

## Good Practice Points

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

- **Keeping in touch** regularly with employees to see how they are, especially in changing circumstances, eg periods of increased remote working and/or caring
- **Visible communications and championing** of caring by senior leaders to raise awareness, highlight support offered and encourage employees to self-identify as carers
- Extending **health and wellbeing** provision for carers, including linking up to specialist sources of support (eg Carers UK) or promoting existing resources more proactively
- More **flexible working** arrangements for carers including informal adjustments around work times, days, patterns, and location
- Offering **enhanced leave** arrangements to carers, including new or additional paid carers leave (or paid special/family leave), emergency leave and longer periods of unpaid leave
- **Giving managers specific guidance** on supporting carers during COVID-19, including initiating a conversation on support needs and implementing workplace support at individual and team level (eg using carers passports, planning for contingencies etc)
- Creating/enhancing **virtual carers networks** to enable employees to connect and engage, eg via social media, virtual drop ins, tea and talk sessions and webinars
- Supporting employees/carers, including staff networks, to use a **greater range of technologies** to help them communicate with each other and access support
- Proactive **signposting** of employees/carers to external sources of information and support for caring, including to local care and support services and carers organisations
- **Regular review and risk assessments** of policies, practices and circumstances affecting carers in the workforce in light of the evolving situation with COVID-19

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