



SURREY CARERS CHARTER

“Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid”. - Carers (UK) definition. This includes adults looking after other adults, parent carers looking after disabled children and young carers who are under 18 years of age.

Introduction

The Carer’s Charter has been produced as part of the Strategy for Carers in Surrey to promote better recognition and support for them. Carers are viewed as individuals with a right to choose whether to care or continue to care.

The Charter confirms the values, aims and standards that will be adopted by agencies (which includes both Voluntary and Statutory) working in partnership with carers within Surrey. It will also be used to monitor outcomes for carers.

The Carer’s Charter is based on five key National Standards developed by The King’s Fund for the Department of Health and are based on what carers say they want. The Charter also includes two further standards that reflect the need to see carers as individuals in their own right, with a life beyond caring and to have effective processes for assessing their needs. These have been developed in the light of the Carers (Equal Opportunities) Act 2004. The standards are intended to describe what a good service to carers should look like and to monitor outcomes for carers :

1. Information
2. Assessment Processes
3. Short Breaks
4. Emotional Support
5. Support to care and maintain carer’s own health
6. Having a Voice
7. A Life beyond Caring

Carers have played a key role in formulating the Surrey Carer’s Strategy. Partnership agencies have signed up to the standards and the underlying aims. However each agency has a different responsibility to carers and will produce its own ACTION PLAN that sets out how it will deliver on these Standards. A template to be used by each agency is attached to this draft.

If you would like this document in another language or on tape please contact us on Tel 08456 009 009 or Minicom 020 85418914 or Fax: 020 8541 9004 or email; contact.centre@surreycc.gov.uk

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如欲索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一個電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو برائے مہربانی اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔

The Charter Standards

1. Information

Carers need to be provided with information about available services. This will be distributed by staff and partner organisations. We will aim to:

- provide training to our staff to help make sure this happens
- provide information which is appropriate and timely
- keep information up to date
- ensure that a comprehensive range of information is available ranging about all local services
- make information accessible to all sections of our communities.
- be clear about any charging policies (affecting the service user)
- provide information and support to enable carers to access benefits advice.

2. Assessments

We will make sure that the assessment processes recognise that carers have a right to choose whether to care and :

- recognise carers and record their views about the person who is being looked after.
- ensure that carers assessments are offered and that the assessments include the opportunity for carers, including parent carers and young carers to discuss their own needs.
- Include clear written feedback to the carer on the outcome of their carers assessment
- The outcome of carers assessments should be reviewed at least annually and when there is a significant change in circumstances

3. Providing a Break

We will promote opportunities for carers to have a break and will:

- provide a flexible range of options for short breaks where the needs of carers are identified through a carers assessments. This may include use of Direct Payments and Carer Break Vouchers
- support a range of voluntary and independent organisations that provide breaks,

4. Emotional Support

We will recognise the importance of the need for emotional support for carers and will:

- support Carers Support groups and Carer networks in Surrey
- promote a culture that recognises the emotional needs of carers, during and after caring
- ensure that where we offer counselling services, that staff are aware of the importance of carer's needs

5. Support to care and maintain the carer's own health

We aim to ensure that individual carer's needs, including their health, are recognised and addressed. We will seek to:

- identify carers
- always consider carer's own health needs
- ensure that Hospital Discharge planning procedures include carers where appropriate in line with statutory requirements
- where appropriate undertake assessments jointly with partners
- recognise carers as partners and will not make assumptions about their willingness to care
- ensure that plans for children and young people will include strategies for young people as carers and the needs of parent carers.

We want to ensure that our services are appropriate to improve the quality of life for carers. We will aim to:

- Ensure that our staff are able to provide or help carers access an appropriate range of information, training and advice needed for carers to care
- ensure carers are offered appropriate training where this is required.

6. Having a voice:

We will work to ensure that carers have a voice and:

- include all groups and members of a community in order to reduce inequalities
- involve carers in planning, commissioning and evaluating services
- involve carers in training professionals including induction training
- include carers in our plans to raise awareness and deliver our strategies
- support carers to have a voice as individuals and/or collectively, and seek to make such opportunities will be accessible to all carers.

7. A Life beyond Caring

Carers should be viewed and treated as individuals in their own right with a life beyond caring. We will aim to:

- ensure that assessment processes and services take account of carers' needs in relation to work and training
- promote leisure opportunities for carers and other services which promote their social inclusion.
- provide services that can respond to emergencies
- reduce the inequalities experienced by minority groups
- support our own staff who are carers.
- promote carers economic well-being and carer friendly employment practice

Monitoring the Charter

In formulating the Surrey Carers Charter, carers have played a key role. Partnership agencies have signed up to the standards and the underlying aims. However each agency has a different responsibility to carers and will produce its own Action Plan that sets out how it will deliver the Charter Standards.

Progress in meeting the standards will be regularly monitored by each agency and the Surrey-wide Carers Strategy using the attached template. This looks at the current situation / performance including any available evidence. It then looks at what actions are needed to meet any shortfalls/gaps in provision.

SURREY CARERS CHARTER : ACTION PLAN : (NAME OF AGENCY)

STANDARDS	CURRENT POSITION (include evidence where available)	ACTIONS NEEDED	Lead Name Date for completion /review
<p>1. Information</p> <p>Carers need to be provided with information about available services. This will be distributed by staff and partner organisations. We will aim to:</p> <ul style="list-style-type: none"> ● provide training to our staff to help make sure this happens ● provide information which is appropriate and timely ● keep information up to date ● ensure that a comprehensive range of information is available ranging about all local services ● make information accessible to all sections of our communities. ● be clear about any charging policies (affecting the service user) ● provide information and support to enable carers to access benefits advice. 			

<p>2. Assessments</p> <p>We will make sure that the assessment processes recognise that carers have a right to choose whether to care and :</p> <ul style="list-style-type: none"> • recognise carers and record their views about the person who is being looked after. • ensure that carers assessments are offered and that the assessments include the opportunity for carers including parent carers and young carers to discuss their own needs. • Include clear written feedback to the carer on the outcome of their carers assessment • The outcome of carers assessments should be reviewed at least annually and when there is a significant change in circumstances <p>3. Providing a break</p> <p>We will promote opportunities for carers to have a break and will:</p> <ul style="list-style-type: none"> ● provide a flexible range of options for short breaks where the needs of carers are identified through carers assessments. This may include use of Direct Payments and Carer Break Vouchers ● support a range of voluntary and independent organisations that provide breaks, 			
---	--	--	--

<p>4. Emotional Support</p> <p>We will recognise the importance of the need for emotional support for carers and will:</p> <ul style="list-style-type: none"> ● support Carers Support groups and Carer networks in Surrey ● promote a culture that recognises the emotional needs of carers, during and after caring ● ensure that where we offer counselling services, that staff are aware of the importance of carer's needs <p>5. Support to care and maintain the carer's own health</p> <p>We aim to ensure that individual carer's needs, including their health, are recognised and addressed. We will seek to:</p> <ul style="list-style-type: none"> ● identify carers ● always consider carer's own health needs ● ensure that Hospital Discharge planning procedures include carers where appropriate in line with legal requirements 			
--	--	--	--

- where appropriate undertake assessments jointly with partners
- recognise carers as partners and will not make assumptions about their willingness to care
- ensure that plans for children and young people will include strategies for young people as carers and the needs of parent carers.

We want to ensure that our services are appropriate to improve the quality of life for carers. We will aim to:

- Ensure that our staff are able to provide or help carers access an appropriate range of information, training and advice needed for carers to care
- ensure carers are offered appropriate training where this is required.

6. Having a voice:

We will work to ensure that carers have a voice and:

- include all groups and members of a community in order to reduce inequalities
- involve carers in planning, commissioning and evaluating services

<ul style="list-style-type: none"> • include carers in our plans to raise awareness and deliver our strategies • support carers to have a voice as individuals and/or collectively, and seek to make such opportunities will be accessible to all carers. <p>7. A Life beyond Caring</p> <p>Carers should be viewed and treated as individuals in their own right with a life beyond caring. We will aim to:</p> <ul style="list-style-type: none"> • ensure that assessment processes and services take account of carers' needs in relation to work and training • promote leisure opportunities for carers and other services which promote their social inclusion. • provide services that can respond to emergencies • reduce the inequalities experienced by minority groups • support our own staff who are carers. • promote carers economic well-being and carer friendly employment practice 			
---	--	--	--