

Carers' Charter

This charter has been developed jointly by the Trust with carers in Devon. Its purpose is to set out our commitment to all the carers of people who use, or have used, our services. The Trust's guiding vision is to provide services that are 'good enough for my family'. We value the central role that family and friends have in supporting recovery and maintaining health and wellbeing.

For more information contact our Patient Advice and Liaison Service on 0800 0730 741 or dpn-tr.pals@nhs.net

The Department of Health defines a carer as someone who: 'spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be for a relative, partner or friend who is ill, frail, disabled or has a mental health or substance misuse problem' (*DH Carers Strategy 2008*). (We would include those with a Learning Disability in this list.)

The Royal Princess Trust for Carers and the Royal College of Physicians extend the definition (2007): 'A carer is someone who, without payment provides support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, addiction. A young carer is someone under the age of 18 who carries out significant caring tasks and assumes a level of responsibility for another person that is inappropriate to their age.'

These are our three commitments to carers:

1

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 patient confidentiality and work with you to overcome barriers to giving support and sharing information.

2

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.

3

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.

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