

## **Cheshire & Merseyside Carers Charter**

An unpaid carer is anyone, including people who receive benefits, 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. This includes adult carers, parent carers, working carers and young carers.

In Cheshire & Merseyside our aim is for all carers to have the recognition they deserve and provide the support tailored to their individual needs. To promote a culture of working in partnership with carers, respecting and responding to cultural differences, with a strong focus on putting carers at the centre of everything we do.

### **This is our pledge:**

#### **Carers as equal partners**

##### **We will:**

- Acknowledge the role of carers as experts in care. We want the voice of carers to be heard by all health and social care, voluntary and faith sector, public sector, education and housing for a joint-up approach across system partners.
- Listen, consult and involve carers throughout the planning and care of the person cared for.
- Aim to engage with carers in the planning, development and review of services across Cheshire & Merseyside.

#### **Our pledge to carers**

##### **We will:**

- Take action to identify carers in their local areas at the earliest opportunity and encourage carers to recognise and understand their caring role.
- Make sure all aged carers are aware of legislation and understand their right to an individual carers' assessment.
- Provide carers with information and advice in a timely manner and appropriate formats.
- Provide guidance on how to navigate the support available and empower carers to take informed decisions.
- Link carers to support for their physical and mental health and wellbeing.
- Support young carers to thrive and develop educationally, personally and socially, in order to reduce the impact of excessive or inappropriate caring burdens.

The Carers Charter has been developed by Cheshire & Merseyside Strategic Carers Partnership Group. We will continue to engage with carers and feedback will be reflected in further updates of the charter. Your feedback is welcome here [communications@cheshireandmerseyside.nhs.uk](mailto:communications@cheshireandmerseyside.nhs.uk)

Version 1 published on Carers Rights Day 23 November 2023

