

Hampshire Carers Charter

You are a carer if:

You are an unpaid person providing practical or emotional help, support or care to someone else, who may be a partner, parent, son/daughter (any age), other relative, friend or neighbour.

Our commitment to you is:

Principle 1

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

- Inform you of your right to a carer's assessment and an independent advocate if needed
- Provide choice of appropriate services to support you as a carer
- Take into account your personal needs and preferences
- Not assume that you are willing, or able to continue to provide the same level of care and support
- Support you to consider your own needs, interests, relationships, your wider family and any other commitments you have, especially when you are having your carer's assessment

Principle 2

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

- Recognise that you have relevant and important information about the person you care for
- Listen to you without bias or prejudice
- Recognise and respond to your worries and concerns
- Value and respect your opinion and, where necessary, keep it confidential
- Take your view into account, as an equal partner, when decisions are made about the person you care for
- Share information with you about the person you care for whenever this is helpful and possible

Principle 3

We will welcome your participation in the care of your family member or friend, and:

- Involve you in planning the care for the person you support
- Give you a copy of any care and support 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 and support
- Give you information about what to do to help the person you care for and who to contact if you need help or advice
- Give you relevant information about the way our services work
- Discuss your caring role with you and how or if you are able to continue caring

Principle 4

We will value your involvement in development, monitoring and review of services, and:

- Recognise that through your lived experience you have relevant and valuable views to share
- Give you the opportunity to state your views on the quality of our current 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.

Please contact us at Princess Royal Trust for Carers in Hampshire

- If you feel that you need help, advice or advocacy in your caring role
- If you want to know more about us, work with us in partnership or help to improve services

Tel: 01264 311680 Email: info@carercentre.com Website: www.carercentre.com

We welcome your feedback on our services for and with carers.