

Bromley Carers Charter

We believe all carers have a right to be respected, valued and supported, equally in their caring role, as experts for their cared for and as individuals in their own right. Young Carers should be supported to self-identify and have the right to live their lives like other children, play, have a safe home environment and have respite from their caring roles. This Charter sets out our commitment to carers and expectations of what services Carers can expect and a common approach to how carers are engaged, supported and consulted.



IDENTIFYING CARERS

Identifying carers as early as possible.

Pro-actively asking whether someone has caring responsibilities and recording them as a carer on internal systems where relevant.

Understanding that carers have rights, needs, commitments and a life of their own.

Training our staff to be carer aware - to recognise carers and signposting them appropriately (Supporting and developing training programmes to raise the awareness and understanding of the needs of carers and their families, and of local carer support services for health and social staff and partner organisations.)

Identifying Young Carers through schools, health and social services and informal networks.



GIVING RELEVANT INFORMATION

Providing information in a suitable format that is clear, appropriate and accurate.

Signposting to services which can support carers with clear, accurate information on what is offered.

Directing carers to sources of support to help their own wellbeing.

Storing and sharing relevant resources for carers; promoting opportunities for peer support and managing the carer's wellbeing.

Providing tailored support for young carers in a format that suits their needs.



PROVIDING THE RIGHT SUPPORT

Giving carers choice and control about their caring role, with personalised support as a carer to meet their needs. Providing training to support individuals and sustain them in their caring roles.

Supported by professionals who understand the role of a carer. Who include carers as a valued partner from the start, delivering care for the person they support (with the person's permission), including discharge planning.

Accessing a carers assessment when needed and in an accessible way.

Supported to fulfil educational and employment potential, and where possible in maintaining employment.

Working across all partners and with schools to ensure young carers needs are properly understood including developing training.



GIVING CARERS A REAL VOICE

Recognising carers as an expert and equal partner of care with views and opinions valued and respected.

Listening to carers without bias or prejudice.

Taking carers views into account when making decisions about the person they care for.

Taking carers worries and concerns seriously.

Carers valued, respected and recognised as 'experts by experience', in monitoring and reviewing services, and coproduction to redesign, commission or procure carer support services.

Providing carers support groups and activities with young carers that understand their practical and emotional needs.



One Bromley is the local partnership between the health, social care and voluntary sectors.



www.selondonics.org/OneBromley

A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support.

- Carers Trust