

Carer Card Information Leaflet



Who is a carer

A carer is someone who looks after another person, usually a family member or friend, who could not manage without their support due to illness, disability, mental health problems or an addiction.

What is the Carer Card

We value carers and the essential role they play. The Carer Card identifies carers, and recognises the value of their involvement in the care of people who have accessed services within the Trust.

Using the Carer Card

Identification

The Carer Card will enable everyone to recognise someone as a carer.



Trust cafés



The Carer Card offers a carer 50% discount in Trust cafés, when shown at the till. The maximum discount is £10 on a £20 daily spend, at the following cafés:

The Lounge, Carleton Clinic
Café Willow, Northgate Park
Café George, St George's Park
Café Amelia, Ferndene
Café Nicholas, St Nicholas Hospital
Café Tanni, Walkergate Park
Café Bede, Monkwearmouth Hospital
Café Hope, Hopewood Park

*** Discount does not apply to Trust shops or vending machines.**

Parking at Trust sites



The Carer Card can be used to register a car for free parking at all Trust owned sites.

Vehicle details must be registered through a main reception desk. This registration will allow free parking for one year.

*** It is the carers responsibility to ensure they are parked on a Trust site and to re-register their vehicle after one year.**

Record date of registration	
-----------------------------	--

How does a carer get a Carer Card

A carer should be offered a Carer Card by staff in clinical services.

Help and support

For more information about the Carer Card, or to find out how carers can become involved in shaping CNTW services, contact the Lived Experience Service.

Telephone: 01670 501 816

Email: LivedExperience@cntw.nhs.uk

Website: www.cntw.nhs.uk/livedexperience

- The Carer Card is for use only by the carer to which it was originally issued and must not be given to any other person for their use.
- Staff who have a Carer Card must only use the card when attending the Trust in their role as a carer and not when they are at work.
- Discount is available at Trust cafes and does not apply to Trust shops or vending machines.
- An abuse of the Carer Card may require the card to be withdrawn.
- See list of Trust cafés



Further information about the content, reference sources or production of this booklet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

Published by the Patient Information Centre

2025 Copyright, Cumbria, Northumberland,
Tyne and Wear NHS Foundation Trust

Ref, PIC/884/0725 July 2025 V4

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2026

Follow us on social media, search for CNTW