

Carers Charter

Promoting a culture that recognises carers and their needs within our hospitals.

North Bristol NHS Trust and University Hospitals Bristol NHS Foundation Trust value the vital work done by carers and are committed to working together with them as expert partners in care.

A carer is someone who provides care for someone else who, due to illness, mental health problems, substance misuse, physical and learning disability or old age is unable to care for themselves without their support. This Charter includes 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 will identify carers as early as possible when a patient is admitted.

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 they care for.

Supporting carers

We will inform you as a carer of your right to an assessment under the Carers and Disabled Children Act 2000 and The Carers (Equal Opportunities) Act 2004 and provide information about the range of support and advice services available to you. We recognise the importance of your needs being met and will support you to have breaks away from the ward when you need them.

Young carers

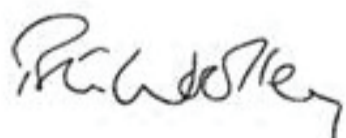
We ensure that we involve Young Carers and will work to support you and recognise the valuable role you play in the health of our patients.

Having a voice

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

Discharge

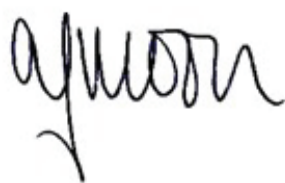
We will include you in discharge planning and provide information regarding care and medication.



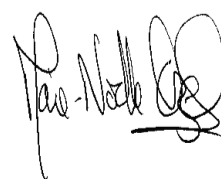
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