

# Carers' Charter



We greatly value the very important role of family and friends who are caring for people who use our services. We want to work with carers to help them continue in that role. We also recognise that, on occasions, carers also need support and have a statutory right to an assessment of their own needs.

## Who is a carer?

*A carer is a person who provides help and support for a significant amount of time to someone who could not manage without their help. The carer may be a relative, partner, friend or neighbour. It also includes young carers and parent carers.*

## What carers can expect from Taunton and Somerset NHS Foundation Trust:

We will work in partnership with carers and are committed to the principles outlined in this charter.

## Involvement in care

We will identify carers and acknowledge their caring role.

We will ensure that carers are respected as partners.

We will ensure that carers are supported and made to feel welcome.

We will agree with carers whether or not they wish to participate in the care. Any mention of the carer's role in a Care Plan should reflect the support they have agreed to provide.

We will regularly review the level of agreed care, to ensure that carers feel supported at all stages.

We will give information to carers to help them understand the hospital/ward routine and roles of staff.

We will agree breaks with the carer and be mindful of carer fatigue.

## Involvement in care planning

We will involve carers in planning care and discharge.

We will provide information that is clear and accurate and given in a way that is understandable and helpful.

We will give carers a copy of any care plan for the person for whom they care, with their agreement.

We will respect at all times the need for confidentiality for both carers and the people for whom they care.

Carers can ask:

For updates on the person they care for.

To complete a 'This is me' booklet; this will help our staff understand the needs of the person, if the individual cannot tell us.

To stay with the person that they care for and be informed of the facilities available.

For regular refreshments, if they are supporting the person they care for on the ward.

## Support for Carers

We will give carers information about who to contact if they have any concerns.

We will provide information about assessments that carers are entitled to.

We will provide information about the range of carers support and advice available.

We will involve carers in decisions affecting their own lives and those they care for.

## Involvement in service development

We will actively seek and include carer's views and ideas in planning, development and evaluation of services.