

# Carers' Charter

The Royal Berkshire NHS Foundation Trust is committed to recognising the valuable role of Carers and working with them as partners to deliver excellent patient care.

*A Carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.*

*NHS England, Commitment to Carers*

Our Carers' Charter is based on our Trust CARE values and outlines what you can expect from us and how you can help us.

## What you can expect from us:

- C** Carers' will be identified as early as possible and you will be central to the care planning and delivery of care for the person you are supporting (with their consent).
- A** Acknowledgement of the vital contribution and lived experience of Carers. We will ensure you are aware of your rights to a Carers Assessment.
- R** Respect and recognise the knowledge you have gained about the person you care for. Reassurance that we will care for your loved one as you would expect us to.
- E** Ensure you are aware of support available to you locally by signposting and sharing information relevant to your Carer needs.

## What we would like from you:

- C** Complete a Carer feedback survey so we can learn from your experience and make improvements if necessary.
- A** Always speak to us if you have any concerns. You can arrange an appointment to speak with a specific member of staff, but there will always be a member of staff available to listen.
- R** Recognise the pressures our staff are working under to deliver excellent care to every patient, and show them respect, even if you are feeling under a lot of stress.
- E** Ensure you tell us if you need additional support in your role as a Carer; we can offer help and support to you too.

Signed:

Steve McManus, Chief Executive Officer

Eamonn Sullivan, Chief Nurse

Sharon Herring, Associate Chief Nurse, Patient Experience

June 2021

Compassionate

Aspirational

Resourceful

Excellent