

A Charter for

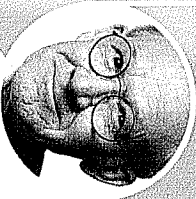
people who

give care or

support to

another

person



## Choice

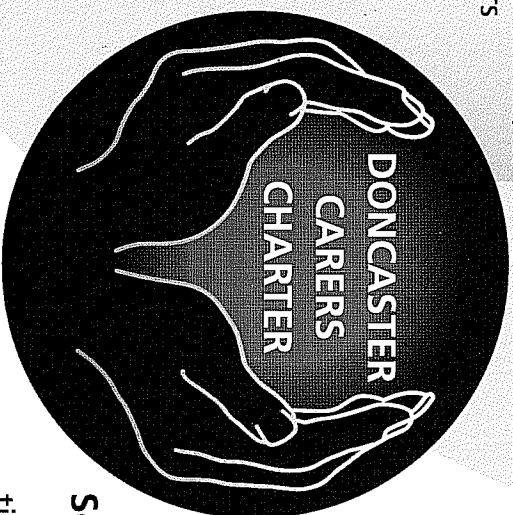
Whether to take on the responsibility of caring for another person, continue to give the same amount of care or to continue in a caring role.

## Training

Available to all carers and for the people whose work involves contact with carers.

## Partnership Working

A two way relationship between carers and providers of services.



## Information

That is up to date, timely and relevant.

## Service Provision

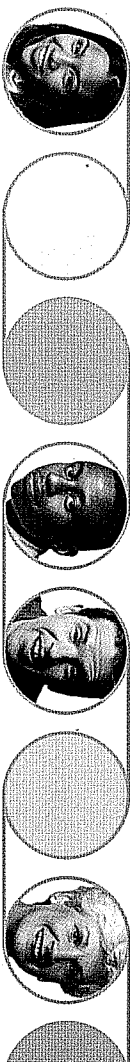
That is agreed, timely and suitable.

## Involvement

Through representation in planning, development and delivery of services.

## Recognition

Of the vital role that carer's play in the community by caring for an ill, disabled, or older frail person.



Caring for Carers

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## Legislation and Policy

Carer's (Recognition & Services) Act 1995

Carers & Disabled Children's Act 2000

Better Care Higher Standards a Charter for long term care in Doncaster

## Acknowledgements

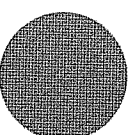
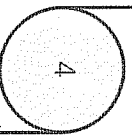
Thanks to all who contributed in the development of this Carers Charter: individual Carers and users of services, local Carer support groups, Doncaster Carers Forum, the Carers Strategy group, the Voluntary Sector and people working in the Social and Health Care professions.

## INTRODUCTION

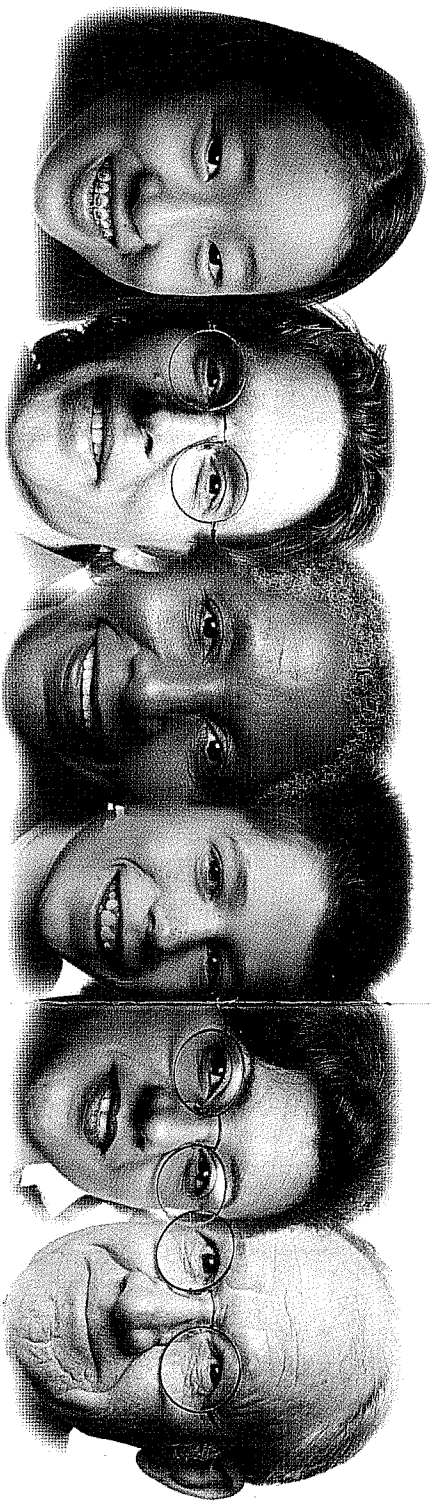
The Doncaster Carers Forum initiated the Carers Charter. Their aim was to produce a working document that will be of assistance to carers and people working in the health and social care professions, as well as a document that will record the commitment made to carers from social and health care agencies

Monies set aside from the Carers Grant allowed meaningful consultation to be carried out with carers, users, the Voluntary Sector and people working in the social and health care field to produce a Carers Charter for Doncaster.

This Charter represents positive action and partnership working on behalf of: Carers, the Voluntary sector, Doncaster Local Authority, Doncaster East Primary Care Trust, Doncaster West Primary Care Trust, Doncaster Central Primary Care Trust, Doncaster & South Humber Healthcare NHS Trust and Doncaster and Bassetlaw Hospitals NHS Trust.



# Who is a Carer?



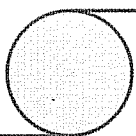
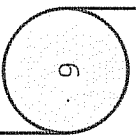
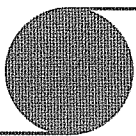
...they all are!

Carers are people of all ages

- Children and young people
- Parents
- Married couples and partners
- Relatives, friends and neighbours

Looking after someone who

- is an older frail person
- has a physical disability or illness
- has a learning difficulty
- has a mental health problem
- has a sensory disability
- is misusing substances such as drugs or alcohol
- has HIV or AIDS



The term "carer" covers a wide range of different relationships, but does not include 'carers' who are employed to provide a service.

### What carers do

Being a carer for another person covers a wide range of activities.

The help they give may be with personal care, emotional support, practical assistance, transport, social support or all of these. They may provide care or support for a few hours a week or 24 hours a day 7 days a week. What they all have in common is that the support they provide involves both commitment and responsibility.

If you can identify with any of the above, even if you have an illness or disability yourself, you are a 'carer' and this Charter may be of help to you.

# THE DONCASTER CARERS CHARTER

The charter is laid out in seven sections

- Recognition
- Involvement
- Service Provision
- Information
- Training
- Partnership Working
- Choice

Within each of these sections carers rights are listed first and details of how these will be achieved by service providers follow under 'This will be achieved by'.



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## RECOGNITION

- of the vital role that carers have in the community by caring for someone who is ill, has a disability or frailty.
- for their knowledge, experience and skills.
- that carers may be of any age, sex, race, religion, sexual orientation or may themselves have a disability.
- as individuals with their own needs, who may also need support and/or services in their own right.
- that the carer may not live in the same house as the person they are caring for.
- that Young Carers are children in their own right
- that carers have a right to an assessment, under the Carer's (Recognition & Service) Act 1995, and the Carers and Disabled Children's Act 2000

### **This will be achieved by**

Treating carers with respect and courtesy and acknowledging them as partners in the care process.

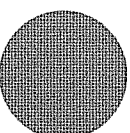
Inviting carers onto relevant groups involved in the planning, development and delivery of services.

Inviting carers to be involved with relevant monitoring and evaluation of services.

Carrying out monitoring and evaluation of policy and practice at regular intervals.

Providing young carers with an assessment that will recognise that their needs are different to those of adults.

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## INVOLVEMENT

Carers will be:

- included as partners in the care process.
- involved in the assessment of the person being cared for.
- consulted in any proposed changes to service provision to the cared for person.
- consulted in any proposed changes to charges made for services and before introducing new charges for services.

### **This will be achieved by**

Information and support being given in advance of an assessment or a review.

Carers being allowed time to ask questions, and no question will be seen as irrelevant.

Decisions around service provision, 'The Care Plan' being given in writing.

A contact telephone number being given to the carer.

Consultation exercises at appropriate level taking a variety of forms, to achieve a balanced representation of carers views.

Giving feedback after all consultation exercises.

### **SERVICE PROVISION will be;**

- confidential
- user and carer centred
- a service that carers have confidence in
- easily accessible by carers
- a service that meets the needs of carers

### **This will be achieved by**

Providing services that

- do not discriminate
- are developed through listening to the views of carers.

Developing well organised, flexible services that give choice.

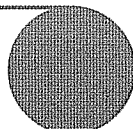
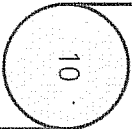
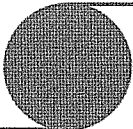
The provision of equipment based on 'need' rather than cost.

Providing respite that as far as possible meets the needs of the carer and the service provider.

Review carer plans on an annual basis, or when requested through a change of circumstances.

Recognising that young carers needs may be different to that of adults.

Good co-ordination of services provided by social services, health, education, housing and any other interested agencies.



## INFORMATION

- that is accessible to all carers.
- available in different languages and formats.
- user friendly, up to date, timely and relevant.
- accessible at the beginning, during and after caring.

### **This will be achieved by**

Ensuring information is accessible by making it available in a range of public places to reach 'hidden carers'.

Informing carers about any independent advice and support that is available.

## TRAINING

- to support carers in their caring role and
- for staff who provide care or support to have adequate training around carers issues and rights.

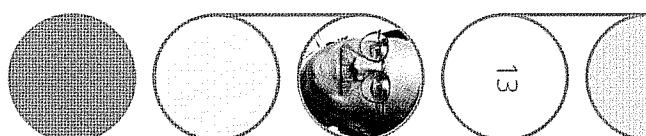
### **This will be achieved by**

Having access to suitable training providers for carers.

Identifying and addressing the training needs of carers.

Promoting and endorsing any training that raises awareness around carers issues.

Training for staff to include carers issues.



## PARTNERSHIP WORKING

- a two-way relationship between the carer and the service provider.

### **This will be achieved by**

Informing carers of complaints procedures.

The carer taking responsibility for raising any concerns they may have regarding services they receive, or services they do not receive but feel they are entitled to.

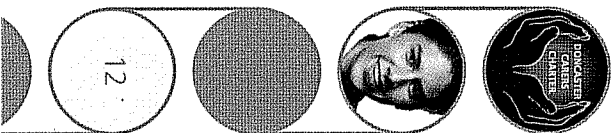
Ensuring there are no repercussions to the user or carer because they have made a complaint.

Investigating all complaints.

Keeping the carer informed while the complaint is being investigated.

Reporting to the person who has made the complaint any action to be taken as a result of the complaint.

Monitoring and evaluating the nature of complaints made on a regular basis and action taken ensuring improvements.



## CHOICE

- carers will be given the choice whether to take on the responsibility of caring for another person, continue in a caring role, or continue to give the same amount of care.
- good service provision to enable carers to pursue their own life and interests.

### **This will be achieved by**

- Providing carers with the information they need to make an informed choice.
- Ensuring there are adequate services available to allow carers to make choices.
- The individual circumstance of the carer being taken into account when an assessment of the person they care for is being carried out.
- Providing services that give the carer the opportunity to make choices about how they pursue their own life interest.



**The following statements of intent by Health and Social Care agencies illustrate the support for the Doncaster Carers Charter.**

**“Doncaster Central Primary Care Trust** supports the principles behind the Doncaster Carers Charter”

**“Doncaster West Primary Care Trust** congratulates the Doncaster Carers Forum on the Carers’ Charter, a much-needed publication which will highlight the vital role which carers play within our community and also serve to focus attention on the needs of carers”

**“Doncaster East primary Care Trust** have adopted the Carers Charter and supports the ongoing work of the Doncaster Carers Forum”

**“Doncaster and Bassetlaw Hospitals NHS Trust** has reviewed this booklet and congratulate the Doncaster Carers Forum and the Carers who have worked so hard in the production. Staff at this Trust will endeavour always to consider carers needs in line with information in the booklet when discharging patients from hospital”

**“Doncaster & South Humber Healthcare NHS Trust** fully supports the implementation of the Carers Charter in Doncaster and continues to recognise the very valuable role carers play in maintaining and enhancing mental health and social well-being”

**“Doncaster Social Services** acknowledges and values the immense amount of care and commitment that Carers give, often to the detriment of their own health and wellbeing.

We support the principles of the Carers Charter, and will strive to meet all it’s standards, by ensuring that Carers needs are at the heart of service provision and development”

**“Doncaster Housing Services** aims to help people live in a warm, secure, affordable home that meets their individual needs and preferences”



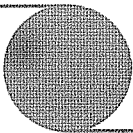


## MAKING A COMPLAINT

Many carers do not like to complain, as it can take up precious time and energy. They also worry that if they complain it may affect the services that they or the person they care for receive. But, making a complaint can often improve a service because if no one made a complaint and highlighted that there was a problem then service providers presume everything is ok and nothing will change.

If you have any concerns over a service that you or the person you are caring for receives, or how you or the person you care for have been treated, you should make a complaint. Often the concerns you have can be addressed informally. However, if you have cause to make a formal complaint each agency has their own complaints procedure that you will need to follow.

If you would like any advice or support with a concern you have contact:



## For complaints about

### Social Services

Contact the customer care officer  
Tel: 01302 737788  
or complete the Viewpoint leaflet.

### Housing

contact the customer care service section  
Tel: 01302 737498

### Health

GPs, Dentists, Pharmacists and Opticians contact the Practitioner in the first instance, if the complaint remains unresolved contact the relevant Primary Care Trust (PCT).

Doncaster West PCT

Tel: 01302 796796

Doncaster Central PCT

Tel: 01302 320111

Doncaster East PCT

Tel: 01302 320111

Doncaster Royal Infirmary & Bassettlaw NHS Trust

Tel: 01302 366666

Doncaster & South Humber

Health Care NHS Trust

Tel: 01302 796201

### Residential or Nursing Homes

Care Standard Commission

Tel: 01302 765350



## Local Support Groups

### Alzheimer's Society

Help line: 01302 325628

### Doncaster Carers Forum

Meet monthly for more details contact:



### Doncaster & District ME Support (DDMES)

Tel: 01302 787353

### Care Together

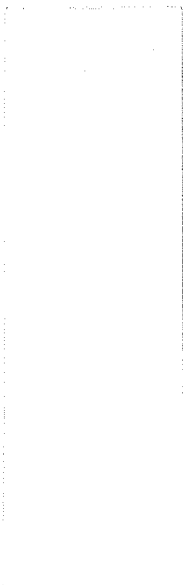
Tel: 01302 796853

E-mail: [info@caretogether.co.uk](mailto:info@caretogether.co.uk)

### Diabetic Society

Tel: 01302 369152

E-mail: [Terry@Abell50.freeserve.co.uk](mailto:Terry@Abell50.freeserve.co.uk)

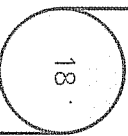
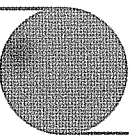


### Doncaster Relatives and Residents Association

Tel: 01302 744459/782697

### Epilepsy Association

Tel: 01302 783599



### Headways 01302 556277

### Heart Support Group

Tel: 01302 867458/868723

E-mail: [donheart@yahoo.co.uk](mailto:donheart@yahoo.co.uk)

### Leukaemia Care Society

Tel: 01302 535185

### Mental Health Action Group

Tel: 01302 341240

### Multiple Sclerosis Society

Tel: 01302 742101

Email: [marie@tmilman.freeserve.co.uk](mailto:marie@tmilman.freeserve.co.uk)

### Parkinson's Disease Society

Tel: 01302 851203

E-mail: [colin.dawson@carer4free.net](mailto:colin.dawson@carer4free.net)

### SCOPE

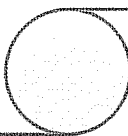
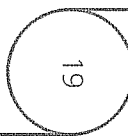
Tel: 01302 530289

### VOICE

Tel: 01302 723126

### National Support Groups available through Carers UK

Tel: 0161 953 4233



**Important contact numbers**

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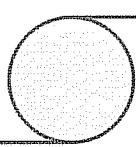
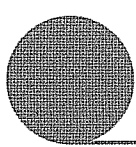
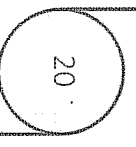
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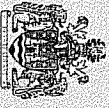
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Healthcare NHS Trust **NHS**

Doncaster Central  
Primary Care Trust **NHS**

Doncaster West  
Primary Care Trust **NHS**

Doncaster East  
Primary Care Trust **NHS**

Doncaster and Bassetlaw Hospitals  
NHS Trust **NHS**



**DONCASTER**  
*Donaster Metropolitani Borngi Council*



Caring for Carers