

Our Commitment to Carers

A carer is anybody who provides unpaid care for a family member, friend or neighbour who cannot manage on their own because of a disability, frailty, substance misuse or long-term health condition. Our Carers' Plan describes our commitment, vision and direction for how we can identify and better support carers.

Our Vision

We want to ensure that Carers are recognised, valued, and have access to the right support at the right time, to improve the quality of life and wellbeing for both the carers and the people they care for.

We will recognise and respond to your needs as a carer by:

Talking to you about your caring role, signposting you to appropriate support, and taking your needs into account.

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

Listening to you and any concerns that you have, valuing your opinions and the information you provide, taking your views into account, and sharing information with you about the person you care for with their consent.

We will welcome your involvement in care by:

Involving you in care planning where possible, giving you information about how to help the person you care for and about how our service works, and discussing which caring roles you are willing to do.

We will value your involvement in the development of our services by:

Giving you the opportunity to share your feedback on our services, involving you in service planning, and informing you of service developments.

The indicators of success will be:

- 1** Number of carers identified by services
- 2** Number of carers involved in decision making for the person they care for
- 3** Staff training evaluations, surveys and feedback
- 4** Number of staff identified as carer
- 5** Number of carers involved in service delivery planning
- 6** Results of patients and carers satisfaction surveys
- 7** Friends and Family test Results