



# Family, Friends and Carers Partnership Charter

Shrewsbury and Telford Hospital NHS Trust value the important role which carers provide for people who use our services. We are committed to working in partnership with carers to understand how best to support our patients.

**We make the following commitments to support and work together with carers:**

## Recognising and valuing carers



- We will identify carers within the admission process
- We will ensure that carers are valued and respected by all our staff
- We will recognise and value young carers
- We will work with you and listen to you
- We will respect the need for confidentiality of both the carer and person they care for
- We will recognise the diversity of carers and respect the way in which care is given

## Involving carers



- We will recognise that a carers views should be listened to as experts by experience
- With the patients consent we will involve you and share information with you about the care and treatment they are receiving and involve you in planning their discharge
- We will provide opportunities for carers to provide feedback

## Support for carers



- We will inform carers about their right to a Carers Assessment as is their right under the Care Act 2014
- We will signpost carers to local carers groups providing access to support
- We will provide you with information in an accessible format

## What we ask from you:



- We ask that you inform us that you are a carer and the support you provide
- We ask that you tell us if you have any concerns or are struggling in providing care
- We ask that you respect patient confidentiality as there may be times when we are unable to share information
- We ask that you work in partnership with us to make improvements



**We do this not only because we have a statutory responsibility to, but because we want to.**

