



## AWP'S FAMILY, FRIENDS AND CARERS CHARTER

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

We will:

- value the experience and expertise that you have and work with you as equal and expert partners, in order to give the best possible care.
- identify you, the person/primary carer, who gives 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.
- 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.
- 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.
- we will look at the broader family or support system and recognise their role, acknowledge the impact on them and offer support.
- understand when there is a bereavement that we need to provide you with support at a difficult time.
- 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.
- not expect you to care, or manage risk, without sufficient information and support to do so.
- have clear guidelines and practice about confidentiality which we will share with you. We will use these rules with common sense, compassion and empathy.
- recognise that you have a right to talk to professionals privately about your concerns and expect your confidentiality to be respected.
- involve you in the planning and development of services which includes making sure that there is comparable service provision in all areas of the Trust.