

# Hampshire Carers Charter

The Hampshire Carers Charter is based on four key principles for supporting carers. Our aim is for all organisations that work with carers to adopt this charter and promote its principles. If you work with carers, then we encourage you to display this charter in your workplace.

## Who is a carer?

A carer is an unpaid person providing practical or emotional support to someone else, who may be a parent, partner, other relative, friend or neighbour. Hampshire County Council and NHS Hampshire are committed to four key principles that form the basis of their support to carers.

## Principle 1

**We will recognise and respond to your needs as a carer, and:**

- Provide appropriate services to support you as a carer
- Take into account your personal needs and preferences
- Not assume that you are willing, or able, to continue to provide the same level of care ongoing
- Encourage you to consider your own needs, interests, relationships and your wider family including any other commitments you have.

## Principle 2

**We will recognise your expertise, knowledge and the important role that you play, and:**

- Listen to you without bias or prejudice
- Take your worries and concerns seriously
- Recognise that you have relevant and important information about the person you care for
- Value and respect your opinion and, where necessary, keep it confidential
- Take your views into account when decisions are made about the person you care for
- Share information with you about the person you care for whenever this is helpful and possible.

## Principle 3

**We will welcome your involvement in care, and:**

- Involve you in planning the care for the person you support
- Give you a copy of any care plan for the person for whom you care, with their agreement. This will state the responsibilities of all the people who are involved in providing care
- Give you information about what to do to help the person you care for and who to contact if you need help or advice
- Give you relevant information about the way our service works
- Discuss with you if you wish to continue with particular caring roles.

## Principle 4

**We will value your involvement in the development of our services, and:**

- Give you the opportunity to state your views on the quality of our services
- Give you the opportunity to be actively involved in the planning, development and evaluation of services
- Inform you of service developments and give you adequate notice of meetings, consultation periods and other relevant events.