



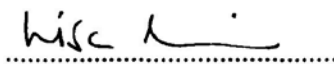
Carer's Charter

Launched on 9th June 2008

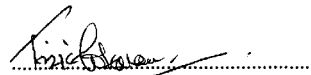
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Carer's Charter

The Carer's Charter was launched on 9th June at an event attended by carers, carer organisations and staff. It was signed by Lisa Rodrigues, Chief Executive Sussex Partnership NHS Foundation Trust, and carers from the three localities; Tizzie Coleman from East Sussex, Alan Stenning from West Sussex and Jill Scholl of Brighton and Hove.



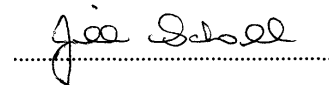
Lisa Rodrigues



Tizzie Coleman



Alan Stenning



Jill Scholl

"A carer is someone, who without payment provides help and support to a partner, child, relative, friend, or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability. The term carer should not be confused with a care-worker, or care assistant, who receives payment for looking after someone."

(Princess Royal Trust for Carers – definition).

Introduction

This Carer's Charter has been produced by Sussex Partnership NHS Foundation Trust as a statement of values, principles and standards of care. It applies to all carers of people who use the services of Sussex Partnership. Carers are viewed as individuals with a right to choose whether to care or continue to care.

The Carer's Charter is based on five key National Standards developed by The King's Fund for the Department of Health and are based on what carers say they want.

The Charter also includes two further standards that reflect the need to see carers as individuals in their own right, with a life beyond caring and to have effective processes for assessing their needs. These have been developed in the light of the Carers (Equal Opportunities) Act 2004.

A final standard addresses the Trust's commitment to equality and diversity.

The standards are intended to describe what a good service to carers should look like and to monitor outcomes for carers:

1. Information
2. Assessment Processes
3. Short Breaks
4. Emotional Support
5. Support to care and maintain carer's own health
6. Having a Voice
7. A Life beyond Caring
8. Equality and Diversity

We will:

- listen to you without bias or prejudice and take what you say seriously
- recognise you as someone who has relevant and important knowledge about the person for whom you care
- ask your opinion – this should be respected and valued and where necessary kept confidential
- give you choice on whether you wish to take on, or continue with, the role of carer
- provide you with staff who understand the distress and anxiety that caring can cause you and hopefully provide you with help to cope with this
- inform you how the information you provide would be used



The Charter Standards

1. Information

As a carer you will be provided with jargon free information about your rights and available services including partner organisations. This will be distributed both by Trust staff and by partner organisations.

We will:

- provide training to our staff to help make sure this happens
- provide information which is appropriate and timely and tailored to the individual
- keep information up to date
- ensure that a comprehensive range of information is available about all local services
- make information accessible in a variety of formats to all sections of our communities
- explain where eligibility criteria applies to particular services
- be clear about any charging policies for the service user
- provide information and support to enable carers to access benefits advice

Confidentiality and Information Sharing

- You and the person you care for have the right to expect that information either of you provide to the Trust will not be shared with other people without your consent. This includes information provided by you as a carer not being shared without consent with the person you care for and vice versa. This can only be over-riden if justified through risk or if this is required by law.
- Confidentiality will not be accepted as an excuse for not listening to you. You will be given sufficient information by trust services, in a way that you can readily understand, to help and enable you to provide care effectively.
- Where consent to share information has been withheld, staff should discuss the implications of that decision with you and with the service user. Consent is not fixed and it is useful to revisit the subject, especially where a carer's level of involvement changes or the service user's mental health situation changes.



2. Assessments

Carers have a legal right to an “assessment of their ability to provide and to continue to provide care” (Carers Recognition and Services Act 1995).

NHS organisations...must give “due consideration” to requests by the local authority to become involved in planning services for carers or to provide assistance to individual carers (Carers Equal Opportunity Act 2004).

- We will make sure that the assessment process recognises that carers have a right to choose whether to care. We will ensure that carer's assessments are offered and that the assessments include the opportunity for carers, including parent carers and young carers, to have a face to face discussion about their own needs.

We will:

- recognise you as a carer and record your views about the person who is being looked after
- ensure that your assessment will be undertaken in a culturally sensitive manner and take into account diverse needs
- make sure that your assessment includes employment, education and leisure needs
- include clear written feedback to you on the outcome of your carer's needs assessment
- record contingency plans for what happens in an emergency, if you are suddenly unavailable
- ensure that the outcome of your needs assessment is reviewed at least annually or when there is a significant change in circumstances
- when reviewing your needs we will assist you if you wish to reduce your level of caring to find alternative options for support
- monitor outcomes and satisfaction for carers

2.1. Care Plans

We will:

- involve you in the decisions made about you and the person for whom you care, including development of the care plan
- inform you about who to contact in an emergency or in a crisis, even if the person you care for is unwilling for you to be involved in their care
- ensure you are given a copy of the care plan. This should state the responsibilities of all the people who are involved in providing care
- give you an opportunity to state your views if you feel that the care plan is not working and to involve you in discussions on actions to be taken to address any problems identified
- involve you in the planning of any discharge if the person you are caring for is in hospital
- hold meetings, where possible, at a time that suits you and the person for whom you care



3. Providing Breaks for Carers

We will promote opportunities for carers to have a break and will:

- ensure that your assessment considers respite as an option
- work with partners to ensure a flexible range of options for short breaks is available where the needs of carers are identified through carer's needs assessments. This may include use of Direct Payments
- work with a range of voluntary and independent organisations that provide breaks

4. Emotional Support

We will recognise the importance of the need for emotional support for carers and will:

- work with carer's support groups and carer networks in Sussex
- raise awareness of the emotional needs of carers both during and after caring
- ensure that where we offer psychological therapies including counselling services, staff are aware of the importance of carer's needs
- recognise the different ways in which caring can come to an end and assist carers to access support with their emotional needs in all circumstances
- ensure that as a carer your emotional needs will be recognised and taken into account

5. Support to Maintain the Carer's Own Health and Wellbeing

We will ensure that as a carer your needs, including your health, are recognised and addressed. We will seek to:

- identify carers
- always consider carer's own health needs and promote joint working with primary care
- ensure that hospital discharge planning procedures include carers in line with statutory requirements
- where appropriate undertake assessments jointly with partners
- ensure that plans for children and young people will include strategies for young people as carers and the needs of parent carers
- ensure that our staff are trained to be able to identify and respond to carer's health and wellbeing needs
- ensure carers are offered appropriate training where this is required
- recognise staff may be carers and ensure they are aware of their rights as an employee
- recognise you as a partner and will not make assumptions about your willingness to care

6. Having a Voice

"Carers need to be consulted at all levels in the decision making process and given the opportunity to become involved."

(From the Aberdeenshire Council Carer's Charter)

We will work to ensure that carers have a voice and:

- include all groups and members of a community in order to reduce inequalities
- involve carers in planning, commissioning and evaluating services
- involve carers in training professionals including induction training
- include carers in planning to raise awareness and deliver our strategies
- support carers to have a voice as individuals and/or collectively
- ensure that carers have the opportunity to become Foundation Trust members and to play an active role



7. A Life Beyond Caring

You will be viewed and treated as an individual in your own right with a life beyond caring.

We will:

- ensure that assessment processes and services take account of carer's needs in relation to work and training
- promote training, education and leisure opportunities for carers and other services which promote their social inclusion
- provide services that can respond to emergencies
- reduce the inequalities experienced by minority groups
- support our own staff who are carers
- promote carer's economic well-being and carer friendly employment practice
- support young carers to be 'children first' giving them time to do homework and enjoy leisure pursuits
- recognise the support needs of former carers and bereaved carers

8. Equality and Diversity

The Trust has adopted a Single Equality Scheme which commits us to eliminating discrimination in the workplace and in the delivery of services and also ensures that we meet our statutory obligations in relation to race, disability and gender.

We will:

- ensure that equal access to services is provided for all, taking into account diverse needs and backgrounds
- recognise carer's specific needs in relation to race, gender, faith, age, sexual orientation and disability
- work with carers and partner organisations to challenge discrimination and stigma



Implementing the Charter

- A generic carer's strategy is in place in each of the three local authority areas in which the Trust provides services: East Sussex, West Sussex, Brighton and Hove. It is important that these are taken into account and are complemented by a specific Sussex Partnership approach.
- There are specific national performance targets which relate to carer's assessments, reviews, and provision of services – we will work jointly with local authority and other partners to ensure these are met and that information about our joint performance is made available.
- We will maintain and develop links with carers organisations both locally and nationally to enable the sharing of best practice and innovative developments to extend the range of opportunities to carers.
- The Trust will work with carers and partner organisations to develop an action plan – specific to Sussex Partnership services – in order to ensure the implementation of the Charter standards across the Trust. This will include ensuring that adequate training is provided to Trust staff to enable them to fully understand and implement the principles and commitments in the Charter.
- The implementation of the action plan will be monitored and reported publicly on an annual basis and evidence will be produced to prove that the Charter is being implemented.

For further information please contact;

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Arabic

للحصول على نسخة مترجمة، ضع علامة داخل المربع. يرجى إدراج أسمك و عنوانك و إرسال هذه الاستمارة إلى العنوان المبين في الخلف. لا داعي لإلصاق طابع بريدي.

Bengali

অনুবাদের একটি কপিৰ জন্য বক্সটিতে টিক্ চিহ্ন দিন। দয়া কৰে এই ফৰ্মটিতে আপনাৰ নাম এবং ঠিকানা লিখে অপৰ পৃষ্ঠায় দেয়া ঠিকানাৰ ফেৰৎ পাঠান। ডাক টিকিট লাগাতে হৰে না।

Cantonese

要求一份翻譯，在方格內加剔。請填上你的姓名和地址，並把這表格送交背頁的地址。無需郵票。

Farsi

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Urdu

ترجمہ حاصل کرنے کے لئے دہنے گئے باکس میں صحیح نشان (ٹیک) لگائیے براہ مہربانی اپنا نام اور پتہ تحریر کریں اور ورٹی ٹی دوسری جانب دہنے گئے پتے پر ارسال کر دیں ڈاک کا ٹکٹ لگانے کی ضرورت نہیں

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Mandarin

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Turkish

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