

# Carers Charter

The Royal Berkshire Hospital NHS Trust values the vital work done by carers and is committed to working with them as partners in care.

A carer is a person of any age who provides unpaid practical or emotional support to someone who is in need because of their age, physical or learning disability or illness including mental health. Unpaid carers include those in receipt of carers' allowance.

## What you can expect from us:

- The patient will be our first priority.
- We will identify you as a carer as early as possible and:
  - Give you our “Information for carers of people coming into hospital” leaflet.
  - Ensure you know how to access a Carers Assessment from the local authority.
  - Signpost you to local carers charities to register as a carer and access support.
  - We will work with you and listen to you.
  - With the consent of the patient we will share information with you about their care and treatment and involve you in the planning for discharge.
- We will complete a variety of carer's surveys and collate the results and feed them back to the staff through the Patient Experience Committee every two months.

## What we can expect from you:

- Inform us and share information about you and your caring role.
- Respect confidentiality of the patient.
- To tell us if you have any concerns.

