

# Our Promise to Carers

## Who is a Carer?

A carer is someone who spends time providing unpaid support to a family member, partner, or friend who is ill, frail, disabled or has mental health or substance misuse problems. Carers come from all walks of life, cultures and can be of any age. Many carers feel that they are doing what anyone else would do in the same situation, looking after a parent, a child, a best friend and just getting on with it.

As a carer you help the recovery and general wellbeing of the person in your care. You may also have your own needs too.

Our Promise to Carers was developed with and for carers as a joint statement of how we will work together to help make life better, and reflects our commitment to John's Campaign and the values embraced by the NHS England Commitment to Carers.

Based on our core values, this charter is our pledge to support Carers.

## Respect

- Listen to you and respect your perspective.
- 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.

## Openness

- Provide clear and accurate information about the needs of the person you care for.

## Improvement

- Recognising you as an important source of information about the person you care for.
- Provide you with information about other organisations that can help you.
- Staff will recognise carers early and provide you with an assessment of your needs.

## Excellence

- To identify 'Carer Champions' and develop their knowledge and expertise of working with carers.
- To deliver training to staff to increase their awareness of carers.

## Together

- Recognise your expert knowledge and understanding of the person you care for.
- Staff will respect at all times the need for confidentiality for both carers and the people whom they care for.
- Work in partnership with carers and Carer organisations.
- Ask for your involvement in helping us to improve the experiences of carers using our services.