

Good Practice Points

Here are some key areas of carer support which EfC member organisations, large and smaller, have been providing during COVID-19 and in their plans for recovery and return:

- Conducting **staff surveys** to raise the visibility of caring and gauge what carers would like to see in any plans to return to the office/place of work.
- Engaging with **individual employees** to find a personalised solution that works for them and as circumstances change (every caring situation is unique).
- Offering carers more **flexibility of location** where possible and **flexible hours and leave** arrangements.
- Improving the **induction process** to include more information and support for carers at the start of their employment journey.
- Introducing/using a **Carer Passport** to enhance support throughout the caring and employment journey.
- Providing **guidance for line managers** to help them disseminate support to carers in their teams including through **1-1 communications** with staff about future plans to return to the office/place of work.
- Using a staff **Carers Network** to communicate with carers about any planned changes to working arrangements and location.
- Increasing **health and wellbeing/mental health** provision for carers, including linking up to specialist sources of support (eg Carers UK) and promoting this regularly.
- Engaging with **external stakeholders** to provide different types of support, and proactive **signposting** to this (eg to local care and support services and carers organisations).
- Embracing **hybrid working** where appropriate as a new or transitional way of working and introducing policies to bring this into the workplace.
- Being prepared to **test and trial arrangements** for return to the office/place of work to see what works and what needs to be improved upon.
- Doing **regular review and risk assessments** of policies, practices and circumstances affecting carers in the workforce, especially for frontline staff.

If you would like to read our research report on Supporting working carers in COVID-19: Recovery and return, click [here](#)