

Carers' Charter

What can you expect as a carer?



The Carers' Charter

We recognise that carers' have a very important role in supporting the lives of those who use our services whatever their age.

Are you a Carer?

A carer is someone of any age who looks after a family member, partner or friend who provides unpaid emotional or practical support. This could involve caring for someone who has mental health or substance misuse problems.

The Carers' Charter

We greatly value the important work done by the carers' of people who use our services. We recognise that caring can be rewarding but stressful. We will work with you to ensure we support you in your roles.

Confidentiality

The principle we will work from is that, we will share information proactively, without breaching your and our service users confidentially and recognise that carers will also maintain confidentially.

Get involved

Where possible we want to involve families and carers' in planning, delivering and improving our services. If you would like to be involved contact us on involvement@swlstg-tr.nhs.uk or **020 3513 5775**.

We will keep our commitment to you using the 3iS approach - Identify, Inform, Involve and Support

Identify

- Think of you and the person you care for in a holistic way and be interested in your support networks
- Ask early on whether you are a carer and treat you with respect
- Ask people who use our services how they want you to be involved
- Set up and maintain a carer's record

Inform

- Share with you information where we can about the care of the person you look after and takes steps to ensure it is
- Relevant, understandable and meaningful
- Available in suitable formats and age appropriate
- Responsive, ongoing and tailored
- Timely when there are changes and at challenging times

Involve

- Ask how you want to be involved in the decisions made about the care and treatment of the person you look after
- Make sure you feel part of the care team and ensure regular and easy contact
- If for legal reasons you cannot be involved we will explain why and support you

Support

- Enable you to gain support from each other and professionals
- Making you aware of your rights to carer's needs assessment and support
- Signpost you to our services, such as counselling, family support and Recovery College.
- Help you to get advice on issues such as housing, employment and benefits

We are the leading provider of mental health services across south west London and a beacon of excellence for national mental health services. We serve a diverse community of people in the boroughs of Kingston, Merton, Richmond, Sutton and Wandsworth.

In keeping with the Equality Act 2010 we do not discriminate against people on the grounds of age, race, disability, sex, gender reassignment, sexual orientation, religion and belief, marriage and civil partnership or pregnancy and maternity.

Help us make our services even better

The views of patients, their carers, friends and families are at the heart of improving the way we deliver our services. We are committed to delivering high quality care. Your feedback will help us understand what we do well and what we can do better.

If you would like to give us feedback please contact:

- Patient Advice and Liaison Service (PALS): **020 3513 6150**
- Feedback online at: <https://feedback.swlstg-tr.nhs.uk>
- Care Opinion: www.careopinion.org.uk

Become a member:

To find out about becoming a member

E-mail: membership@swlstg-tr.nhs.uk

Connect with us



Our values



If you require this document in an alternative format please email: communications@swlstg-tr.nhs.uk

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Published and distributed by: Communications Department

Published: August 2017 **Review date:** August 2020

Ref: CCHART17

All information correct at time of printing