

Carers' Charter

Our pledges to you



What is a carer?

A carer is an unpaid person providing practical or emotional support to someone with physical or mental ill health. You may be a parent, partner, other relative, friend or neighbour.

Principle 1

We will recognise and respond to your needs as a carer, and

- provide you with help and support wherever we are able
- encourage you to consider your own needs, regarding your own interests, relationships, your job, and your wider family
- not assume that you are willing, or able, to continue to provide the same level of care
- help you to provide care
- recognise any other commitments you have such as looking after your children or going to work
- take into account your personal needs and preferences.

Principle 2

We will recognise your expertise, knowledge and the important role that you play, and

- listen to you without bias or prejudice
- take your worries and concerns seriously
- recognise that you have relevant and important information about the person you care for
- value and respect your opinion and where necessary, keep it confidential
- take your views into account when decisions are made about the person you care for
- share information with you about the person you care for wherever this is helpful and possible.

We care for carers

The Somerset Partnership NHS Foundation Trust is committed to caring for carers. We are committed to four key principles that form the basis of our pledges to you.

Principle 3

We will welcome your involvement in care, and

- involve you in planning the care and discharge for the person you support
- give you a copy of any care plan for the person for whom you care, with their agreement. This will state the responsibilities of all the people who are involved in providing care
- give you information about what to do to help your relative and who to contact if you need help or advice
- give you information about the way our service works and relevant health issues
- discuss with you whether you wish to continue with particular caring roles.

Principle 4

We will value your involvement in the development of our services, and

- give you the opportunity to state your views on the quality of our services
- give you the opportunity to be actively involved in the planning, development and evaluation of services
- inform you of service developments and give you adequate notice of meetings, consultation periods and other relevant events
- properly reimburse all carer volunteers who help in service planning.

Contact us

If you feel that you need help or advice in your caring role please contact the Carers' Development Manager on Telephone: 01749 836606 or visit

www.somersetcarers.org

Patient Advice & Liaison (PALS)

The Patient Advice and Liaison Service (PALS) offers information, advice and support and responds to concerns, complaints, suggestions or questions from patients, their families and carers.

If you have a complaint, or would like more information, please contact the PALS office in the first instance on telephone: 01278 432022.

A full list of services provided by Somerset Partnership Foundation Trust can be found on www.sompar.nhs.uk

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This leaflet is available in other formats, including easy read summary versions and other languages upon request. If this would be helpful to you, please speak to a member of staff.

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