Carers' Charter

NHS
Royal Berkshire
NHS Foundation Trust

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, delivery of care and discharge for the person you care for (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 reasonably expect us to.

E Ensure you are aware of support available to you by signposting you to support organisations that are relevant to your Carer needs.

What we expect from you:

C Complete a Carer feedback survey (scan the QR code) so we can learn from your experience and, if necessary, make improvements.

SCAN ME

A Always speak to us if you have any concerns. You may need to arrange an appointment to speak with a specific member of staff, but there will always be someone available to listen.

R Recognise the pressures our staff are working under while trying 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 signpost you to help and support.

Signed:

James Blythe, Chief Executive Officer

Katie Prichard-Thomas, Chief Nursing Officer

Alison Drew, Associate Chief Nurse, Patient Experience

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Compassionate Aspirational Resourceful Excellent