



Health Care First Carers' Charter

At Health Care First we have developed a Carers' Charter. This is a statement of our values, principles and standards to guide us in our support of carers.

Purpose of the Charter

We value the important role carers' play in the lives of those who use our services. Whatever their age, we recognise there is joint accountability between Health Care First and carers, who are an important source of information about the people they care for. The charter covers eight areas that carers have told us are important. This information was gained from our Care for a Cuppa event in May where we asked Carers for feedback

At Health Care First we make the following commitments to work together with carers in the context of the support we provide:

1. Information

Timely, sufficient and appropriate information is key to working in partnership with carers. We will provide jargon-free information about your rights and available services.

2. Assessment

We will ensure that you are made aware of your rights to a carer's needs assessment and that you are given the details of services that offer carer's assessments

3. Emotional support

Carers' emotional needs should be appreciated and taken into account. We will raise awareness of the emotional needs of both Carer and the person being cared for during consultations.

4. Support to care

We recognise that carers may sometimes have their own physical and mental health needs and may need support and training in their caring role. We will ensure that our staffs are able to identify and respond to carers own health and wellbeing need

5. Having a voice

Carers need to be consulted at all levels of decision making and given the opportunity to become involved. We will ensure that carers are involved in advance care planning. We will involve carers in planning and evaluating our Carer services.

6. A life beyond caring

Carers are individuals in their own right, with a life beyond their role as carers. We will promote Local Health training, education and leisure opportunities for carers and other services, which promote social inclusion and help, prevent isolation.

7. Respect confidentiality

We will respect carer's confidentiality and work with carers to overcome barriers to giving support and sharing information.

8. Equality and diversity

Carers may have specific needs in relation to race, gender, faith, age, sexual orientation and disability. We will work with carers and partner organisations to support their specific needs and challenge discrimination and stigma