## **Carers Charter**

Gloucestershire Hospitals NHS Foundation Trust is committed to recognising the valuable role of carers and working with them as partners to deliver exceptional 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.

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Please complete this survey so that we can gain valuable feedback around the support that carers currently receive from the Trust.

bit.ly/3YhLnwi

## the **Best Care for Everyone** care / listen / excel



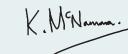


Our Carers' Charter is based on our Trust values and outlines what you can expect from us and how you can help us

| What you can expect from us: |   | What we would like your support in: |  |
|------------------------------|---|-------------------------------------|--|
| С                            | Carers will be central to the care planning,<br>delivery of care and discharge for the person<br>being cared for (with their consent), our aim<br>will be to identify carers as early as possible | С                                   | Complete a carer feedback survey (scan<br>the QR code) so we can learn from your<br>experiences and, if necessary, implement<br>improvements   |
| Α                            | Acknowledgement of the vital<br>contribution and lived experience of<br>carers. We will ensure you are aware of<br>your rights to a carers assessment   | Α                                   | Always speak to us if you have any<br>concerns. You may need to arrange<br>an appointment to speak to a specific<br>member of staff, but there will always be<br>someone available to listen |
| R                            | Respect and recognise the knowledge you<br>have gained about the person you care for.<br>Reassurance that we will care for them, as<br>you would reasonably expect us to                          | R                                   | Recognise the pressures our staff are<br>working under, while trying to deliver<br>excellent care to every patient, and show<br>them respect; even if you are under a<br>lot of stress       |
| Ε                            | Ensure you are aware of support available<br>to you by signposting you to organisations<br>that are relevant to your carer needs  | Ε                                   | Ensure you tell us if you need additional<br>support in your role as a carer; we can<br>signpost you to help and support   |

For more information please visit:

www.gloshospitals.nhs.uk/carers-information



Kevin McNamara Chief Executive Officer



Signed

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## Matt Holdaway

Director of Quality and Chief Nurse