Elysium Healthcare

Carers Charter

because you matter

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We recognise that carers, families and friends have a very important role in supporting our service users. Working in collaboration with carers, families and friends, we are committed to four key principles that form our pledge to you.

1 Principle One:

Acknowledging your voice

We will recognise your expertise, knowledge and the important role that you play in your friend/relative's care and treatment and:

- Listen to you without bias or prejudice and take your worries and concerns seriously
- We will communicate clearly with you and keep the language jargon free
- Recognise that you have relevant and important information about the person you care for
- Value and respect your opinion and where necessary keep it confidential
- Take your views into account when decisions are being made about the person you care for
- Share information with you about the person you care for wherever this is helpful and possible

2 Principle Two:

Involvement in care

We will welcome your involvement in care and:

- Recognise that you are integral to the whole care plan, initial assessment, risk assessment, reviews, and discharge. Involve you in planning the care and discharge for your relative or friend
- Give you a copy of any care plan for the person for whom you care, with their agreement
- Provide you with information about the way our service works
- Signpost you to relevant information and advice to enable you to get help from carer support networks

3 Principle Three:

Training our staff

We will train our staff to be aware of carers' needs and:

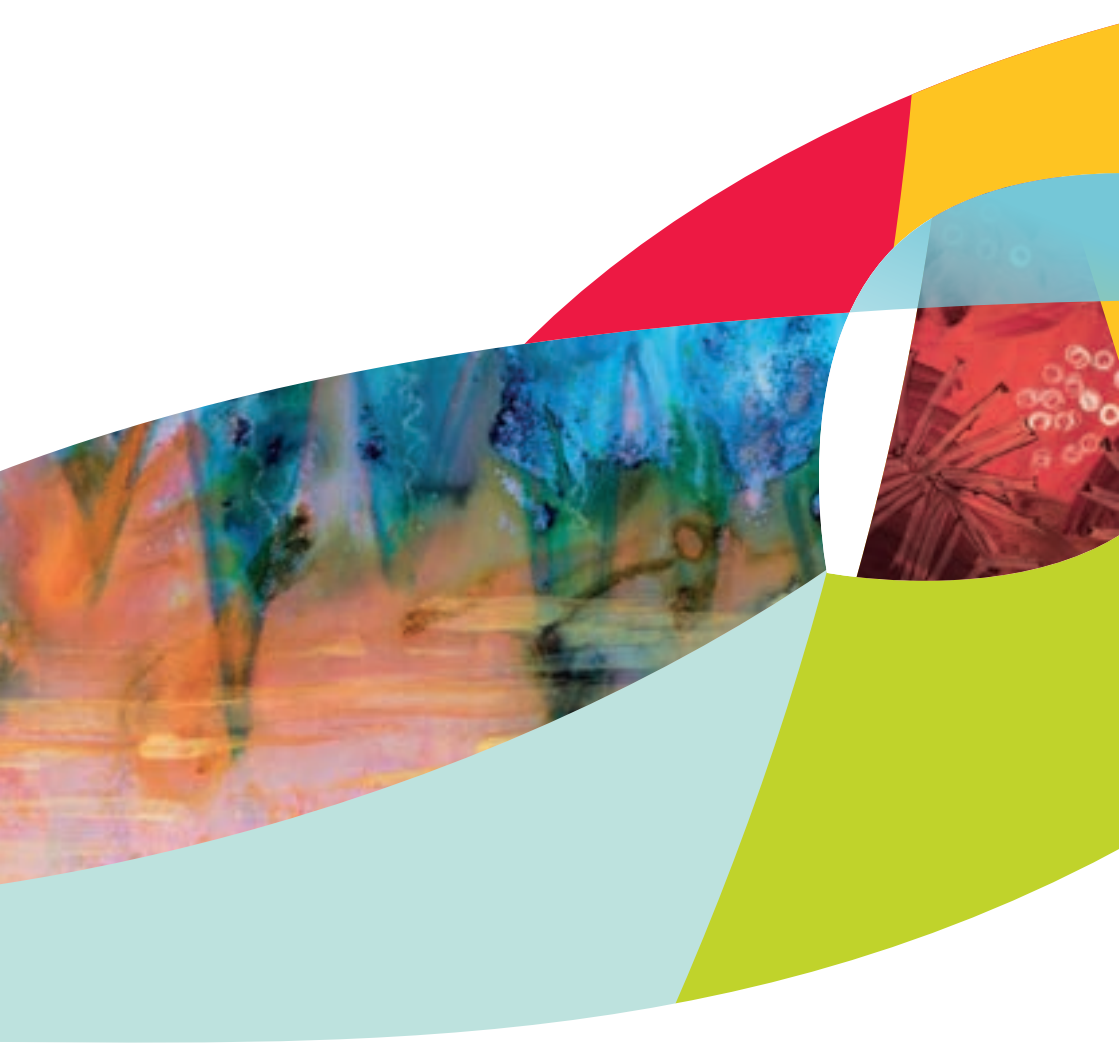
- Ensure all our staff can identify carers and recognise their role as partners within the service user's care and treatment
- Involve our staff in developing information, support and other services for carers
- Involve carers in training our staff about customer care

4 Principle Four:

Developing our services

We will value your involvement in the development of our services, and:

- Give you the opportunity to state your views on the quality of our services
- Give you the opportunity to be actively involved in planning, development and evaluation of services through the carers representatives attending clinical governance
- Inform you of service developments and give you adequate notice of meetings, consultation periods and other relevant events
- Properly reimburse all carer volunteers who help in service planning and training



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