

Carers Charter

A carer is anyone who cares, unpaid, for another person (of any age) usually a family member or friend who due to physical or mental illness, disability, learning difficulty or frailty could not always manage without this support. This is not the same as someone who provides care professionally or through a voluntary organisation.

- We will respect and listen to carers as expert care partners
- We will support the identification, recognition and registration of carers including young carers
- We will identify and support staff carers
- We will ensure carers are informed of their rights and the rights of those they look after
- We will ensure carers are empowered to make choices about their caring role
- We will ensure carers are signposted to access appropriate services and support for them and the person they look after
- We will actively involve carers in care planning, shared decision making and reviewing our services
- We will ensure our staff have the knowledge and understanding to support carers

