



# Carers charter - working together

Developed by carers for ALL who support or help a person receiving care from Tees, Esk and Wear Valleys NHS Foundation Trust.



## Our commitment to you



- We'll make sure you have a named person to contact
- We'll listen and value your expert knowledge about the person you care for
- We'll work with you to provide quality care
- We'll include you in any decisions about the person you care for. Where this isn't possible we'll explain why
- We'll support and listen to you and provide clear, accessible information to help you care
- We'll respect the confidentiality of the personal information that you provide about yourself or the person you care for
- We'll train our staff to understand and respect the essential role you play in the person's care and recovery
- We'll actively involve you in service planning and development

## Please help us



- Work with us to provide personalised care and treatment for the person you care for
- Share your experiences and history of the person you care for to help us provide effective care
- Help us understand your own needs so we can support your health and wellbeing
- Trust us to share with our colleagues as necessary the personal information you provide to improve the care we give
- Respect that staff will listen but may not always be able to answer personal questions about the person you care for
- Use the information we provide for carers to understand your rights and how we can work together
- Help us develop better integrated, more joined up services that meet the needs of everyone

**Brent Kilmurray, Chief Executive**

**Miriam Harte, Chairman**

If you feel you are not being listened to, or not being supported, please talk to your loved one's care team or contact our Patient Advice and Liaison Services team (PALS) on 0800 052 0219.