

Carers' Charter

Is this you?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or suffers with mental ill health or substance misuse.

We promise to ...

Recognise and Value Carers	Recognise Young Carers
We will make sure that you are valued and that your needs are recognised, responded to and supported in your caring role.	We will ensure that you are identified, that your voice is heard and your needs met. This will include care, recognition, support, information and training for both you and staff.
Inform and Advise Carers	Help and Support Carers
We will provide you with information that is clear and accurate, in a way that is understandable and helpful. We will always respect the need for confidentiality for both you and the person you care for.	We will inform you of your right to a Carer's Assessment under The Carers and Disabled Children Act 2000 and The Carers (Equal Opportunities) Act 2004. We will ensure that you can easily and confidentially raise concerns to us and make suggestions.
Involve Carers in Developing Services	Support Carers in Employment
We will ensure that there are opportunities to involve you in the planning, development and evaluation of our relevant policies, strategies and in the development of services.	We will promote your rights in the workplace and will do all we can to support you to continue working if you wish you do so.
Involve Carers in Planning and Discharge	
We will involve and value you in decisions made about the care and treatment of the person you care for (with their consent). This includes the preparation of care and support plans.	

The Carers Charter has been developed in partnership with carers and the following voluntary organisations/

Leicestershire County Council, NHS, Carers Action, the Carers Centre, Leicestershire Link, Labelled, Support for Carers Leicestershire, Leicestershire & Rutland Age UK