



Alternative formats available

### Further Information

If you feel that you need help or advice  
in your caring role please contact us  
on the details below.



Herefordshire Carers Support  
Berrows Business Centre, Bath Street  
HEREFORD, HR1 2HE  
Tel: 01432 356068  
help@herefordshirecarerssupport.org  
www.herefordshirecarerssupport.org



Charity No. 1051774  
Company No. 3032478



HEREFORDSHIRE  
**CARERS SUPPORT**



# Herefordshire Carers Charter

## Valuing Carers

The Charter's purpose is to enable your invaluable role as a Carer to  
be acknowledged and your own needs met



[www.herefordshirecarerssupport.org](http://www.herefordshirecarerssupport.org)

## INTRODUCTION

The Carers' Charter has been produced by Carers of Herefordshire Carers Support to promote better recognition and support for Carers.

Carers provide invaluable support to some very vulnerable people and this contribution needs to be valued, acknowledged and respected.

The Charter confirms the values, aims and standards that will be adopted by agencies (which include both Voluntary and Statutory) working in partnership with Carers within Herefordshire. It will also be used to monitor outcomes for Carers.

It includes the following:

1. Information
2. Having a voice
3. Carers Needs Assessments
4. Personal Health & Emotional Support
5. Providing short breaks for Carers
6. A life of your own

Provider services who sign up to the Charter will each have a different responsibility to Carers and will produce their own ACTION PLAN which will set out how they will deliver on these Standards.

Thanks to everyone who helped develop this Carers Charter.

## CARERS COUNT – COUNT ME IN!

Registering with HCS is free and will give you access our services. To find out more about our work phone the office on 01432 356068 or visit our website [www.herefordshirecarerssupport.org](http://www.herefordshirecarerssupport.org).

Please fill in the short registration form below, and help us to work for the benefit of all Carers in Herefordshire. You can also register by phone, call us on 01432 356068.

**Please register me as a Carer.**

First Name:

Surname:

Mrs/Mr/Miss/other (Please state)

Date of Birth:

Address:

Postcode:

Phone Number:

Mobile:

E-mail:

Your GP Practice

Name of the person you care for:

Their date of birth

Their relationship to you:

Brief description of their health condition:

Freepost RTGA-ELYH-SXHA Herefordshire Carers Support  
Bath Street, HEREFORD HR1 2HE.

You do not have to provide personal information to us, but it helps us in planning services. If you agree to your personal data being held and processed by Herefordshire Carers Support please tick the box, left. We will remove your details from our database at any time if you request it to be done. Contact our Data Controller Nick Jones for any queries regarding Data collection and handling.

## YOUNG CARERS CHARTER

We are children and young people who are also Carers. We believe we should have the same rights as other children and young people, including the rights to:

- \* **Be children** as well as Carers.
- \* **Fun, friends & time off** from caring.
- \* Family life with **well supported parents**.
- \* Practical **help and support** so that we don't have to do all of the caring in our own homes.
- \* A safe environment and protection from harm, including any harm that **caring activities** could cause us.
- \* Services that **value our different backgrounds**, cultures, religions, races and sexualities.
- \* Carers are made aware of how to challenge decisions.
- \* An **assessment** of what we need as individuals, without any assumptions being made about us.
- \* Be listened to and involved when people make decisions, which affect our lives.
- \* **Information** about health problems that we see our family members experiencing.
- \* Advocacy and complaints procedures **which we can understand and which work**.
- \* **Stop** taking on caring roles when we wish to, and **move on** and become adults.

## WHO IS A CARER?

A Carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help.

This could be due to age, physical or mental illness, addiction or disability.

The term Carer should not be confused with a care-worker, or care assistant, who receives payment for looking after someone.

## ARE YOU A CARER?

If so, register with Herefordshire Carers Support using the tear-off form on the back page or online at: [www.herefordshirecarerssupport.org](http://www.herefordshirecarerssupport.org)

## 1. INFORMATION

As Carers we expect to be provided with jargon free information about our rights and available services, in formats that are easily available and accessible.

In particular we expect:-

- ◇ Carers to be provided with information which is appropriate, timely and adapted to suit the individual.
- ◇ information to be up-to-date.
- ◇ that a comprehensive range of information is available concerning all local services.
- ◇ Carers to be notified where eligibility criteria applies to particular services.
- ◇ that charging policies are clear and up to date.
- ◇ information and support is given to enable carers to access benefits advice.
- ◇ Carers are made aware of conflict resolution procedures.
- ◇ information that Carers provide will be recorded and respected.
- ◇ Carers to be provided with information about the specific condition of the person they care for.

## 6. A LIFE OF YOUR OWN

As Carers we expect that the assessment processes and services take into account Carers' needs in relation to work, training and social needs.

In particular we expect:

- ◇ that there is provision to access services to promote self development, education, health and leisure opportunities to help with social inclusion.
- ◇ services will assist Carers to plan for and respond to emergencies.
- ◇ that there is recognition of a right to a life beyond caring.
- ◇ that inequalities experienced by minority groups, are reduced.
- ◇ working carers are recognised and supported by their employers.
- ◇ bereaved Carers to be recognised and they are supported through the changes in their life beyond caring.

## 5. PROVIDING BREAKS FOR CARERS

As Carers we expect to have a choice of opportunities for short breaks and/or respite, as appropriate, to maintain our own health and wellbeing.

In particular we expect:

- ◇ that opportunities for Carers to take a break are promoted and a flexible range of options for short breaks are made available.
- ◇ Carers to be signposted to a range of voluntary and independent organisations that provide breaks.
- ◇ the Carers Assessment considers respite as an option.

## 2. HAVING A VOICE

As Carers we expect to be consulted at all levels in the decision making process and given the opportunity of being involved.

In particular we expect:

- ◇ Carers views to be valued and respected.
- ◇ Carers to be consistently involved in the planning, delivery and evaluation of services through formal complaints and informal quality systems that encourage Carers to provide feedback about their experiences.
- ◇ that Carers are involved in the induction and training of health and social care practitioners.
- ◇ Carers to be encouraged and enabled to have a voice at events and meetings either as an individual or as part of a team.
- ◇ Carers to be kept informed of the plans and strategies that are used to promote Carer awareness.
- ◇ Carers to be involved in the decision making whenever possible, and that health and social care practitioners explain how the information provided by Carers will be used.
- ◇ that services will have an Executive Lead on their Boards of Management that can take overall accountability for Carers issues and the implementation of the action plans.

### 3. CARERS ASSESSMENTS

We expect to receive an assessment that considers the practical or emotional support needed to enable Carers to achieve their desired day to day outcomes and whether they are willing and able to continue to care. It must also have regard to whether the Carer is working, training or in education or if they want to be. The assessment should also consider what resources or support can be accessed from the wider community.

In particular we expect:

- ◇ to be recognised as Carers.
- ◇ the caring role to be appreciated and acknowledged.
- ◇ Carers to be assessed in a culturally sensitive manner and their diverse needs to be taken into account.
- ◇ the Carers Assessment includes an assessment of employment, education and leisure needs.
- ◇ a clear written outcome of the needs highlighted in the Carers assessment process which is reviewed annually.
- ◇ a contingency plan to be drawn up for care to be continued when Carers are unable to provide it.
- ◇ meaningful help is provided when Carers decide they can no longer keep up the level of caring.
- ◇ the view of Carers about the person they care for is recorded and acknowledged.

### 4. PERSONAL HEALTH AND EMOTIONAL SUPPORT

As Carers we expect our own physical mental health and well-being to be recognised as vitally important, of economic value and for these health needs to be addressed in a holistic way.

In particular we expect:

- ◇ the Carer's physical/mental health and well-being to be provided for.
- ◇ Carers to be offered appropriate training.
- ◇ that there is a support system that addresses the emotional needs of Carers during and after caring.
- ◇ that health and social care practitioners are trained to identify and understand the physical, mental and emotional stresses associated with caring.