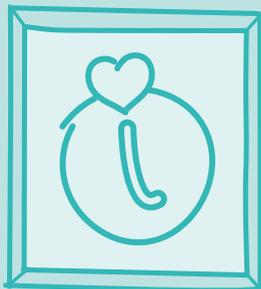


AWP

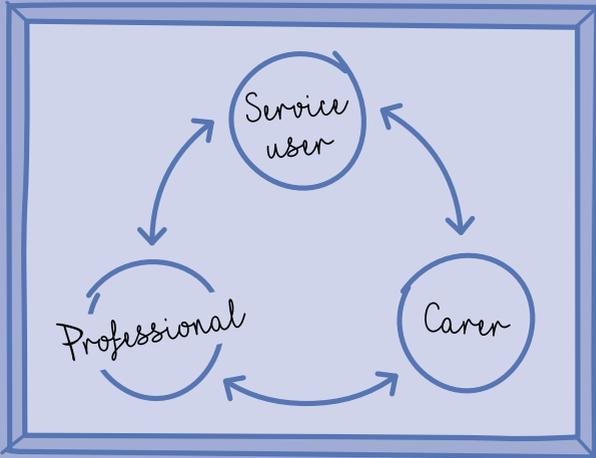
FAMILY, FRIENDS & CARERS CHARTER

explained



WHAT IS A CARER?

In AWP we use the term 'carer' to mean people who may be a family member, friend or neighbour who supports or helps someone who has mental health problems.



OUR CHARTER

AWP has worked in collaboration with KS2 Bath and carers to produce a Carers Charter to improve partnership working with carers in mental health services.

This document is AWP's commitment towards carers.

1. AWP will...

...value the experience and expertise that you have and work with you as expert partners, in order to give the best possible care.

This means: "As a carer you have the knowledge and expertise about the person you care for. You should expect to be listened to by staff looking after the person you care for."

2. AWP will...

...identify you, the person/primary carer, who gives the most support, either at first contact or at the earliest opportunity, in the community or in the hospital. We will make contact with you as soon as possible.

This means: "As a carer, you need to make sure that staff looking after the person you care for, know you are the primary carer. If they don't contact you, make sure you contact them and tell them."

3. AWP will...

...give you, the primary carer, clear and up-to-date information on what to do in a crisis, both in working hours and at night and how to get support for yourself.

This means: "You should be given a carers' pack; information to enable you to access a service (day or night) and should be signposted to where you can receive support for yourself."



4. AWP will...

...make sure you have access to an assessment of your needs, whether with us or a partner organisation. We will make sure any identified needs that are our responsibility will be followed up.

This means: "You, as a carer, are entitled to a carers' assessment. If you have any issues highlighted by this assessment that involve mental health services, contact them, as they are obligated to sort these issues out."

5. AWP will...

...look at the broader family or support system and recognise their role, acknowledge the impact on them and offer support.

This means: "As carers, we all recognise the impact a mental health condition has on the whole family. The mental health services have committed themselves to giving family support."

6. AWP will...

...understand that when there is a bereavement, we need to provide you with support at a difficult time.

This means: "During a really difficult time such as a bereavement, more support should be offered from mental health services."



7. AWP will...

...recognise that you are integral to the whole care plan, initial assessment, risk assessment, reviews, discharge and recovery planning; including how to re-enter services when needed. Where the person you care for agrees, you will be given copies of these plans.

This means: "The information you hold as a carer is vital to mental health services staff when it comes to assessment and risk management. You know the patient better than anyone.

Also as a carer, you need to know from the mental health services about any potential risks so that you can care safely."

8. AWP will...

...not expect you to care, or manage risk, without sufficient information and support to do so.

This means: "You should be given information in how to care for your loved ones and keep them safe. You should be given support on how to manage any risks."

9. AWP will...

...have clear guidelines and practice about confidentiality which we will share with you. We will use these rules with compassion and empathy.

This means: "AWP has good practice guidelines about dealing with confidentiality.

You can talk to a staff member without breaching confidentiality. Talking about things you have witnessed as a carer is not breaching confidentiality."



10. AWP will...

...recognise that you have a right to talk to professionals privately about your concerns and expect your confidentiality to be respected.

This means: "As a carer, you have a right to ask for a private interview with mental health service staff to talk about your concerns. If you ask for the conversation to be confidential, that confidentiality cannot be broken."

11. AWP will...

...involve you in the planning and development of services which includes making sure that there is comparable provision in all areas of the Trust.

This means: "All areas of AWP have Involvement Coordinators who can get you involved with services should you wish. Contact your local services and ask what they can offer."

If you have any questions or concerns, please ask to speak to the Care co-ordinator or Carers Lead in your area.



FURTHER INFORMATION

For more information about how AWP works with carers, please contact:

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