |  |  |
| Have you identified any new carers as a result of working through the Carer Friendly Tick Award – Health process? | x☐ | ☐ |
| If yes, are you able to say how many you have identified? | 3 | |

**Please submit your completed application form and supporting evidence to:**

[carerfriendlytick@caringtogether.org](mailto:carerfriendlytick@caringtogether.org) or post to:

Caring Together

L D H House

Parsons Green

St Ives

Cambridgeshire

PE27 4AA

Remember to include:

* Copy of your carers’ agreement
* Photos of displays
* Copy of training materials.

**If you need any further information or help, please contact**

[carerfriendlytick@caringtogether.org](mailto:carerfriendlytick@caringtogether.org)