

Carers Charter

We recognise that carers have a very important role in supporting our patients. This charter is designed to ensure that this critical role is acknowledged and respected and your own needs are met. This leaflet has been produced by the Cambridgeshire and Peterborough NHS Foundation Trust and is developed with and for Carers as a joint statement of how we will work together to help make life better.

Who is a Carer?

'Carers are people who provide help and (unpaid) support to a family member, friend or neighbour who would otherwise not be able to manage. The person they care for may have a physical or learning disability, dementia, mental health problems, may misuse drugs or alcohol or may be ill or frail.'

Young carers are children and young people who often take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

"The Carers Charter is an important step forward; we now have to make it live and be more than words on paper. When I arrived in the Trust one of my first experiences was listening to the frustration of carers who were key to patients wellbeing but excluded and unheard by the system - even when they had vitally important information. My hope is that this initiative enables every member of the Trust to recognise the value of carers and work with them for the benefit of their family member and our service user."

Julie Spence Chairman, CPFT

"This initiative could not be more important because carers are so often the main support for people with mental health problems, and yet the service has frequently failed to include carers as much as it should, and could, in planning and delivering care for individuals and the design of services generally. Thanks to everyone involved in driving this charter forward."

Aidan Thomas, CEO CPFT

"The Council of Governors includes two elected carer governors and service user governors. Many public governors also have experience as carers and service users. We are pleased that the Trust is working hard to ensure that carers' needs are properly considered and they are given opportunities to influence the development and delivery of services for those they care for. We endorse the principles set out in the Carers Charter"

Elizabeth Mitchell. Lead Governor

These are our commitments to Carers

We will work with you as a partner

This means we will:

- Respect your role as an expert in the care and support of the person who uses our services
- Listen to what you say and communicate clearly with you
- Respect carers' and patients' confidentiality and work with you to overcome barriers to giving support and sharing information.
- Recognise that you are integral to the whole care plan, initial assessment, risk assessment, reviews, discharge and recovery planning, including how to re-enter services when needed. Where the person you care for agrees you will be given copies of these plans.

We will support you to get help and assistance when you need it

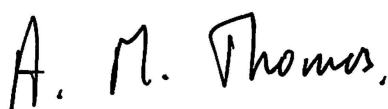
This means we will:

- Respond in a timely way to your needs and, in particular, during times of crisis
- Provide support which is tailored to your personal needs
- Signpost you to relevant information and advice and enable you to get help from the carer support services
- Take a 'whole family' approach to supporting carers, recognising the needs of young carers.

We will train our staff to be aware of carers' needs

This means we will:

- Ensure all our staff can identify carers and recognise their role as partners
- Enable our staff to respond quickly and flexibly
- Involve our staff in developing information, support and other services for carers
- Involve carers in training our staff.



Aidan Thomas

Chief Executive



Elizabeth Mitchell

Lead Governor