

# Carers Charter

Gloucestershire Hospitals NHS Foundation Trust is committed to recognising the valuable role of carers and working with them as partners to deliver exceptional patient care.

*A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.*

*The care they give is unpaid.*



Please complete this survey so that we can gain valuable feedback around the support that carers currently receive from the Trust.

➔ [bit.ly/3YhLnwi](https://bit.ly/3YhLnwi)

the **Best Care**  
for **Everyone**  
care / listen / excel



**Gloucestershire Hospitals**  
NHS Foundation Trust

Our Carers' Charter is based on our Trust values and outlines what you can expect from us and how you can help us

What you can expect from us:	
<b>C</b>	Carers will be central to the care planning, delivery of care and discharge for the person being cared for (with their consent), our aim will be to identify carers as early as possible
<b>A</b>	Acknowledgement of the vital contribution and lived experience of carers. We will ensure you are aware of your rights to a carers assessment
<b>R</b>	Respect and recognise the knowledge you have gained about the person you care for. Reassurance that we will care for them, as you would reasonably expect us to
<b>E</b>	Ensure you are aware of support available to you by signposting you to organisations that are relevant to your carer needs

What we would like your support in:	
<b>C</b>	Complete a carer feedback survey (scan the QR code) so we can learn from your experiences and, if necessary, implement improvements
<b>A</b>	Always speak to us if you have any concerns. You may need to arrange an appointment to speak to a specific member of staff, but there will always be someone available to listen
<b>R</b>	Recognise the pressures our staff are working under, while trying to deliver excellent care to every patient, and show them respect; even if you are under a lot of stress
<b>E</b>	Ensure you tell us if you need additional support in your role as a carer; we can signpost you to help and support

For more information please visit:

➔ [www.gloshospitals.nhs.uk/carers-information](https://www.gloshospitals.nhs.uk/carers-information)

Signed

**Kevin McNamara**  
Chief Executive  
Officer

**Matt Holdaway**  
Director of Quality  
and Chief Nurse