

# Carers Charter and Memorandum

## CARERS CHARTER

Salisbury NHS Foundation Trust values the vital work done by Carers and are committed to working together with them as expert partners in care.

**A Carer** is anyone who cares, unpaid, for another person usually a family member or friend who due to physical or mental illness, disability, frailty or addiction could not always manage without this support. This is not the same as someone who provides care professionally or through a voluntary organisation.

*This Charter applies to Carers of all ages including Young Carers and Parent Carers.*

### Carers as equal partners

We will ensure that the role you play as a Carer is valued by all staff and will make sure that we respect, listen to and understand Carers and what they do. We recognise the valuable role that Carers play in the health of our patients and therefore we will treat you as an equal and expert partner in care. We will actively endeavour to identify Carers as early as possible when a patient is admitted.

### Supporting Carers

We will inform you, as a Carer, of your right to an assessment under the Care Act 2014 or The Children & Families Act 2014 and provide information about the range of support and advice services available to you. We recognise the importance of your needs being met. The Trust provides support in the following ways:

- a. The Carers Passport. This gives access to discounted parking and refreshments. For details see [*Insert hyperlink to relevant part of Carers Information page*]
- b. Carers Cafe. This is held every Thursday from 2.30 to 4pm in Springs Restaurant. For details see [*Insert hyperlink to relevant part of Carers Information page*]
- c. Stay With Me Volunteers. This service is designed to support carers with information and advice. For details see [*Insert hyperlink to relevant part of Carers Information page*]
- d. John's Campaign. This recognises the right of relatives and carers to stay in hospital with the person they care for. For details see [*Insert hyperlink to relevant part of Carers Information page*]

### Having a voice

We will ensure that Carers are involved in the planning and delivery of our services and that they are listened to.

### Sharing information

With the consent of the person you care for, we will provide you with information that is appropriate, timely and accessible. We will involve you in decision-making while respecting the need for confidentiality for both the Carer and the person cared for.

### Discharge

We will fully include you in discharge planning, including discharge date, and provide clear information in a suitable format regarding care and medication. We will confirm with you that you still feel willing and able to continue in your caring role and will respect your decision about how involved you wish to be in the provision of post discharge care.

## Memorandum of Understanding Summary

The value of unpaid carers in Wiltshire has been recognised with the signing of the carers Memorandum of Understanding (MoU) by the Wiltshire Health and Wellbeing Board. The MoU was developed by NHS England to promote working together between health and social care commissioners and providers including Third Sector organisations that support carers. Adapted to meet local needs, Wiltshire-based charity Carer Support Wiltshire has been instrumental in pushing it to the top of the agenda for unpaid carers here.

“By signing this Memorandum, the signatories are making a clear commitment to supporting unpaid carers across Wiltshire. They are acknowledging the value that unpaid carers provide to the health and social care system and signalling an agreement to work together to continue improving the support each can provide for carers. This is a powerful statement of intent,” said Catharine Hurford, Chief Executive of Carer Support Wiltshire.

Over 47,000 people look after a loved one in the county, saving the local economy approximately £961 million a year. By signing the MoU members of the Board placed on record its thanks and commitment to recognise and support carers according to its principles.

The Principles of the Carers’ Memorandum are<:

1. Principle 1 – Carers will receive an integrated package of support in order to maintain their physical health and emotional well-being
2. Principle 2 – Carers are supported and empowered to manage their caring role and their life outside of caring
3. Principle 3 – All health and social care staff will be aware of the needs of carers and of referral routes to access local support. NHS staff will recognise signs of distress and diminished capacity that may affect the ability or willingness of carers to continue caring, so that they can ask the carer if they are in need of support. NHS staff will also be aware of local carer support organisations so that the carer can be sign-posted.
4. Principle 4 – Carers will be supported by the improved sharing of information between health, social care, education professionals and carer support organisations.
5. Principle 5 – Carers will be respected as expert care partners and will be involved in the planning of care for the cared for, including being involved in shared decision-making, and in the planning and redesign of services.
6. Principle 6 – The needs of vulnerable carers, particularly those at key transition points, will be identified early.

Representatives from the following organisations have signed the MoU:

Carer Support Wiltshire	Wiltshire Council
NHS Wiltshire Clinical Commissioning Group	<b>Salisbury Hospital NHS Foundation Trust</b>
Bath Royal United Hospital	Great Western Hospital
South West Ambulance Service	NHS Foundation Trust
Avon and Wiltshire Mental Health Partnership	Healthwatch Wiltshire