

Carers' Support (Bexley)

T: 020 8302 8011

www.carerssupport.org

Carers Bromley

T: 01689 898 289

Freephone helpline: 0800 015 7700

www.carersbromley.org.uk

Greenwich Carers Centre

T: 0300 300 2233

www.greenwichcarerscentre.org

Your opinion matters

We are committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager. You may also like to speak to our Patient Advice and Liaison Service (PALS) on 0800 917 7159.

Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care. Occasionally there may be exceptions to this, for example to support a clinical audit or to monitor the quality of care provided. We will usually discuss this with you beforehand.

Contact us

Oxleas NHS Foundation Trust
Pinewood House
Pinewood Place
Dartford
Kent
DA2 7WG

T: 01322 625700

E: carers@oxleas.nhs.uk

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NHS

Carers' charter

Improving lives

oxleas.nhs.uk

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Oxleas **NHS**
NHS Foundation Trust



We recognise that carers have a very important role in supporting our patients. This charter is designed to ensure that this critical role is acknowledged and respected and your own needs are met. This leaflet has been produced by the Oxleas NHS Foundation Trust carers leads.

Who is a carer?

A carer is someone of any age who provides unpaid practical and emotional support to a friend or family member who could not manage without this help. This could involve caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

The carers' charter

We greatly value the important work done by the carers of people (both adults and children) who use our services. We recognise that caring can be rewarding but stressful. We will work with you to ensure we support you in your roles, through:

Recognition:

- asking for your opinions and listening to your views
- treating you with respect
- acknowledging your expertise
- recognising you as an important source of information about the person you care for
- helping you to cope with stress, which can be a major issue for carers.

Involvement:

- making sure you feel part of the care team and ensuring you have easy and regular contact with the team
- involving you in decisions made about the care and treatment of the person you care for (with their consent)

- if the person you care for does not consent, or have the capacity to do so, we will take your views into account
- involving you in the planning, development and evaluation of services.

Information:

- providing information on our services
- explaining how to access local and national carers' services
- describing the condition of the person you care for and the treatment available
- providing a mental health urgent advice line for you and the person you care for to access
- establishing dementia training courses for you if relevant.

Support:

- enabling you to gain support from each other and from professionals
- making you aware of your rights to a carer's needs assessment
- undertaking a carer's needs assessment in line with the law
- signposting you to services such as counselling and respite care
- helping you to get advice on issues such as housing, employment and benefits.

Online carers' resources

There is lots of useful information and advice on our website: oxleas.nhs.uk. There is information on who to contact in a crisis, what your rights are as a carer, resources such as factsheets or how to find a local service and the experiences of other carers.

In addition you may find the following local organisations helpful (see overleaf).