

# Carers Charter

Carers are family and friends. Carers can be young or older.

Carers play a significant and important role within our communities. As a carer you help the recovery and general wellbeing of the person in your care. You will also have your own needs too.

Our Carers Charter was developed with and for carers as a joint statement of how we will work together to help make life better.

Based on our core values, this charter is our pledge to you. Whenever we can, we will:



## Seeing from your perspective

- Recognise your expert knowledge and understanding of the person you care for
- Seek to understand what being a carer means to you
- Provide you with an assessment of your needs
- Recognise your health needs

## Excelling and improving

- Work in partnership with you to make sure you are involved in the care we provide
- Undertake regular review of feedback from carers
- Provide staff training to further develop our knowledge and expertise of working with carers
- Ask for your involvement in helping us to improve the experiences of carers using our services

## Responsive

- Make sure that you feel welcome in our care environments
- Provide you with relevant information about the care, diagnosis and medication
- Provide you with information about other organisations that can help you

## Valuing and respectful

- Listen to you and respect your perspective
- Take note of what you tell us to help inform best clinical decisions
- Respect that parent carers, young carers and older carers will have different needs
- Value you as a partner in the planning of care and treatment

## Inclusive, open and honest

- Include you by providing clear and accurate information about the needs of the person you care for
- Let you know what will happen in an emergency
- Include you in meetings about the person that you care for

## Can do

- Involve you in the care of and decisions about the person that you care for
- Give you a copy of the care plan
- Seek your views to help us make joint decisions about the care we provide

## Effective, efficient, economic, equitable

- Provide you with the opportunity to share important information to inform the care provided
- Recognise and support your activities outside your caring role
- Support you to access relevant services as your caring role and responsibilities change