



Resources for Carers, Young Carers and Staff:

2. Carers' and Young Carers' Charter

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1. Carers and Young Carers Charter Summary

Our Promise:

SHSC Trust is committed to working in partnership with carers and young carers, recognising and valuing them as experts in the important care they provide to people who use our services. We are committed to listening to carers and young carers and working alongside them to improve the effectiveness of our services.

Commitment 1: Carer/Young Carer/Family Recognition – Valuing Carers:

We will make sure that in your caring role your needs are recognised and you are valued and respected for the important contribution you make.

Commitment 2: Carer/Young Carer/Family Involvement:

We will make sure that you have the opportunity to be involved in the planning, care and treatment of the person you care for with their consent. We will further ensure that we provide opportunities for you to get involved and support any service improvements.

Commitment 3: Informing Carers/Young Carers/Families:

We will make sure that, within the confines of confidentiality, you are given accurate, understandable information and guidance to support you in your caring role.

Commitment 4: Supporting Carers/Young Carers/Families:

We will make sure you are aware of your statutory right to a Carer's Assessment and we recognise we have a responsibility to consider the impact your caring role has on your own wellbeing and the outcomes you want to achieve in your own life.

Commitment 5: Developing Staff to Work with Carers/Young Carers/Families:

We will ensure that our workforce has the skills and confidence to be responsive to carers and young carers.

Commitment 6: Supporting Staff who are Carers:

We will make sure we develop a culture that is positive about caring, with staff undertaking caring roles having access to relevant employee guides and support.

2. Our Promise

SHSC Trust is committed to working in partnership with carers and young carers, recognising and valuing them as experts in the important care they provide to people who use our services. We are committed to listening to carers and young carers and working alongside them to improve the effectiveness of our services.

3. Commitment 1: Carer/Young Carer/Family Recognition – Valuing Carers

We will aspire to:

- Recognise carers and young carers as providing valued support to the person they care for and acknowledge their expertise.
- Ensure that children and young people who are young carers are safeguarded and protected from excessive and inappropriate caring responsibilities.
- Ask for carers' and young carers' opinions and listen to them without bias or prejudice and take what they tell us seriously.
- Respect and value carers' and young carers' opinions and views ensuring confidentiality is adhered to appropriately.
- Help carers and young carers to cope with the stress that caring can often bring and ensure that carers' and young carers' needs are recognised and responded to.
- Understand that carers and young carers may be undertaking dual caring roles, for example, caring for someone with a physical disability and someone else with a mental health condition.

4. Commitment 2: Carer/Young Carer/Family Involvement

We will ensure that we:

- Involve carers and young carers in decisions made about the care and treatment of the person they care for and ensure they have a written copy of any care plans (with their consent).
- Include carers and young carers in any discharge plans.
- Are mindful and respectful of organising meetings, as much as we can, around the needs of the cared for person and the carer or young carer.
- Give carers and young carers the opportunity to be involved in the planning, development and evaluation of services.
- Work in partnership with carers and young carers; involving them in a participatory and inclusive way.

- Develop opportunities for carers and young carers to be involved in staff training, if they wish to.

5. Commitment 3: Informing Carers/Young Carers/Families

We will ensure that we:

- Provide carers and young carers with information about our services and who to contact.
- Provide clear, factual information about the condition, care plan of the cared for person and the treatment available, in accordance with confidentiality guidance.
- Provide clear and accurate information about confidentiality.
- Provide information about how to obtain help and support in a crisis.
- Explain how to access local and national carers' services, support groups and advocacy services.
- Inform carers and young carers about their rights to a Carer's Assessment under the Care Act (2014) and Children and Families Act (2014).
- Provide information to carers and young carers in accessible formats.

6. Commitment 4: Supporting Carers/Young Carers/ Families

We will offer support by:

- Making sure carers and young carers have access to an assessment of their needs, either by us or a partner organisation, and ensure these are regularly reviewed.
- Ensuring we take account of carers' and young carers' wider family networks and support systems and recognise the role others might play.
- Acknowledging that many people who access our services may also themselves have a caring role.
- Recognising carers and young carers have the right to talk to professionals privately about their concerns and to expect their confidentiality to be respected.
- Not expecting carers and young carers to care or manage risk without sufficient information and support to do so.
- Informing carers and young carers of the specialist support services available to them and referring them to these services, when appropriate.
- Informing carers and young carers of support groups and/or respite/breaks available to them either provided by us or our partner organisations.
- Promoting training, education and leisure opportunities for carers and young carers in other services; to combat isolation and promote social inclusion.

- Signposting carers and young carers to further specialist services, such as, counselling.
- Helping carers and young carers to get advice on issues, such as, housing, employment, education and benefits.

7. Commitment 5: Developing Staff to Work with Carers/ Young Carers/Families

We will ensure that our workforce has the skills and confidence to be responsive to carers and young carers by:

- Providing training to relevant staff to undertake carers' assessments in line with the Care Act (2014) and the Children and Families Act (2014).
- Providing Carer Awareness training to staff to ensure they can identify and respond to carers' health and wellbeing needs and understand how caring can be distressing.
- Providing opportunities for carers and young carers to both help develop carer awareness training and deliver the training, if they wish to.

8. Commitment 6: Support Staff who are Carers

We promise to:

- Develop a culture that is positive and supportive towards our staff who have caring roles.
- Provide information about working carers' rights.
- Promote staff as carers guides to managers and staff.
- Ensure staff who have caring roles are aware of the Trust's Flexible Working policy.
- Look at ways that staff as carers can be incorporated into supervision and appraisal procedures.

9. Useful Resources

Information and leaflets are available to download from www.shsc.nhs.uk/service-users-and-carers/carers-and-young-carers. The following resources are available for carers, young carers and staff:

1. Advocacy
2. Carers' and Young Carers' Charter
3. Carers' and Young Carers' Assessments
4. Carers' and Young Carers' Checklist
5. Community Teams
6. Confidentiality and Information Sharing
7. Hospital Admissions and the Mental Health Act
8. How to Get Involved
9. Mental Health Crisis
10. Understanding Mental Health Conditions and Medication
11. Useful Contacts Leaflet
12. Information Pack

These resources were designed in partnership with carers and young carers. SHSC worked collaboratively with Sheffield Carers Centre, Sheffield Young Carers and Chilypep and we would like to acknowledge their hard work, advice and support. These resources were updated in 2019 to ensure accuracy of information. With thanks to Jana Sandford for the artwork throughout.

For further information, contact:

- Sheffield Carers Centre on 0114 272 8363 or www.sheffieldcarers.org.uk
- Sheffield Young Carers on 0114 258 4595 or www.sheffieldyoungcarers.org.uk
- Carers Trust on 0300 772 9600 or www.carers.org

Or alternatively, contact your local SHSC team to get more information.